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- ▷ FLEET CHARGE[®]
- ▷ PREVENTIVE MAINTENANCE
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CUSTOMER SOLUTIONS

UNIQUE TOOLS AND RESOURCES TO SUPPORT YOUR OWNERSHIP EXPERIENCE

KEEP YOUR VEHICLES ON THE ROAD AND PROFITS IN YOUR POCKET.

▶▶ NAVISTAR IS COMMITTED TO UNPARALLELED CUSTOMER
SERVICE TO HELP KEEP YOUR VEHICLES IN TOP
WORKING CONDITION. WITH MORE THAN 100 YEARS
OF EXPERIENCE, NAVISTAR HAS HELPED BUILD THE
INDUSTRY YOU RELY ON EVERY DAY.



ACCESS INFORMATION. CONTROL COSTS.
GAIN VALUABLE TECHNICAL EDUCATION.

OnCommand™ is the Navistar brand customers count on to help manage their operations and gain the most value from their vehicles. As the largest and most comprehensive package of customer tools and support services in the industry,

OnCommand helps customers achieve more efficient repairs and maintenance, better life-cycle value and an overall lower total cost of ownership – ultimately giving you improved uptime and better control of your business.



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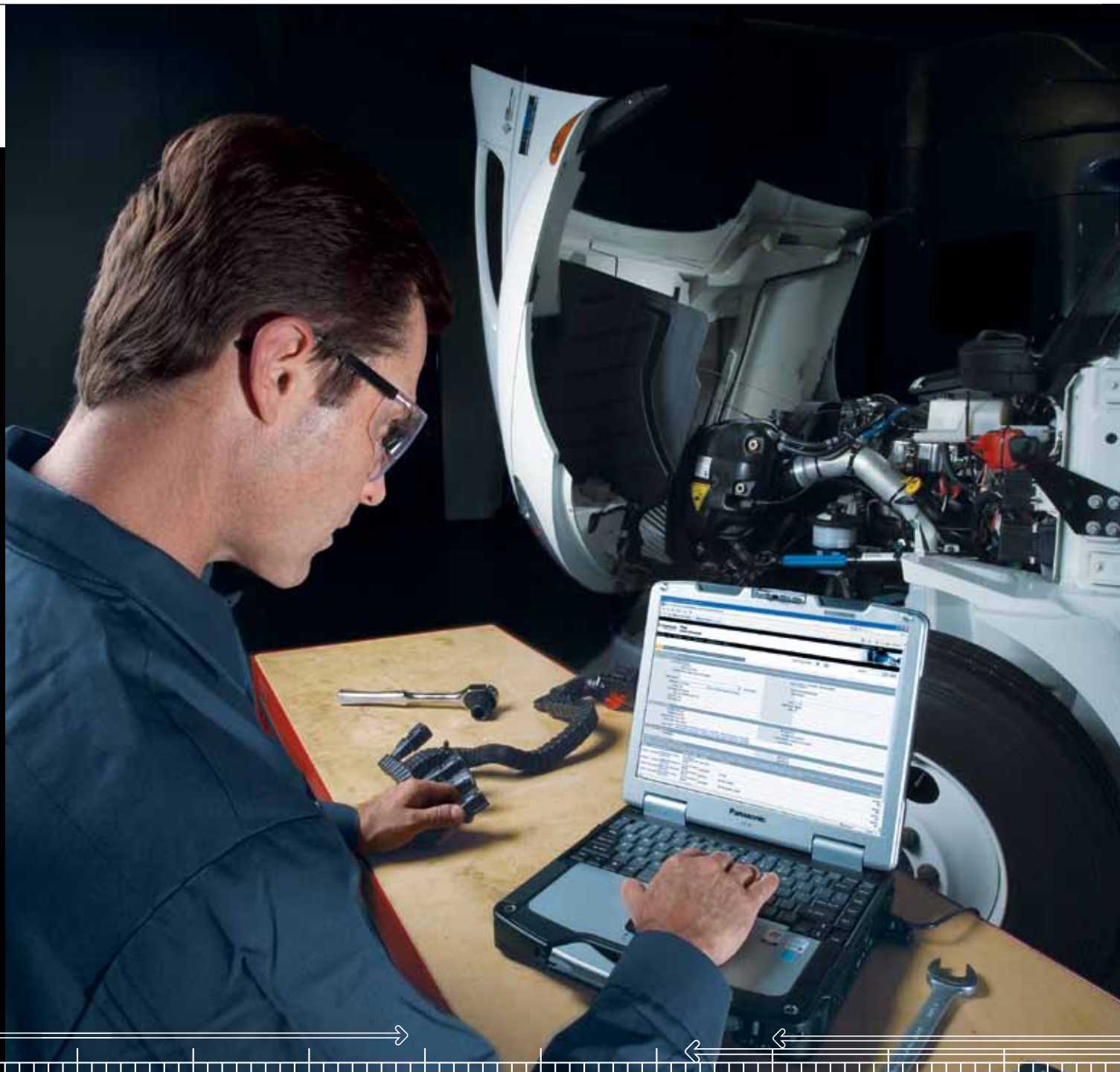


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▷ VIN-BASED SERVICE INFORMATION

*Improve the ease, speed and accuracy
of vehicle repairs and maintenance*



SERVICE INFORMATION

(FORMERLY FLEET ISIS®)

WHETHER YOU'RE A FLEET MANAGER OR TECHNICIAN, YOU CAN COUNT ON ONCOMMAND™ SERVICE INFORMATION TO BE AN INVALUABLE CENTRALIZED SOURCE OF ESSENTIAL SERVICE INFORMATION AND TECHNICAL KNOWLEDGE FOR YOUR OPERATION. USE IT TO IMPROVE VEHICLE REPAIRS AND MAINTENANCE, REPAIR SHOP EFFICIENCY, TECHNICAL KNOWLEDGE AND FLEET UPTIME.

REAL-TIME ACCESS TO UP-TO-DATE VIN-BASED SERVICE AND PARTS INFORMATION IS JUST A CLICK AWAY.

With a subscription to the online portal, you can gain real-time access to up-to-date VIN-based service and parts information for all Navistar® vehicles and engines in your fleet. The system helps facilitate better fleet management, rapid and accurate diagnosis, and vehicle maintenance.



FEATURES AND BENEFITS:

- Technical information is accessible by major component group, model, vendor, engine and feature code.
- Service manuals and bulletins are graphical and include repair, overhaul and troubleshooting tips, and diagnostic information.
- The Service Tool Catalog includes all essential tools for servicing all Navistar vehicles and engines.
- Standard Repair Times (SRTs) and procedural descriptions help guide repairs.
- Documents and notes may be uploaded and attached per VIN (example: fleet service information, tax-exempt forms, service forms, vehicle modifications, component serial numbers, additional equipment, fleet unit numbers and safety inspection dates).
- Use the iKNOW technical database to search service knowledge articles by entering symptom terms and/or descriptions.



▷ LOCATE AND ORDER PARTS QUICKLY

Instant access to the parts list for all
Navistar® vehicles and engines in your fleet.



PARTS INFORMATION

(FORMERLY FLEET PARTS CATALOG ONLINE)

ONCOMMAND™ PARTS INFORMATION IS AN ONLINE PORTAL PROVIDING INSTANT ACCESS TO THE VIN-BASED PARTS LISTS FOR ALL NAVISTAR® VEHICLES AND ENGINES IN YOUR FLEET. ILLUSTRATED COMPONENT DRAWINGS MAY BE DISPLAYED FOR EASIER IDENTIFICATION AND REFERENCE. THE MOST COMPLETE AND UP-TO-DATE ACCESS TO ALL THE INFORMATION NEEDED TO QUICKLY IDENTIFY AND ORDER NEEDED PARTS IS AT YOUR FINGERTIPS.

The customized home page provides a list of your vehicles with unit numbers and locations, various types of searches, International parts information letters, helpful links and more. You can create and save custom parts lists, view pricing, add parts to the shopping cart and submit orders electronically.



FEATURES AND BENEFITS:

- Complete vehicle line-set ticket information as it was originally ordered
- Figure, keyword, part number and visual search tools
- Cross-reference searches for vendor and OEM part numbers
- Create custom parts lists
- View actual customer pricing
- Documents and notes may be uploaded and attached to a specific VIN
- Also available printed or on CD



▷ **CONSISTENCY, EXPEDIENCE
AND CONFIDENCE**

*Standardized, fair and consistent
labor times at International dealers
across the United States and Canada
are guaranteed on the most common
repairs/maintenance operations.*



SERVICE PARTNERSM

ONCOMMAND™ SERVICE PARTNERSM IS A DEALER-PROVIDED MAINTENANCE AND REPAIR PROGRAM OFFERING STANDARDIZED LABOR TIMES FOR SPECIFIC REPAIRS ACROSS ALL INTERNATIONAL DEALERS IN THE NETWORK.

WHILE HOURLY LABOR RATES MAY VARY ACCORDING TO REGIONAL MARKETS, THE TIME NEEDED TO PERFORM COMMON REPAIR/MAINTENANCE OPERATIONS DOESN'T. THAT MEANS EVERY TIME A TRUCK IN YOUR FLEET IS SERVICED AT U.S. AND CANADIAN INTERNATIONAL DEALERS, YOU'LL RECEIVE FAIR AND CONSISTENT LABOR TIMES, EXPEDITED DIAGNOSTIC SERVICE AND ACCURATE REPAIR ESTIMATES.

OnCommand Service Partner members can better manage their maintenance and repair costs because they can count on the labor times quoted on service estimates to be the same, regardless of which location is providing the estimate. Service Partner program requires a Fleet Charge® membership, meaning members also receive consistent pricing on their parts, in addition to consistent labor times.



FEATURES AND BENEFITS:

- A basic, initial diagnostic advisory is performed in hours vs. days
- Consistent, accurate, detailed estimates – as well as inspections and authorizations – posted online for your review and approval
- Guaranteed fixed, fair and consistent labor times on the most common repairs/maintenance operations
- Twelve-month warranty on all parts and labor
- Service Partner portal providing instant online access to estimates, repair status updates, communication tools and labor-time directories



▷ REMOTE DIAGNOSTICS
FOR ALL MAKES OF VEHICLES



ONCOMMAND™ CONNECTION

EMPOWER YOUR FLEET OPERATIONS WITH MORE VISIBILITY THAN EVER BEFORE.

ONCOMMAND™ CONNECTION IS THE INDUSTRY'S FIRST AND ONLY OPEN ARCHITECTURE

REMOTE DIAGNOSTIC SYSTEM FOR FLEETS OF ALL MAKES AND MODELS OF VEHICLES.

USE ONCOMMAND CONNECTION TO PROACTIVELY IDENTIFY POTENTIAL PROBLEMS,

IMPROVE VEHICLE UPTIME, CONTROL MAINTENANCE AND LOWER REPAIR COSTS.

HOW ONCOMMAND CONNECTION WORKS:

OnCommand Connection uses real-time data to make fleet management more efficient by doing the following:



FEATURES AND BENEFITS:

- ▷ Reduce en route events by proactively scheduling maintenance and repairs
- ▷ Map tools that plot truck locations, nearest dealers, hotels and local towing providers
- ▷ Generate real-time comprehensive vehicle health reports
- ▷ Understand fault codes quickly and easily with descriptions in plain English
- ▷ Gain more insight with fault code action plans that provide severity information and recommend solutions

▷ **CRITICAL SERVICE
WITHOUT COMPROMISE**

Managed care for all regular maintenance
or repairs



REPAIR ADVOCATE WITH CONNECTION

SHOULD YOUR CLASS 8 INTERNATIONAL® TRUCK REQUIRE SERVICE AT AN INTERNATIONAL DEALER, THE ONCOMMAND™ REPAIR ADVOCATE PROGRAM CAN HELP. INTEGRATING THE ONCOMMAND CONNECTION REMOTE DIAGNOSTICS SYSTEM WITH A WEB-BASED CASE MANAGEMENT SYSTEM EMPOWERS CUSTOMERS TO MONITOR KEY ASPECTS OF TRUCK PERFORMANCE AND REPAIR PROGRESS. THIS SYSTEM CONNECTS INTERNATIONAL SERVICE LOCATIONS, NAVISTAR SUPPORT GROUPS, THE REPAIR ADVOCATE TEAM AND THE CUSTOMER THROUGH ONE COMMUNICATION STREAM – ENABLING US TO TRACK AND COORDINATE VEHICLE REPAIR PROGRESS FROM INITIATION TO CLOSURE.

With the Repair Advocate program, you have the power to monitor repairs and communicate with the repair facility and the Repair Advocate team, improving overall communications and enabling more effective management of your fleet operations. Combined with the OnCommand Connection remote diagnostics system, you are empowered to proactively monitor your trucks performance on the road and repairs taking place at International locations.

Every truck repair is assigned a case file, which is posted to your online portal, giving you information about the progress and details of each repair taking place on your trucks across the International service network.



THE REPAIR ADVOCATE TEAM WILL:

- ▷ Verify when the truck arrives at the service location
- ▷ Review repair history as well as identify open campaigns, recalls or calibration updates with the service location
- ▷ Monitor the case file and work with the dealer to help coordinate repair support
- ▷ Coordinate Navistar parts, technical and field support, as needed
- ▷ Help facilitate communications and progress updates made to the case file



▷ THE POWER TO CONTROL YOUR
PARTS PURCHASING IN THE PALM
OF YOUR HAND



FLEET CHARGE®

FOR THOSE LOOKING TO MANAGE AND CONTROL ALL PARTS AND SERVICE EXPENSES, ONCOMMAND™ FLEET CHARGE® IS THE MOST POWERFUL PURCHASING CARD PROGRAM IN THE BUSINESS. USING THE ONCOMMAND FLEET CHARGE PROGRAM, YOU CAN EXPERIENCE THE BENEFITS OF GUARANTEED PRICING, CONSOLIDATED BILLING, CUSTOMIZED ACCOUNTS, PARTS INFORMATION INTEGRATION AND MUCH MORE.

Backed by the largest dealer network in the industry and providing parts and service for all makes of vehicles, you can count on OnCommand Fleet Charge to help manage your fleet and keep it operating smoothly.



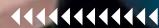
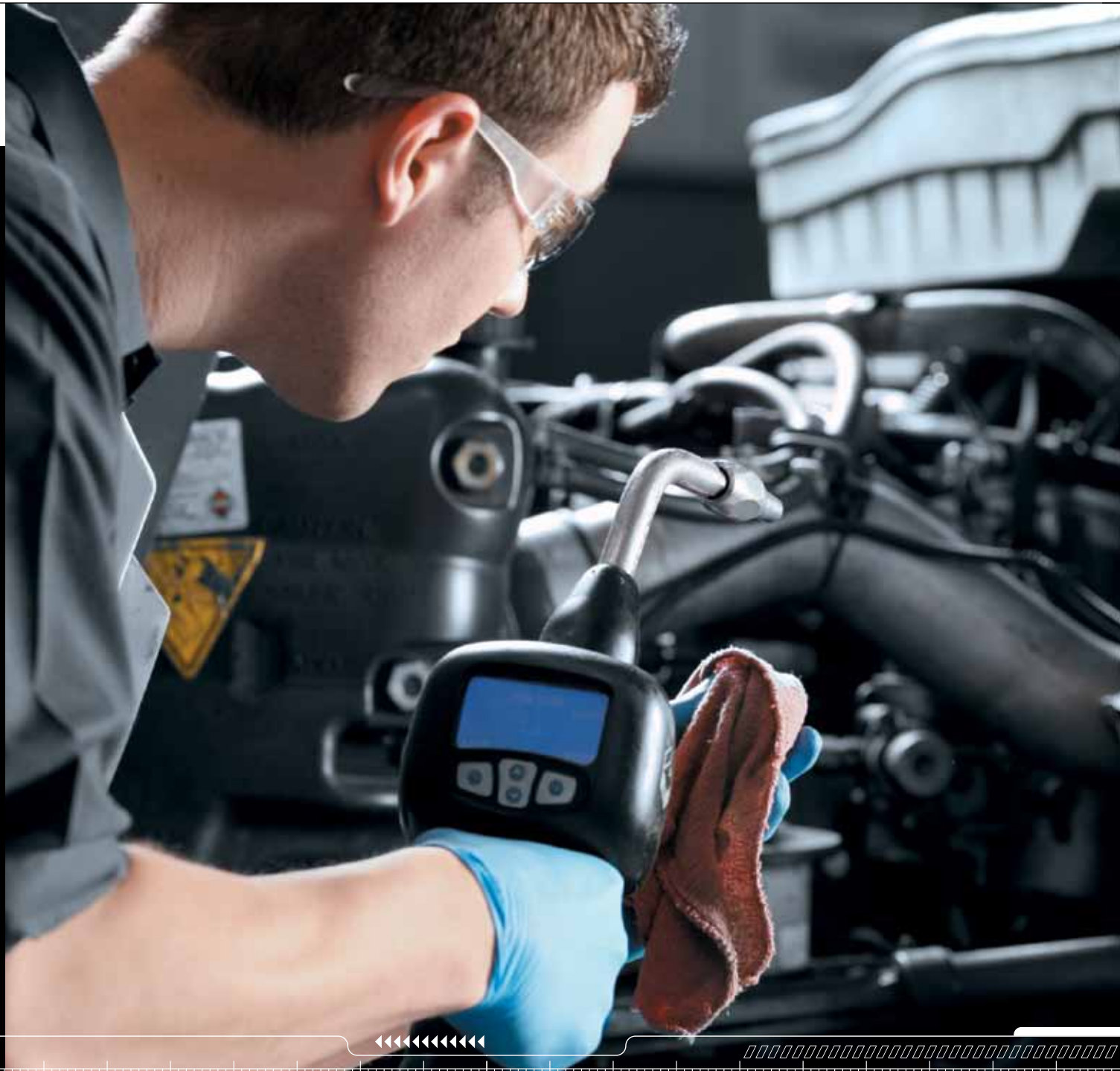
FEATURES AND BENEFITS:

- ▷ Easy access, easy enrollment
- ▷ Instant credit recognition with no annual dues or fees
- ▷ Guaranteed consistent International® parts pricing
- ▷ Consolidated billing
- ▷ Parts and service for all makes of trucks
- ▷ Online real-time account and invoice information, parts look-up, invoice approval and dispute capabilities at www.FleetCharge.com
- ▷ Custom reporting to part-level detail
- ▷ Electronic and locational billing
- ▷ Exclusive emergency breakdown service, EBS® available 24/7/365
- ▷ Service available at more than 600 International and IC Bus dealer locations, and more than 36,000 other service providers through EBS
- ▷ Billing for all breakdowns through your Fleet Charge account



▷ **QUALITY SERVICE, CONSISTENCY
AND VALUE, CONVENIENCE**

*Trust your International dealer to
keep your truck running at its best*



PREVENTIVE MAINTENANCE

(FORMERLY PERFORMANCE PM®)

ONCOMMAND™ PREVENTIVE MAINTENANCE IS THE MOST COMPREHENSIVE PM PROGRAM AVAILABLE. IT ENSURES THAT YOUR TRUCK WILL GET PREMIUM OIL AND THE BEST PARTS AND FILTERS. IT ALSO PROVIDES STANDARDIZED PRICING FOR INSPECTIONS AND OIL AND FILTER CHANGES AT MORE THAN 500 PARTICIPATING LOCATIONS THROUGHOUT THE UNITED STATES AND CANADA.

Count on your International dealer to provide unmatched PM service through factory-trained and certified technicians who know your truck inside and out. That means you'll know that the job is done right the first time, every time.

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



FEATURES AND BENEFITS:

- ▷ Consistent pricing at every location (separate for United States and Canada)
- ▷ Consistent oil and filter change, and vehicle inspection process
- ▷ "B" level service includes all inspection points for the annual U.S. Department of Transportation (DOT) inspection
- ▷ Factory-trained technicians
- ▷ More than 500 participating International locations

THREE PROGRAM LEVELS TO SUPPORT YOUR NEEDS:

LEVEL	DESCRIPTION
▷ Quick Lube	32-point inspection, chassis lubrication and oil change
▷ "A" Service	73-point inspection, chassis lubrication and oil change
▷ "B" Service	86-point inspection, chassis lubrication and oil change Annual U.S. DOT inspection

▷ TURN YOUR OBSOLETE
AND OVERSTOCK PARTS INTO
VALUABLE CREDIT



PARTS RETURN PROGRAM

(FORMERLY CUSTOMER PARTS RECOVERY PROGRAM)

THE ONCOMMAND™ PARTS RETURN PROGRAM IS AN INDUSTRY-UNIQUE PROGRAM THAT ALLOWS YOU TO RETURN UNUSED EXCESS AND OBSOLETE PARTS – REGARDLESS OF MAKE – WITH THE POTENTIAL TO EARN FULL REIMBURSEMENT THROUGH ADDITIONAL PARTS PURCHASED WITHIN THE DEALER NETWORK.

HOW IT WORKS:

1. Return Parts

Unused, obsolete and surplus parts inventory will be shipped to one of our two processing centers. Parts are then valued at your carrying cost. In most cases, this will be the original purchase price.

2. Receive Initial Credit* Payment

Navistar will credit 25% of the returned inventory amount to you upon processing center reconciliation.

3. Earn Back Full Reimbursement

The remaining 75% will be credited over the duration of the program (up to a maximum of five years) based on your fulfillment of program purchase requirements. See dealer for full details.

*Subject to fulfillment of year one purchase requirement.



If you have excess parts inventory that's taking up space, decreasing productivity and tying up assets, we can help. Best of all, no purchasing history is required.

FEATURES AND BENEFITS:

- ▷ Turn obsolete and surplus parts into real working capital
- ▷ Enjoy flexible purchase options
- ▷ Receive up to 100% of your returned parts in purchasing credits
- ▷ Get instant credit recognition when you choose any program in the Fleet Charge® offerings
- ▷ Access more than 700,000 part numbers available throughout the International and IC Bus dealer network
- ▷ Utilize monthly reports to chart growth and earn back percentages



▷ EDUCATING CUSTOMERS
TO PROPERLY OPERATE
AND MAINTAIN THEIR
VEHICLES FOR OPTIMUM
UPTIME AND REDUCED
MAINTENANCE COSTS



EDUCATION

NAVISTAR AND OUR DEALER NETWORK PROVIDE SOPHISTICATED SOLUTIONS TO EDUCATE 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 EDUCATION COURSES ONLINE AND INSTRUCTOR-LED TRAINING AT REGIONALLY LOCATED NAVISTAR TRAINING CENTERS.

Education portals can be created specifically for the vehicles, engines and systems you use most. For example, if you have recently purchased ProStar® trucks, you may wish to select courses for basic serviceability, MaxxForce® engine systems, and electrical, suspension and HVAC systems.



FEATURES AND BENEFITS:

- ▷ Unlimited number of students can be enrolled in the system
- ▷ Student progress is tracked for all courses taken and completed
- ▷ Customer-designated administrators can access education records for all of their students
- ▷ Managerial reports track students' progress
- ▷ As students complete courses, certificates can be printed for display and as a record of completion
- ▷ Instant availability from any Internet-enabled computer
- ▷ Instructor-led classes are available on location or at one of nine training centers in North America.



ONCOMMAND™ PROVIDES THE POWERFUL GROUP OF TOOLS AND RESOURCES YOU NEED TO BRING INCREASED EFFICIENCIES TO YOUR BUSINESS.

BY PROVIDING THESE SOPHISTICATED SOLUTIONS, WE CAN HELP YOU LOWER THE COSTS OF VEHICLE OWNERSHIP AND INCREASE LIFE-CYCLE VALUE.

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Whether your fleet is large or small, handles local deliveries or cross-country hauls, OnCommand™ solutions can be customized to your specific needs. From ways of controlling your parts costs and labor times to education solutions and information access, OnCommand puts the power to run your operations at the highest level.

You depend on the vehicles in your fleet to provide reliable service throughout their time in service. With OnCommand, you can count on this unique group of business tools to help provide maximum value and uptime, and better manage your operations.

For general inquiries or more information about OnCommand, contact your dealer or account manager.



NAVISTAR®

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