



 **OnCommand**[™]
BY NAVISTAR

MAINTENANCE SOLUTIONS



Navistar’s customer facing solutions fall under one brand called OnCommand.

As one of the largest and most comprehensive packages of support services in the industry, OnCommand helps customers achieve more efficient repairs and maintenance, better lifecycle value and an overall lower total cost of ownership—ultimately, giving customers increased visibility and better control of their business.

With OnCommand, we provide our customers a unique group of business tools that help keep their trucks on the road and better manage their operations.



INTRODUCTION

OnCommand Offerings 4

PROGRAM OVERVIEW

The Players 6

KNOWLEDGE

Service Information 8

Parts Information 10

CONTROL

Service Partner 12

Repair Advocate 14

Fleet Charge 16

Preventive Maintenance 18

Maintenance and Inventory Management 20

Parts Return Program 22

EDUCATION

Service Education 24



Knowledge

- ▶ Service Information
(Formerly Fleet ISIS)
- ▶ Parts Information
(Formerly Fleet Parts Catalog)

Control

- ▶ Service Partner
- ▶ Repair Advocate
- ▶ Fleet Charge
- ▶ Preventive Maintenance
(Formerly Performance PM)
- ▶ Maintenance and
Inventory Management
(Formerly Diamond
Connection Solutions)
- ▶ Parts Return Program

Education

- ▶ Service Education

ONCOMMAND OFFERINGS

OnCommand has 3 categories of customer solutions listed below.

On Command – Knowledge:

- ▶ Service Information – Web-based service manuals, letters, circuit diagrams, and VIN-specific data
- ▶ Parts Information – Web-, print-, or CD-based parts catalog with detailed illustrations and optional electronic ordering

OnCommand – Education

- ▶ Web-based vehicle and systems training courses for self-maintainers

OnCommand – Control:

- ▶ Repair Advocate – Integrated fleet repair management system empowered by Navistar parts and service support groups and supported with individual case files for 100% visibility
- ▶ Service Partner – Dealer-provided maintenance and repairs providing expedited service to customers with guaranteed hours of service labor for specific repairs across the dealer network
- ▶ Fleet Charge – Parts purchasing program with guaranteed consistent pricing and instant credit across the dealer network
- ▶ Maintenance and Inventory Management – Scalable fleet maintenance and inventory management software solution for self-maintaining fleets and independent garages
- ▶ Parts Return Program – Customers return unused surplus and obsolete parts for full cash value payout


BY NAVISTAR



THE PLAYERS

OnCommand™ offers the most customer-friendly package of parts and service solutions in the industry.

OnCommand provides more efficient repairs and maintenance, better lifecycle value, and an overall lower cost of ownership.

Ultimately, OnCommand gives customers better control of their business.

Program	Navistar	Freightliner	Volvo	Mack	Kenworth	Peterbilt	Hino
Service Information	OnCommand™ Service Information (Formerly Fleet ISIS)	Service Pro	SmartWorks & eMedia	SmartWorks & eMedia	ServiceNet	ServiceNet	None
Parts Information	OnCommand™ Parts Information (Formerly Fleet Parts Catalog Online and Custom Parts Catalogs)	Parts Pro	Impact	Impact	PACCAR Parts Online	PACCAR Parts Online	None
Labor Time Consistency	OnCommand™ Service Partner	None	MV Assist Fleet	MV Assist Fleet	None	None	None
Roadside Break Down Management	OnCommand™ Repair Advocate & EBS	FleetPack (Large Fleets) Excelerator (Small Fleets)	Volvo Action Service (VAS)	Mack One Call	PremierCare Roadside Assistance	TruckCare Breakdown Assistance	Hino Watch
Purchasing Card for Parts and Service	OnCommand™ Fleet Charge®	FleetPack	MV Preferred	MV Preferred	PACCAR Parts Fleet Services	PACCAR Parts Fleet Services	None
Network-Wide Consistent-Price Preventive Maintenance	OnCommand™ Preventive Maintenance (Former Performance PM®)	None	None	None	PremierCare Preventive Maintenance	TruckCare Preventative Maintenance	None
Parts Inventory Management	OnCommand™ Maintenance and Inventory Management (Formerly Diamond Connection® Solutions)	Freightliner Fleet Connect	None	None	PremierCare Connect	TruckCare Connect	HinoNet
Obsolete Parts Return Program	OnCommand™ Parts Return Program (Formerly CPR & GPRP)	None	None	None	None	None	None
Education Solutions	OnCommand™ Education	Service Training Academy	North American Institute	North American Institute	PremierCare Training	PremierCare Training	HinoNet Training *Hands-on only
Rapid Repair Assessment	Accelerated Service – Express Diagnostics	Express Assessment	Triage	Triage	PremierCare Express Services	TruckCare Express Services	None



Service Information is a centralized source of essential information and technical knowledge for fleet managers and technicians.

With a subscription to the online portal, users gain real-time access to up-to-date VIN-based service, and parts information for any International vehicle and MaxxForce engine. The system helps facilitate better fleet management, rapid and accurate diagnosis, repair and vehicle maintenance.

Features and Benefits	Navistar	Freightliner	Volvo	Mack	Hino	PACCAR
Program Name:	OnCommand™ Service Information (Formerly Fleet ISIS)	Service Pro	SmartWorks & eMedia	SmartWorks & eMedia	HinoNet	ServiceNet
Service Manuals	Yes	Yes	Yes	Yes	Yes	Yes
Wiring Information	Yes	Yes	Yes	Yes	Yes	Yes
Symptom Based Search (iKNOW)	Yes	Very Limited	No	No	No	No
Fleet Mass VIN Info Request Tool (Spreadsheet)	Yes	No	No	No	No	No
Fault Codes Guides	Yes	Yes	Yes	Yes	No	Yes
Standard Repair Times	Yes	No	No	No	No	No
VIN based Notes & Attachments	Yes	No	No	No	No	No
Operators Manuals	Yes	Yes	Yes	Yes	Yes	Yes





Parts Information (formerly Fleet Parts Catalog) provides instant access to the parts list for all International units in a fleet.

This tool includes illustrated parts breakdown diagrams for easier parts identification and real-time parts availability (Web-based version) information across all International Parts Distribution Centers.

The online version allows users to create custom parts lists and order online. It also provides access to International all makes parts programs and supports cross-reference search for vendor and OEM part numbers. Available on Web-, print- or CD-ROM

Features and Benefits	Navistar	Freightliner	Volvo/Mack	Hino	PACCAR
Program Name	OnCommand™ Parts Information	PartsPro	Impact	None	PACCAR Parts Online
Vin Based Parts Identification	Yes	Yes	Yes	No	No
Visual Search Tool	Yes	Yes	No	No	No
Cross Reference Comparable Part	Yes	Yes	Yes	No	Yes
Online Ordering	Yes	Yes	Yes	No	Yes
All-Makes Parts Lookup	Yes	Yes	Yes	No	Yes
Enterprise System Integration	Yes	No	No	No	No





OnCommand™ Service Partner

Service Partner™ is a dealer-provided maintenance and repair program providing expedited service to customers with fixed labor hours for specific repairs.

The value of the Service Partner program continues to be proven as more fleets sign on to better manage their costs and improve repair times. While hourly labor rates may vary according to regional markets, the time to perform common repair/maintenance operations won't.

That means every time a truck in your fleet is serviced at a participating Service Partner location, you'll receive fair and consistent labor times, expedited diagnostic service and fast, accurate repair estimates.

Features and Benefits	Navistar	Freightliner	Volvo/Mack	Hino	PACCAR
Program Name	OnCommand™ Service Partner	None	MV Assist Fleet	None	None
Standardized Labor Times	Yes	No	Yes	No	No
Online fleet portal	Yes	No	Yes	No	No
Initial diagnostics performed in hours	Yes	No	Yes	No	No
Quick, accurate, detailed estimates	Yes	No	Yes	No	No



OnCommand™ Repair Advocate

Through a web-based case management system we are able to connect customers, dealers & Navistar support groups into one communication stream enabling us to track/influence vehicle repair status from initiation to closure resulting in a more effective, timely & lower cost repair.

This system helps honor the performance promise from our vehicle and superior service from our dealer channel.

- ▶ Decreases Repair Duration & Frequency
- ▶ Improves Overall Communications
- ▶ Enables more Efficient Business Operations

Features and Benefits	Navistar	Freightliner	Volvo	Mack	Hino	Kenworth	Peterbilt
Program Name	OnCommand™ Repair Advocate	FleetPack (Large Fleets) Exclerator (Small Fleets)	Volvo Action Service (VAS)	One Call	Hino Watch	PremierCare Roadside Assistance	TruckCare Breakdown Assistance
Breakdown Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Online Visibility	Yes	Yes	Yes	Yes	No	No	No
Parts Expediting For Repairs	Yes	Yes	Yes	No	No	No	No

Note - Repair Advocate is included with all ProStar and LoneStar trucks with 2010 engines. Emergency Breakdown Service (EBS®) is available for all vehicle types.



OnCommand™ Fleet Charge

Fleet Charge® is the most powerful purchasing card program in the business! Using the Fleet Charge program, our customers enjoy the value of guaranteed pricing, consolidated billing, customized accounts, Parts Information integration and much more.

Fleet Charge helps manage and control all parts and service expenses. Keep your trucks on the road and profits in your pockets!

Features and Benefits	Navistar	Freightliner	Volvo/Mack	Kenworth	Peterbilt	Hino
Program Name:	OnCommand™ Fleet Charge	Fleetpack	MV Preferred	PACCAR Parts Fleet Services	PACCAR Parts Fleet Services	None
Online Portal	Yes	Yes	Yes	Yes	Yes	No
Customizable Reports	Yes	Yes	No	Yes	Yes	No
Consistent Parts Pricing	Yes	Yes	Yes	Yes	Yes	No
Consolidated Billing	Yes	Yes	Yes	Yes	Yes	No
Roadside Assistance	Yes – EBS®	Yes	Yes	No	No	No
Credit Card	No	No	Volvo/Mack MasterCard	PremierCare Plus Card	TruckCare Services Card	No



OnCommand™
Preventive Maintenance

Preventive Maintenance is the most comprehensive PM program available. It ensures that your vehicles will get the best parts, premium oil and filters, and it will be serviced exclusively by factory-trained and certified technicians that will also perform a thorough vehicle inspection. That means knowing the job is done right the first time, every time.

Preventive Maintenance can be purchased the way that's best for you: You can participate on a job-by-job basis, or you can pre-purchase and ensure low prices for an extended period of time.

Features and Benefits	Navistar	Peterbilt	Kenworth	Volvo/Mack	Hino	Freightliner
Program Name	OnCommand™ Preventive Maintenance	TruckCare Preventative Maintenance	PremierCare Preventative Maintenance	None	None	None
Number of PM Service	3	3	3	No	No	No
Consistent Pricing	Yes	Yes	Yes	No	No	No
Consistent Process	Yes	Yes	Yes	No	No	No
D.O.T. Inspection Available	Yes	Yes	Yes	No	No	No
Participating Locations	450+	300+	300+	No	No	No
Factory Trained Technicians	Yes	Yes	Yes	No	No	No



OnCommand™

Maintenance and Inventory Management

A complete fleet maintenance and inventory solution, OnCommand Maintenance and Inventory Management is designed to assist fleet managers in reducing maintenance costs and better estimate their needs through the use of a simple, easy-to-use and cost effective software package.

The most popular function of the solution is the ability to track part number quantities, costs, and reorder points of parts in inventory based upon usage patterns and ordering information.

Features and Benefits	Navistar	Freightliner	Volvo/Mack	Hino	Kenworth	Peterbilt
Program Name	OnCommand™ Maintenance and Inventory Management	Freightliner Fleet Connect	None	None	PremierCare Connect	TruckCare Connect
Lifecycle and Total Cost of Ownership Reporting	Yes	Yes	No	No	Yes	Yes
Preventative Maintenance Scheduling	Yes	No	No	No	Yes	Yes
OEM Warranty Administration	Yes	No	No	No	Yes	Yes
Scheduled Reminders and Alerts	Yes	No	No	No	Yes	Yes
Core Tracking	Yes	No	No	No	Yes	Yes
Online Ordering and Auto Parts Replenishment	Yes	No	No	No	Yes	Yes



TURN THIS...

...INTO THIS



NAVISTAR EXCLUSIVE PROGRAM

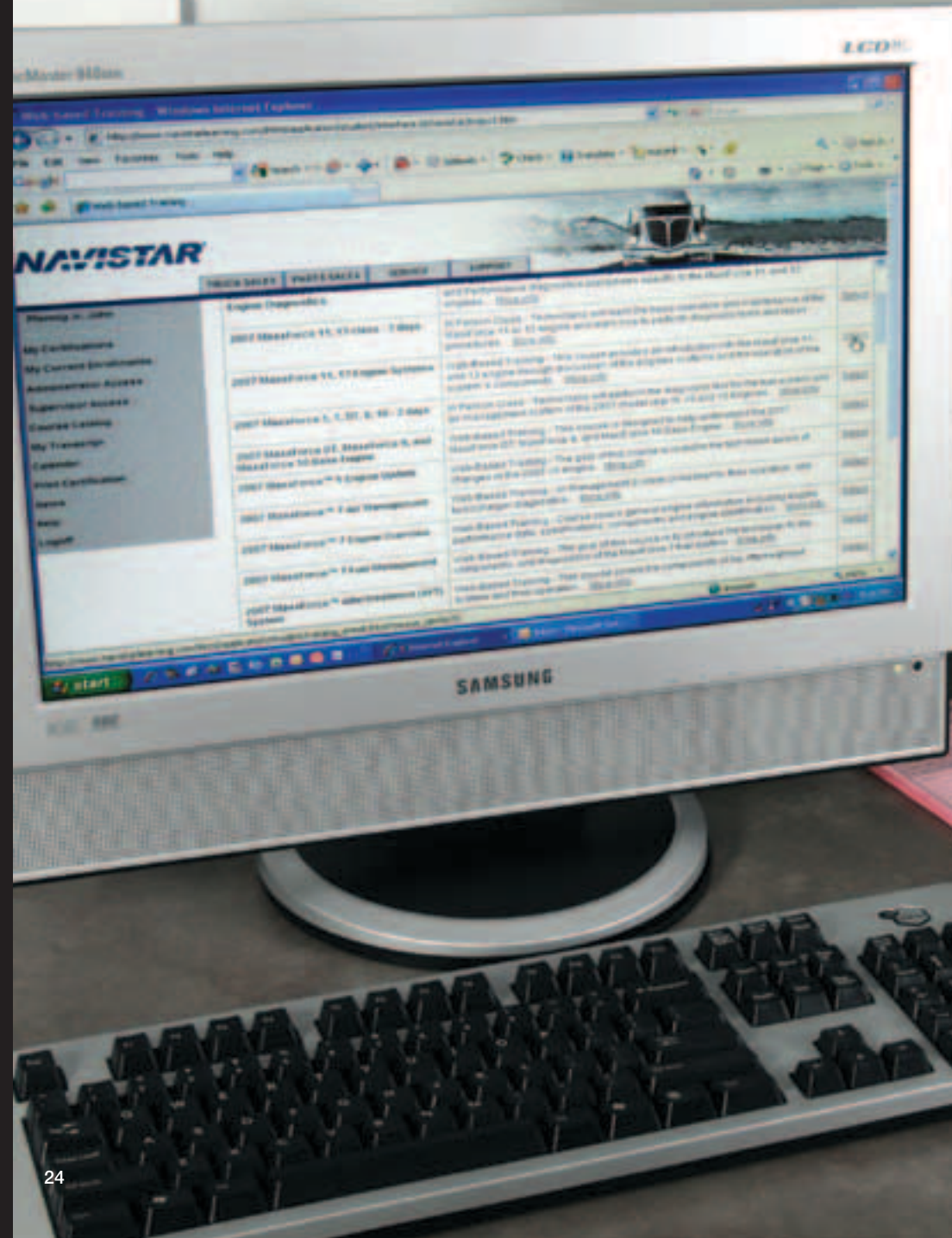
An industry unique program to return excess and obsolete parts — regardless of make — with the potential to earn **full reimbursement**, at fleet cost, through additional parts purchase throughout the dealer network.

HOW IT WORKS

We've made easy for customers to unload excess and obsolete parts from their shop. The program works like this:

<p>1. Return Parts Unused, obsolete and surplus parts inventory are shipped to one of two processing Centers in the US and Canada.</p> <p>Parts are valued at original carrying cost. In most cases, this will be the original purchase price.</p>	<p>2. Receive Initial Credit Payment We credit 25% of the returned inventory amount upon program approval, and the remaining 75% over the duration of the program</p>	<p>3. Apply Credits To New Parts Orders Increased customer purchases are applied to the earn-back credit amount over the duration of the program.</p>
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- ▶ Returnable parts must be new/unused bus, truck, or trailer parts, including good, rebuild able, dirty cores Returnable regardless of manufacturer or original purchase location.
- ▶ Up to 25% of Returned Inventory amount initially credited to Customer. Remaining amount eligible to earn back over a maximum 5-year program.
- ▶ Purchase requirement of 12 times the Returned Inventory amount. Mandatory purchases of 3 times the Returned Inventory amount within the first 12 months.
- ▶ Monthly reports provided to chart growth/earn-back percentage.
- ▶ No International purchase history required for existing customers who want to participate, a base will be included in the calculation.



OnCommand™ Education

Navistar and its dealer network provide sophisticated solutions to educate customers' technicians, operators and fleet managers on how to properly maintain their vehicles and work with our powerful business tools.

These solutions include customized Education Portals, providing access to Web-based education courses and instructor-led training at regionally located Navistar training centers. Education Portals can be created specifically for the vehicles, engines and systems used by the customer.

For example, a customer who has recently purchased ProStar® trucks may wish to select courses for basic serviceability, MaxxForce® engine systems, electrical, suspension and HVAC systems.

Features and Benefits	Navistar	Freightliner	Volvo/Mack	Hino	Peterbilt	Kenworth
Program Name:	OnCommand™ Education	Service Training Academy	North American Institute	Hino Net	TruckCare Training	PremierCare Training
Off-Site Technical Training	Yes	Yes	Yes	Yes	Yes	Yes
On-Site Technical Education	Yes	Yes	Yes	No	Yes	Yes
Web –Based Courses	Yes	Yes	Yes	No	No	No
Completion Certificate	Yes	Yes	Yes	Yes	Yes	Yes
Online Student Activity Tracking	Yes	Yes	No	Yes	No	No
Integrated Vender Brake Training	Yes	No	No	No	No	No

