

# **OnCommand**<sup>TM</sup> Service Information

## User Guide

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# INTRODUCTION

Welcome to the Navistar Service Portal training program – Creating Estimates for Service Advisors. In this program, you'll learn about the tools and resources you may utilize when creating estimates.

To receive credit for completing this program, you must take the post-test. This is the last item in the online course grade book for this program.

## LESSON 1: INTRODUCTION

The Service Portal is your online resource for the most up-to-date service and technical information. It is a comprehensive collection of materials designed to support you in doing your job.

### Service Portal Resources

Whether your focus is service, technical information, dealership administration, or warranty information, the Service Portal is a vital resource as you do your job.

- Need the Hard Start/No Start Diagnostic form for a MaxxForce 11 engine? In the Publications menu, you'll find the Master Service Information tool, which allows you to search all available publications.
- Need help troubleshooting an issue with an air conditioning system? In the Diagnostic menu, you'll find a link to the HVAC Service Resource Center.
- Need information about a particular vehicle? In the Write Up menu, you'll find the Vehicle Information feature.
- Looking for the portal to access the Learning Management System? It's in the Dealer menu.
- Looking for metrics on your dealership's performance on warrantied repairs? You'll find this information in the Service Performance Statement, which is in the Warranty menu.
- Want to change your password? The link to this feature is in the Support menu.

### Learning Objectives

In this program, you'll learn to:

- Navigate the Service Portal interface and
- Access resources used when creating estimates.

The *Service Portal Quick Start Guide for Service Advisors* is available to assist you while completing this program and as a resource on the job.

There is also a *Glossary*, which provides a brief description of each menu feature.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

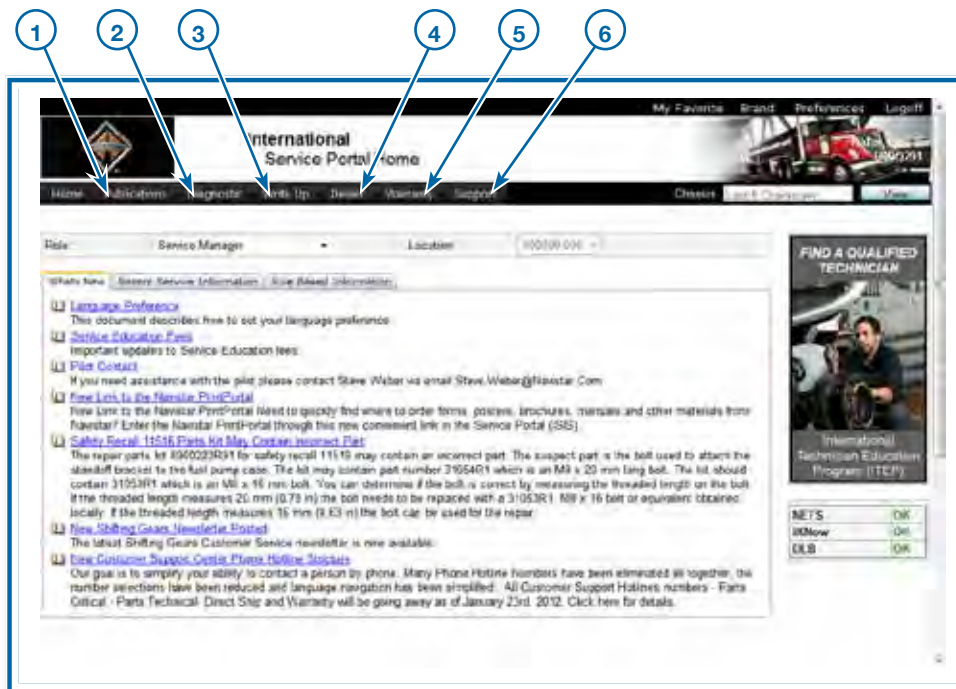
### Service Portal Home Screen

In the top menu bar at the upper right, you'll find options that take you to operational functions of the portal. Here you can set up Favorites, just as you can when using a browser; select the brand you want to work in, set up language and other personal preferences and log off.

In the menu bar below the International® logo, you'll find options that allow you to navigate to the available resources in the Service Portal.

*The main menu options are:*

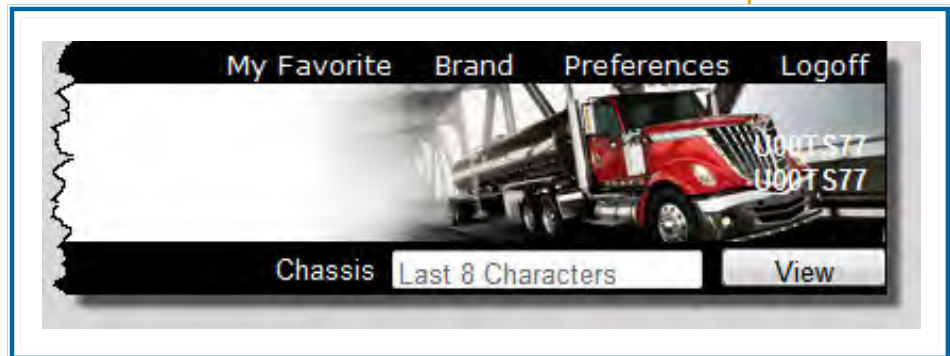
1. **Publications**
2. **Diagnostic**
3. **Write Up**
4. **Dealer**
5. **Warranty**
6. **Support**



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Operational Functions

The menu options at the upper right of the Service Portal Home screen allow you to set up how you want the portal to operate.



- My Favorite allows you to bookmark the features and tools you use most often. You can easily add, edit and delete entries in your My Favorite list.
- Brand allows you to move between Navistar brands: Estar, International, NC2 Caterpillar, NC2 International, ICBus, and NeoBus are examples.
- The Preferences option opens a dialog box where you can select parameters that affect how the features of the Service Portal are displayed. You'll learn more about this in the next topic.
- Logoff allows you to log out of the portal.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Preferences

Let's take a closer look at the preferences you can set up using the Preferences dialog box.

The screenshot shows the 'User Preferences' dialog box. It features a header with the 'INTERNATIONAL' logo and navigation links. The main area is titled 'User Preferences' and contains a 'User Preferences For' section with three dropdown menus and a 'View' button. Below this is a table with three columns: 'Item', 'Context', and 'Selection'. The table has three rows: 'Language' with 'All' context and 'ENGLISH' selection; 'Records per page' with 'All' context and '50' selection; and 'Brand' with '654327 000' context and a dropdown arrow. Below the table is an 'Apply Settings To' section with three dropdown menus and a checkbox for 'This Session Only'. At the bottom right are 'Save' and 'Refresh' buttons. Numbered callouts (1-6) point to various elements: 1 points to the 'Service' dropdown, 2 to the 'Language' dropdown, 3 to the 'Records per page' dropdown, 4 to the 'Brand' dropdown, 5 to the 'Apply Settings To' dropdowns, and 6 to the 'Save' button.

1. The User Preferences For fields allow you to select the Business, Group, Application, and Session you want to view and modify.
2. You can select the Language used for the display. Simply click the drop-down arrow after the current language and click on one of the supported languages.
3. The Records Per Page field will be used in the future.
4. If your dealership is set up to work with more than one Brand, it will default to International. You can change your default brand by clicking on the drop-down arrow and selecting it from the list.
5. Finally, you can Apply Settings To a particular Business, Group and Application by selecting the values you want from these drop-down lists. Or you can apply them to This Session Only by clicking the checkbox.
6. Click the Save button to apply your new settings. Then close the dialog box to return to the Service Portal.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

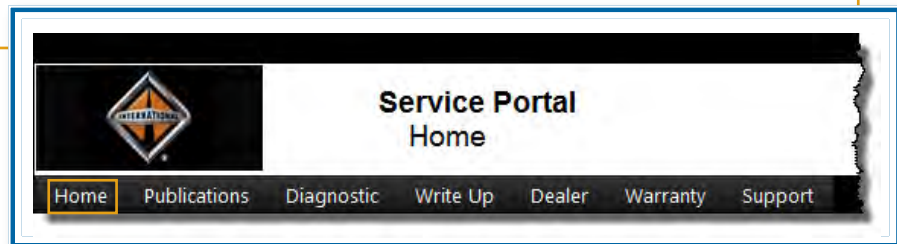
### Navigational Menu Options

You'll use the navigational menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support, to navigate to the resources available in the Service Portal.

Now let's take a look at the types of resources you'll find in each menu.

#### Home

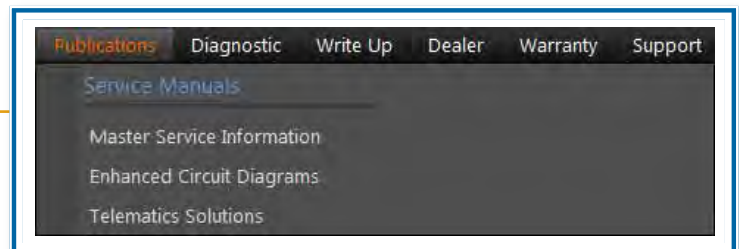
Home returns you to the Service Portal Home screen from whatever feature or tool you might be using.



#### Publications

The Publications menu provides access to service documents that may be used by technicians, service advisors, warranty administrators, and service managers.

- The Master Service Information tool allows you to conduct searches through all Service documents in the portal.
- The Enhanced Circuit Diagram feature provides the ability to search for and view specific wiring diagrams.
- The Telematics Solutions link includes various technical publications, installation guides and other support for Qualcomm's Mobile Computing platform.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Diagnostic

The Diagnostic menu provides access to tools that are most frequently used during the diagnosis process.

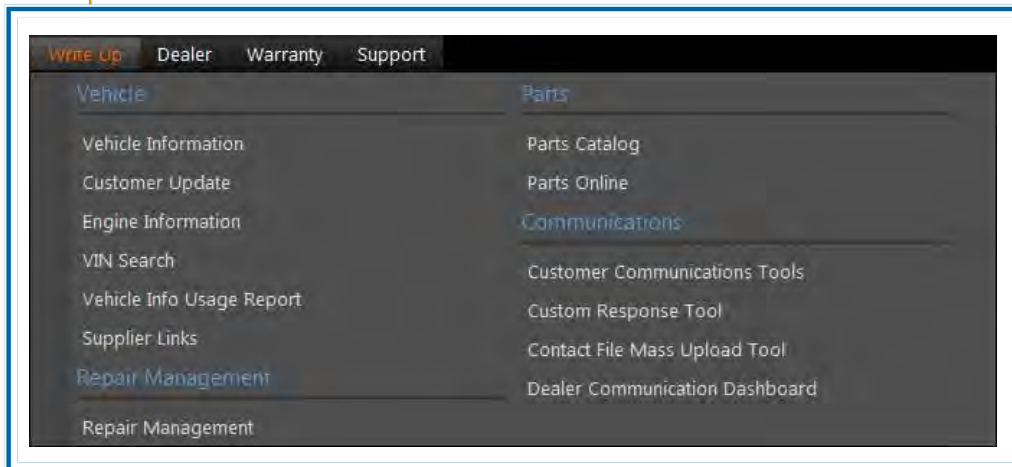
- The iKNOW Home link provides access to the knowledgebase of articles about vehicle repairs. iKNOW also provides a platform for communication with various support groups, such as Technical Services or Technical Parts, should their assistance be required while troubleshooting a repair.
- The Wabco FPB Programming link is used to program Wabco Full Power Brakes.
- The Service Resource Center provides a variety of information about the various MaxxForce engines, HVAC, remote throttles, service tools, and after treatment.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Write Up

The Write Up menu provides access to resources that are most commonly used during the write-up process.

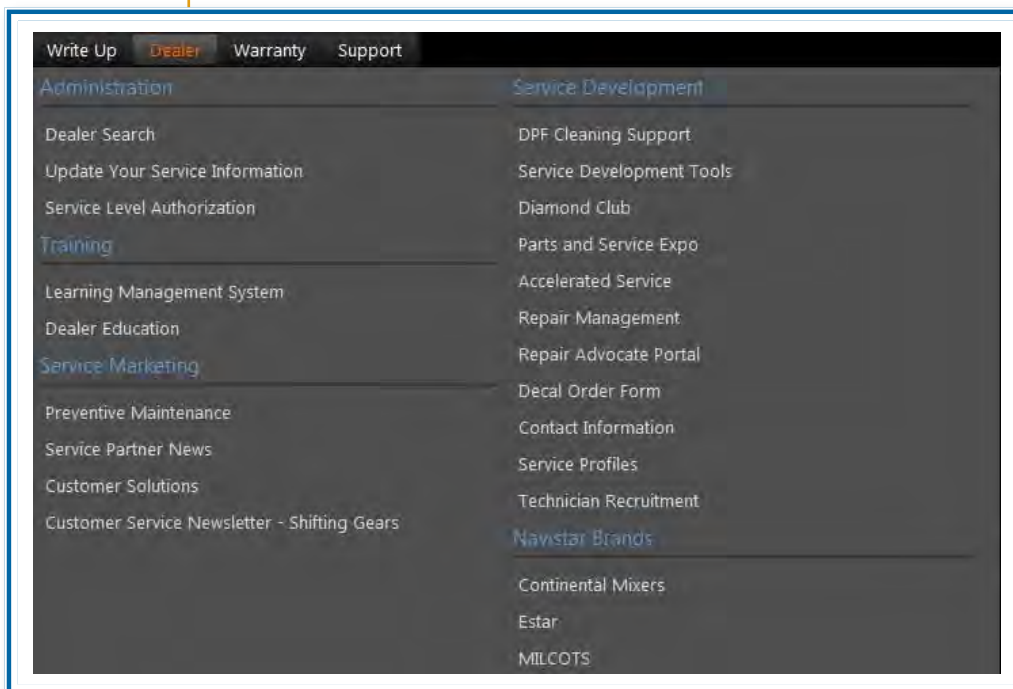


- Vehicle-related resources include specific information about a particular vehicle, the ability to update customer information and specific information about an engine. Other resources provide the ability to search for VINs, look at the Vehicle Info Usage Report and access supplier links.
- The Repair Management system is used to generate service estimates.
- Parts-related resources include the Parts Catalog and Parts Online.
- Communications with customers is supported by the Customer Communications Tools, Custom Response Tool, Contact File Mass Upload Tool, and Dealer Communication Dashboard.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Dealer

The Dealer menu provides access to resources that a service manager might use to administer the dealership, market services and develop the business.



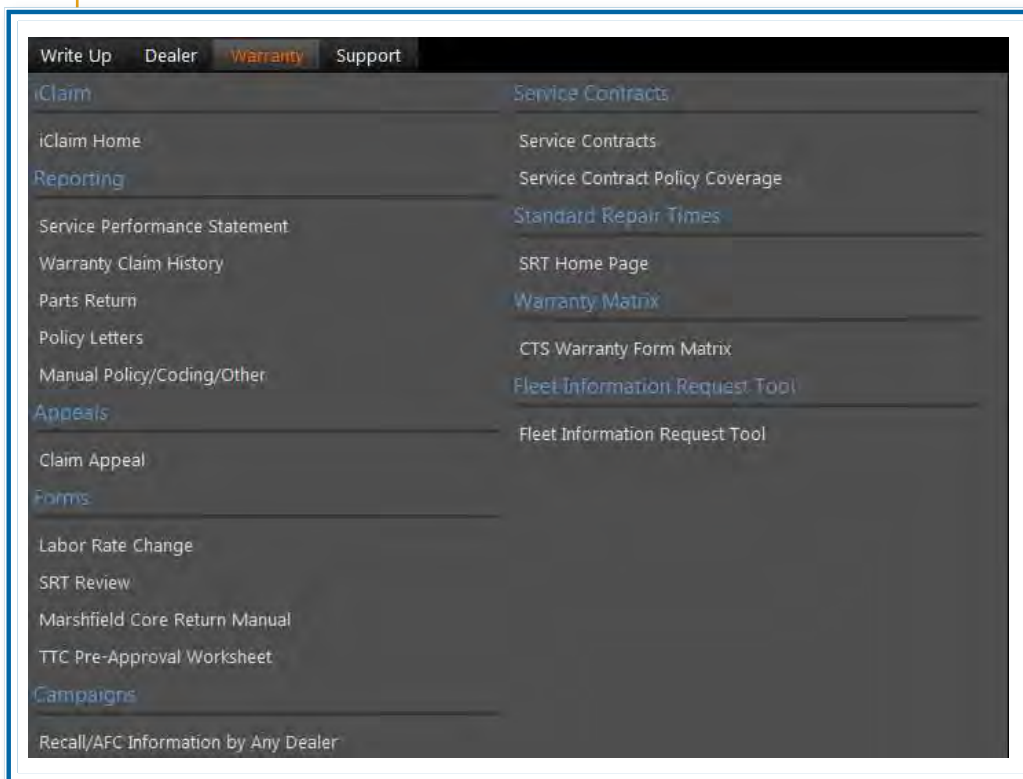
- Administration tools include the ability to search for dealerships, update service information about the dealership and Service Level Authorization.
- Training features include access to the Learning Management System and the Dealer Education site, which provides information on available training courses.
- Service Marketing tools help dealers promote and enroll customers in Parts and Service solutions offered under Navistar brands. They include the Preventive Maintenance program, customer newsletters and a variety of other resources designed to meet customers' needs.
- Service Development tools help dealers better manage their service operations. They range from support for DPF Cleaning to Diamond Club to ordering decals. There are resources that explain the Accelerated Service, Repair Management and Repair Advocate programs.
- The Navistar Brands section provides access to the websites of other Navistar brands, if you are authorized to use them.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Warranty

The Warranty menu provides access to a number of resources that the warranty administration group would most commonly use.

- The iClaim system is used to submit warranty claims to Navistar.
- There are a number of reports dealing with performance on warrantied repairs.



From this menu, you can also access:

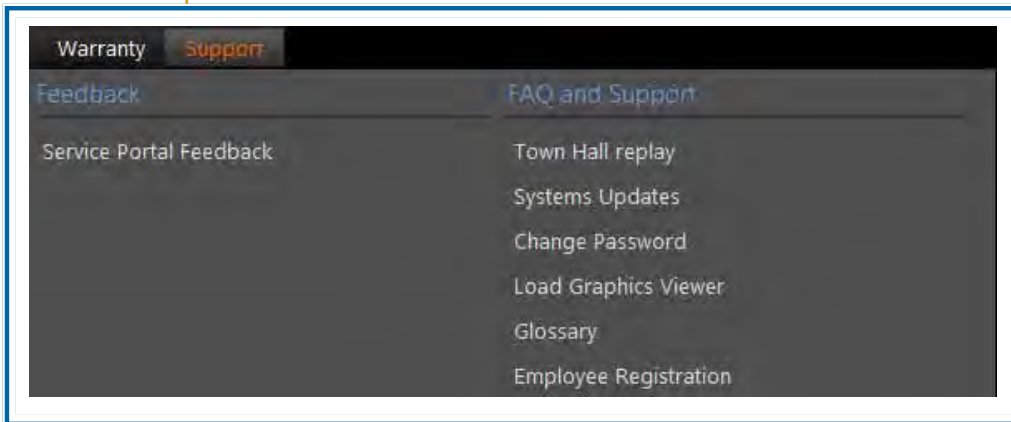
- Claim Appeal,
- forms to request review of parameters of the warranty process,
- information about campaigns,
- information about Service Contracts,
- Standard Repair Times,
- the Warranty Matrix, and
- the Fleet Information Request Tool.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Support

In the Support menu, you'll find:

- Service Portal Feedback and
- A number of Support tools, including system updates, changing your password and a glossary, among others.



### Chassis Search

The Chassis Search feature allows you to use the eight-digit chassis number for a vehicle to navigate to the Vehicle Information screen for that vehicle. Just type in the eight digits and click the View button.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### ● Navigating through the Menus

Now that you've been introduced to the features that are included in each menu, let's take a look at how navigating through them really works. In the following demonstration, you'll learn how to open a menu, select an option and then return to the Home screen.



We'll begin at the Service Portal Home screen.

Here are the main menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Let's say that we want to learn more about the latest Navistar MaxxForce engine.

There are two places that we might find engine-related information: the Publications menu or the Diagnostic menu.

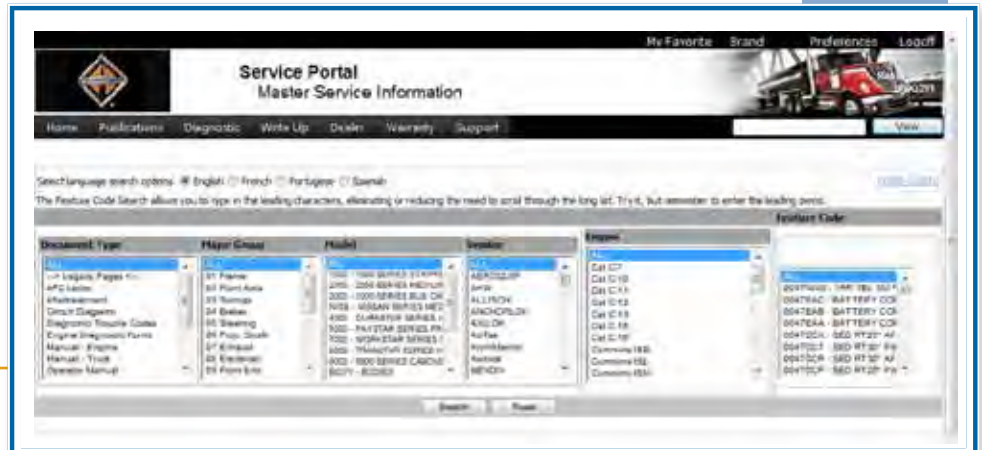


## LESSON 2: NAVIGATING THE SERVICE PORTAL

Let's begin with the Publications menu. We'll hover over Publications to open the menu. Then click master Service Information.



The Master Service Information feature allows users to search through all the available Service publications based on document type, major group, model, vendor, engine, feature code, or any combination of these characteristics. It is your one stop shop for finding service-related resources in the Service Portal.



When we open the Master Service Information Search Tool, all fields default to "All." Let's limit our search to the MaxxForce 13 engine by using the Engine field. Engine types are arranged alphabetically. We'll need to scroll down to get to the MaxxForce 13. Now we'll click on MaxxForce 13 to select it. And click on the Search button.



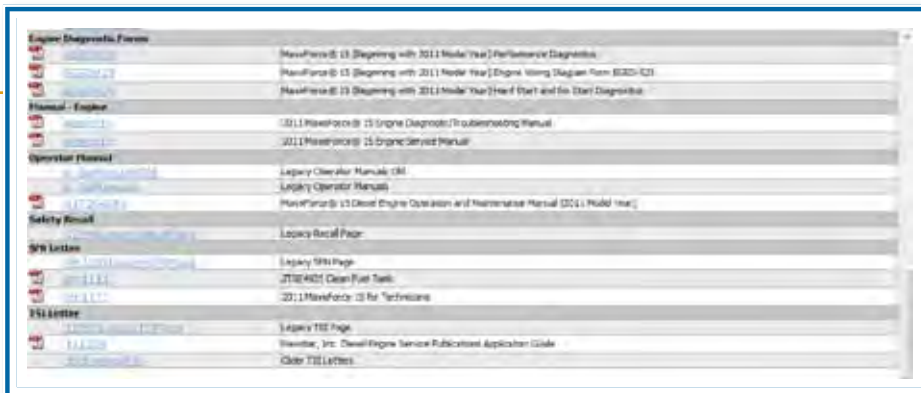
## LESSON 2: NAVIGATING THE SERVICE PORTAL

The search result is a list of all relevant publications, including AFCs and other documents related to the MaxxForce 13 engine. We'll scroll down to see more.



Here you see Engine Diagnostics Forms, Engine and Operator Manuals and other documents.

- To open a document in HTML format, simply click the File name.
- Documents that are available as PDFs are preceded by the PDF icon. Just click on the icon to open the document in this format.



To return to the Service Portal Home screen, scroll back up to the top of the screen. Now we'll click the Home link in the menu bar.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

Now let's look for MaxxForce 13 information in the Diagnostic menu. We'll begin by hovering over Diagnostic in the menu bar. Next we'll click on the Service Resource Center for the MaxxForce 11 and 13.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

Each Service Resource Center is an article from the iKNow knowledgebase. It opens in a separate window. This particular Service Resource Center provides a Content Menu to help find specific information in the document more easily. We'll scroll down to see the entire menu.

In this Contents Menu, there are entries for Engine Calibration, Engine Identification, Maintenance, Engine Service and Diagnostics, Chassis Service, and other topics.



Just click on the topic that you're interested in to navigate to that topic. Let's take a closer look at Engine Calibration.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

The Engine Calibration section consists of links to a series of related articles. Let's scroll down to the Maintenance section.

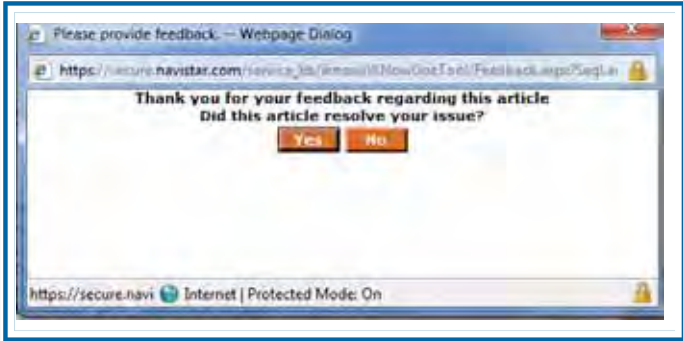
Article ID	Article Title	Description	Document Type	Document ID
10012011	Production and Service	2009.5, 2009.75 and EPA 2010 MaxTrac 11 Engine Models: Problem, TestPlan, and WorkPlan - DIESEL CALIBRATION SCORECARD	2,8,7	10012011
10012011	Production and Service	2009.5, 2009.75 and EPA 2010 MaxTrac 11 Engine Models: Problem, TestPlan, and WorkPlan - DIESEL CALIBRATION SCORECARD	2,8,7	10012011

Article ID	Description	Oil Type	Frequency (mi)
10012011	MaxTrac 11 EPA 12, 230 HP @ 1700 RPM, 1250 Nm Torque @ 1000 RPM, 1100 RPM Governor Speed	15W	47000
10012011	MaxTrac 11 EPA 12, 230 HP @ 1700 RPM, 1250 Nm Torque @ 1000 RPM, 2700 RPM Governor Speed	15W	11000
10012011	MaxTrac 11 EPA 12, 300 HP @ 1700 RPM, 1250 Nm Torque @ 1000 RPM, 2700 RPM Governor Speed	15W	11000
10012011	MaxTrac 11 EPA 12, 330 HP @ 1700 RPM, 1250 Nm Torque @ 1000 RPM, 1100 RPM Governor Speed	15W	47000
10012011	MaxTrac 11 EPA 12, 370 HP @ 1700 RPM, 1350 Nm Torque @ 1000 RPM, 1100 RPM Governor Speed	15W	47000
10012011	MaxTrac 11 EPA 12, 390 HP @ 1700 RPM, 1450 Nm Torque @ 1000 RPM, 1100 RPM Governor Speed	15W	11000
10012011	MaxTrac 11 EPA 12, 390 HP @ 1700 RPM, 1450 Nm Torque @ 1000 RPM, 2700 RPM Governor Speed	15W	47000
10012011	MaxTrac 12 EPA 12, 430 HP @ 1700 RPM, 1550 Nm Torque @ 1000 RPM, 1100 RPM Governor Speed	15W	47000

This section also includes several tables that document service intervals for various components of the vehicle. To exit this document, we'll close the window.

Component	Frequency (mi)	Frequency (km)	Frequency (hrs)
Change Engine Oil and Filter	30,000	48,000	300
Change Fuel Filter	60,000	96,000	600
Change Diesel Filter	30,000	48,000	300
Adjust Engine Valve Lash	240,000	384,000	2400
Clean Diesel Particulate Filter (DPF)	240,000	384,000	2400



When we close an iKnow document, we'll always see this dialog box requesting feedback on the usefulness of the article. Click Yes or No to indicate whether or not the article helped resolve your issue.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Home Screen Resources

The Service Portal Home screen has been designed to provide access to the information that you need most frequently.



- The Role feature allows you to customize the Service Portal Home page based on your role in your dealership. The default role is based on the role you are assigned in the Employee Registration system. If you have not been assigned a role, Role will default to “All Roles.” You can select any role to view what personnel in other roles see. If you need a role assigned to your User ID, contact the Employee Registration Administrator at your dealership.
- Location defaults to the dealer location that you are assigned in the Employee Registration system. If you are set up to work in more than one dealer location, you can select the correct location from the drop-down list.
- The What’s New tab displays items that may have articles attached.
- The Recent Service Information tab displays recently released publications. To view a document as an HTML document, click the article title. To view it as a PDF, click the PDF icon.
- The Role Based Information tab displays metrics and information based on the role associated with your user ID. If you have not been set up in the Employee Registration system, you may not see this tab.





## LESSON 3: WRITING UP A VEHICLE

Imagine you're standing behind the counter at your dealership. A driver has just dropped off a truck for service. All he said is that the truck is running sluggish and needs a PM – and then he left!

Sound familiar?

The Service Portal provides a broad array of resources that you can use to learn more about each vehicle that comes into your dealership.

### Resources Used in the Write Up Process

Let's take a closer look at some of the features you might use as a vehicle goes through the Write Up process.

#### Researching Vehicle Information



When a customer brings in a vehicle for repairs, you'll use the Vehicle Information feature to gather pertinent details about the vehicle, including information about the owner, warranty status, managed repairs, service contracts, and case history.

## LESSON 3: WRITING UP A VEHICLE

### Chassis Search

Let's return to that vehicle that was just left by the driver. To get the information you need to start writing up the vehicle, you've gone out to conduct a quick visual inspection and recorded the chassis number.



At the Service Portal, all you need to do is type that chassis number in the Chassis Search text box and click the View button. You'll navigate directly to the Vehicle Information screen for this chassis.



## LESSON 3: WRITING UP A VEHICLE

### Alternate Way to Navigate to Vehicle Information



You can also find the Vehicle Information link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Vehicle Information. Then you'll be asked for the chassis number of the vehicle you want to view.

## LESSON 3: WRITING UP A VEHICLE

### Vehicle Information

The Vehicle Information feature provides access to a large variety of information concerning a particular vehicle, based on its chassis number. The tabs of this screen document everything from details about the vehicle's owner, to components, to warranty history, iKNow search information, and case history.

#### Alerts Tab



The Alerts tab can display a variety of messages, depending on the customer and vehicle. It also displays any cases recently submitted on the vehicle.

If the vehicle is enrolled in the Repair Advocate program, you'll see the Create Advocate Case File button. Click it to create a new Repair Advocate case.

## LESSON 3: WRITING UP A VEHICLE

### Summary Tab

General Information	
Customer Name	COLEMAN MOTOR CO INC 30 BRISCOE LANE FREDERICKSBURG, VA 22401
Application	Wrecker-Hook (Recovery)
Repair Management	<a href="#">View All</a>
Contact Name	Cary Coleman <a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Print</a>
Position	Owner
Phone Number	540-898-4295
Email Address	
Customer ID	20555
Contact Type	Global
Working Information	
Engine	International DT466 ST 215HP/225HP PEAK 2600 GOV ( 0012NMC )
Model	4300 SBA 4Q2
Engine ESN	4709M2U1401785
Unit No.	6
Inspection Exp.	( ( ) )
Notes	Yes
Order Date	02/07/2003
DTU Status	( ( ) )

On the Summary tab, you'll find general information about the vehicle and its owner. Each occurrence of blue text that you see on this tab is a link.

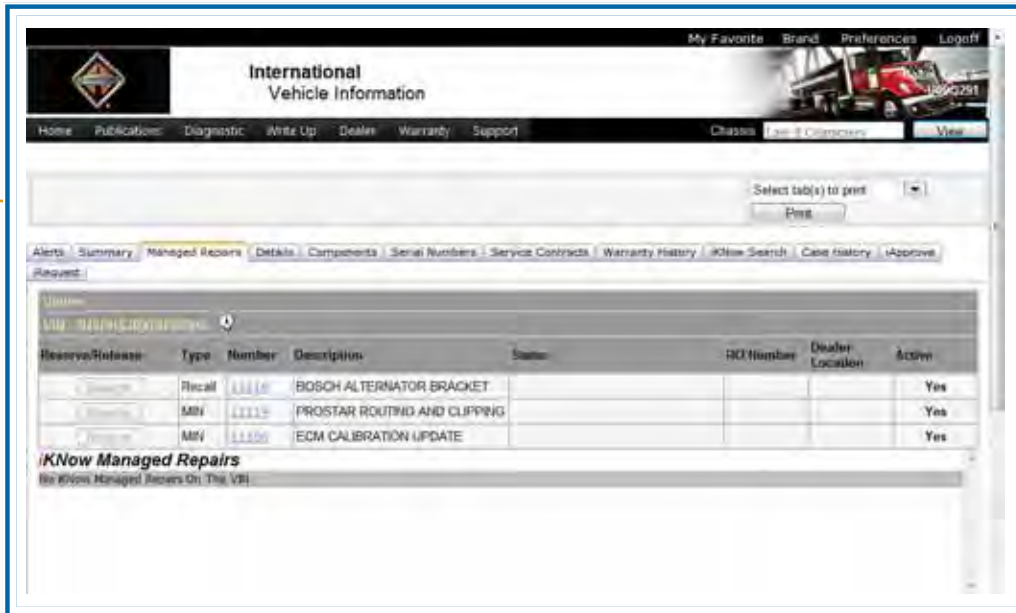
For example, clicking the Add link to the right of Contact Name opens a dialog box in which you can add a new contact for this vehicle. Once again, rights to this feature are set up in the Employee Registration system. Service advisors and service managers will generally have access to this feature.

If you were to scroll down the page, you'd also see sections for warranty information, managed repair information, warranty history, and calibration status for the vehicle.

## LESSON 3: WRITING UP A VEHICLE

### Managed Repairs Tab

The Managed Repairs tab displays any tracked repairs required for or already completed on the vehicle. This includes Recalls, Authorized Field Changes (or AFCs) and Mis-built Identification Notices (or MINs).



Note that the values in the Number column are links. Each link opens the document that explains the corresponding AFC, MIN or Recall.

For campaigns that are currently active, the Reserve button at the beginning of the row is active – for AFCs and MINs only. Recalls cannot be reserved – these are critical repairs and should be completed at the time that a vehicle is in your dealership.

This feature allows you to mark a specific vehicle and campaign for future completion. In addition, it can be used to assure that a campaign is not completed by another dealership between the time a repair is completed and the subsequent warranty claim is submitted.

If a campaign is already reserved by another dealer and the vehicle is present at your location, please contact that dealership directly. They can verify if a repair has already been completed and the warranty claim not already submitted. Or they can take the reserve off and allow you to complete the repair.

If at any time you decide not to do the campaign, you should release it simply by clicking the Release button.

## LESSON 3: WRITING UP A VEHICLE

### Details Tab

The screenshot displays the 'Details' tab for an International vehicle. The page is titled 'International Vehicle Information' and includes a navigation menu with options like 'Home', 'Applications', 'Diagnostic', 'Write Up', 'Dealer', 'Warnings', and 'Support'. Below the navigation, there are tabs for 'Alerts', 'Summary', 'Maintenance Records', 'Details', 'Components', 'Serial Numbers', 'Service Contracts', 'Warranty History', 'Vehicle Search', 'Case History', and 'Approve'. The main content area is divided into two columns of key-value pairs:

VIN	3HSDHJREH011010	Order Date	04/30/2010
Model	PROSTAR 112 Std	Build Date	10/15/2010
Engine	MAXXFORCE 13 MULTI TORQUE 430HP/1900 (0425EE)	DTU Date	12/22/2010
Application Family	On Highway Tractors	Warranty Start Date	12/22/2010
Application	General Freight Long Haul Std (Single)	DTU Status	DTU
Wheel Base	213.1	DTU Odometer	10 Miles
DTU Engine Hours	0	DTU Fuel Used	0
GVWR	52150	Original Gear Ratio	342
PC Number	60181072	Programmed Gear Ratio	342
Paint Color Code	3015	Order Number	547119
Selling Dealer	J H HUNT TRANSPORT INC	Order Status	0 0
Customer	J H HUNT TRANSPORT INC	Original Customer	J H HUNT TRANSPORT INC
Address	705 S N BLOOMINGTON	Address	705 S N BLOOMINGTON
City/State/Zip	LOWELL AR 72746	City/State/Zip	LOWELL AR 72746
Emission Family Name			

The Details tab includes information not found on the Summary tab, such as DTU status and odometer reading, and new and programmed gear ratio.

### Components Tab

The Components tab has a breakdown of all the vehicle parts, Parts Catalog component numbers, component line drawings, and descriptions.

The screenshot displays the 'Components' tab for the same International vehicle. The page shows a table with the following columns: 'ID', 'Class Description', 'Part Catalog Component', 'Autoparts Line Number', and 'Component Description'. The table lists various parts of the vehicle, including the frame, bumper, wheelbase, ramps, axles, suspensions, brakes, and air dryer.

ID	Class Description	Part Catalog Component	Autoparts Line Number	Component Description
1	FRAMES	60181072	60181072	FRAME RAIL 3 Heat Treated Alloy Steel (120,000 PSI Yield) 10 1/2" x 3 5/8" x 0.310" (257.2mm x 90.3mm x 7.8mm) 367.4" (9333mm) Maximum CGL
2	FRAMES	60181072	60181072	BUMPER, FRONT 2 Piece, Aero, Plastic, Painted Body Color
3	FRAMES	60181072	60181072	WHEELBASE RANGE 187" (4753mm) Through and Including 219" (5560mm)
4	FRAMES	60181072	60181072	RAMPS 3 Degree Dnt. w. 1/2 In. 5th Wheel
5	FRONT AXLES	60181072	60181072	AXLE FRONT NON-DRIVING (Hendrickson Swivel) Wide Track I-Beam Type, 12,350-G Capacity
6	FRONT SUSPENSIONS	60181072	60181072	SUSPENSION FRONT, SPRING (Hendrickson SCW 10K) Metrolast 12,350-G Capacity, W/R Shock Absorbers
7	BRAKES	60181072	60181072	ABS BRAKE ABS, Bendix Antilock Brake System With Electronic Stability Program (8-Channel, 4 Sensor/3 Modulator) With Automatic Traction Control
8	BRAKES	60181072	60181072	AIR DRYER (Bendix AD-45) With Heater, Includes Pressure Protection Circuit, Safety Valve, and Purge Tank
9	BRAKES	60181072	60181072	BRAKE CHAMBERS, FRONT AXLE (Harden) 22 Sqn


Each number in the Parts Catalog Component column is a link to that component in the Parts Catalog. And the number in the Component Line Drawing column is a link to the parts list for that component.



## LESSON 3: WRITING UP A VEHICLE

### Serial Numbers Tab

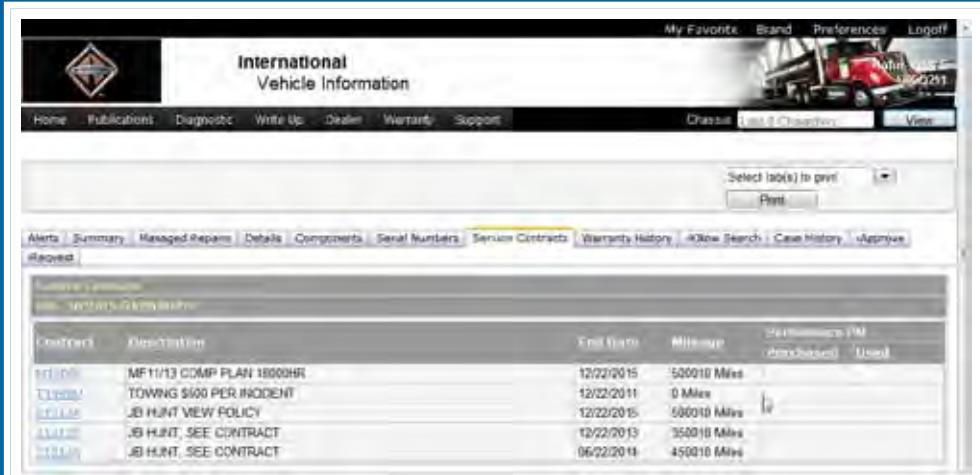
The Serial Numbers tab allows you to view the current serial numbers of the vehicle components against the original serial number.



Component	Location	ATA Code	Current Serial Number	Original Serial Number
AFTER TREATMENT ASSEMBLY		343	0032517	0002517
CAB		302	R-0163004	R-0163004
CLEAN IDLE STICKER - CA		145	11AV0007040	11AV0007040
ENGINE		345	125HM2Y4103062	125HM2Y4103062
EDC		338	3822886A	38221965
FRONT AXLE, NON-DRIVEN		311	YAX198056	YAX198056
IGNITION KEY NUMBER		402	0032	0032
REAR AXLE FRONT REAR DRVN		322	DRA10103175	DRA10103175
REAR AXLE REAR REAR DRVN		322	DRA10103183	DRA10103183
SEAT	51	182	8305013254803	8305013254803
SEAT	52	182	14025130254915	14025130254915
TRANSMISSION, MANUAL		326	00941127	00941127

### Service Contracts Tab

A list of all the service contracts on the vehicle, present and past, is viewed from the Service Contracts tab.



Contract	Description	End Date	Mileage	Performance (M, A, U)
<a href="#">1110001</a>	MF11/13 COMP PLAN 18000HR	12/22/2015	500010 Miles	
<a href="#">1110002</a>	TOWING \$100 PER INCIDENT	12/22/2011	0 Miles	
<a href="#">1110003</a>	JB HUNT VIEW POLICY	12/22/2015	500010 Miles	
<a href="#">1110004</a>	JB HUNT, SEE CONTRACT	12/22/2013	350010 Miles	
<a href="#">1110005</a>	JB HUNT, SEE CONTRACT	06/22/2014	450010 Miles	

Note that the number in the Contract column is a direct link to the corresponding contract document.

## LESSON 3: WRITING UP A VEHICLE

### Warranty History Tab

Details of warranty claims can be found on the Warranty History tab.

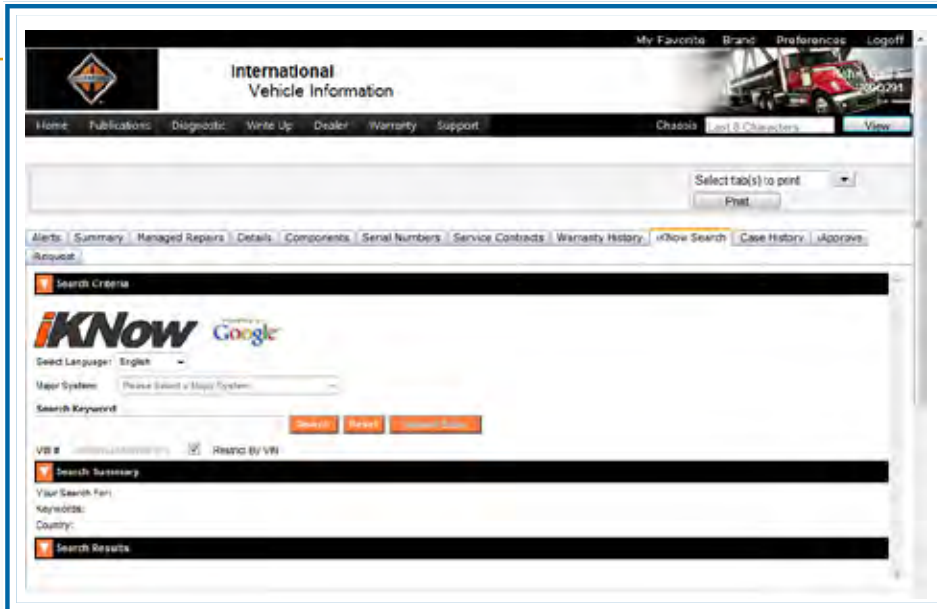
Claim	End Date	Dealer	Warranty Code	Group	Reason	Mileage
<a href="#">0000015A</a>	12/30/2011	<a href="#">J. B. BERT (2004-12-2000)</a> <a href="#">000411-0000</a>	99 - Beyond Warranty Adjustment	CAB	PANEL, INSTRUMENT	124215 Miles
<a href="#">0000015A</a>	12/28/2011	<a href="#">J. B. BERT (2004-12-2000)</a> <a href="#">000411-0000</a>	99 - Beyond Warranty Adjustment	ELECTRICAL	CABLE & CLAMPS, BATTERY (BATT TO STARTER)	124215 Miles
<a href="#">0021721A</a>	11/09/2011	<a href="#">DICK TRUCK SALES</a> <a href="#">000432-0000</a>	39 - Service Contract Expense	ELECTRICAL	SWITCH, CLUTCH	108313 Miles
<a href="#">0043220A</a>	09/30/2011	<a href="#">J. B. BERT (2004-12-2000)</a> <a href="#">000411-0000</a>	40 - Authorized Safety Recall or Field Code Change			94330 Miles
<a href="#">0043221A</a>	09/30/2011	<a href="#">J. B. BERT (2004-12-2000)</a> <a href="#">000411-0000</a>	40 - Authorized Safety Recall or Field Code Change			94330 Miles
<a href="#">0043222A</a>	09/30/2011	<a href="#">J. B. BERT (2004-12-2000)</a> <a href="#">000411-0000</a>	40 - Authorized Safety Recall or Field Code Change			94330 Miles

You can access the details of each claim by clicking on the number in the Claim column. The Dealer name is also a link to the Dealer Details for the dealership that performed that particular repair.

## LESSON 3: WRITING UP A VEHICLE

### iKNow Search Tab

The iKNow Search tab allows you to search the knowledgebase for information relevant to the particular VIN and issue you are working on.



By default, the search is restricted to the particular VIN. You can also select the Major System involved and enter keywords to restrict your search.

You should search the knowledgebase thoroughly to find articles that will assist you with difficult repairs. Once you've done so, the Submit Case button will become active, allowing you to submit a request for Technical Services assistance.



## LESSON 3: WRITING UP A VEHICLE

### Navigating to Service Contract Policy Coverage



You'll find the Service Contract Policy Coverage link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Contract Policy Coverage.

## LESSON 3: WRITING UP A VEHICLE

### Finding Vehicle Information - Demonstration

Now let's take a look at how you might use the Vehicle Information screen to find the information you need about a particular vehicle.

Imagine once again, that you are standing at the Service Desk in your dealership. A driver brings in a truck, stating that he noticed an oil leak in the front of the engine. The chassis number is XH594505.



Here at the Service Portal Home screen, we'll again use the Chassis Search feature to navigate directly to the Vehicle Information screen for this vehicle.

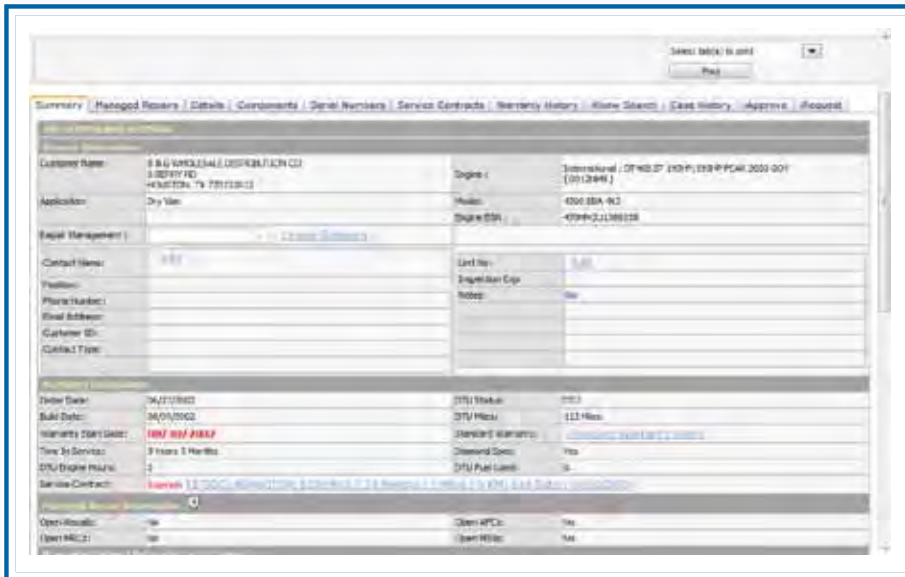
We'll begin by clicking in the Chassis Search field. First we'll type the chassis number. Then click the View button.

## LESSON 3: WRITING UP A VEHICLE



The Vehicle Information screen for this vehicle opens to the Summary tab. That means that there are no special VIN alerts about this vehicle or customer.

Let's scroll down to see more of the information available on this tab.



Here we can see that this vehicle was built in 2002 and is no longer under warranty. In addition, a previous service contract has expired. However, there are no open Recalls or AFCs.

## LESSON 3: WRITING UP A VEHICLE



Now let's look at the Components tab. This tab displays detailed information about components installed at the factory. They are arranged by Major Group – in the sequence they were installed. We'll scroll down and look at the Engine Information as an example.

Here are the specific descriptions of the engine, fan drive, radiator, air cleaner, and throttle.



## LESSON 3: WRITING UP A VEHICLE

ID	NAME	Part Catalog Component	Component Line Drawing	DESCRIPTION
51	ENGINE	<a href="#">601123000</a>	<a href="#">601123000</a>	ENGINE, DIESEL (Intermittent DT 860 Standard Torque) 874 HP, Electron-Injectable Fuel System, 180 HP @ 1500/2000 RPM, 520 Nm Torque @ 1400 RPM, 2600 RPM Governor Speed, 195 Fuel HP, 3400
54	ENGINE	<a href="#">601123000</a>	<a href="#">601123000</a>	ENGINE, DIESEL (Intermittent DT 860 Standard Torque) 874 HP, Electron-Injectable Fuel System, 180 HP @ 1500/2000 RPM, 520 Nm Torque @ 1400 RPM, 2600 RPM Governor Speed, 195 Fuel HP, 3400
55	ENGINE	<a href="#">601123000</a>	<a href="#">601123000</a>	ENGINE, DIESEL (Intermittent DT 860 Standard Torque) 874 HP, Electron-Injectable Fuel System, 180 HP @ 1500/2000 RPM, 520 Nm Torque @ 1400 RPM, 2600 RPM Governor Speed, 195 Fuel HP, 3400
56	ENGINE	<a href="#">601123000</a>	<a href="#">601123000</a>	ENGINE, DIESEL (Intermittent DT 860 Standard Torque) 874 HP, Electron-Injectable Fuel System, 180 HP @ 1500/2000 RPM, 520 Nm Torque @ 1400 RPM, 2600 RPM Governor Speed, 195 Fuel HP, 3400
57	ENGINE	<a href="#">601123000</a>	<a href="#">601123000</a>	ENGINE, DIESEL (Intermittent DT 860 Standard Torque) 874 HP, Electron-Injectable Fuel System, 180 HP @ 1500/2000 RPM, 520 Nm Torque @ 1400 RPM, 2600 RPM Governor Speed, 195 Fuel HP, 3400
58	TRANSMISSION	<a href="#">601123000</a>	<a href="#">601123000</a>	TRANSMISSION, AUTOMATIC ( Allison 3500 SR1313) 6-Speed, 3-Speed, With Overdrive, Low SPD Governor Line Reducer
59	TRANSMISSION	<a href="#">601123000</a>	<a href="#">601123000</a>	TRANSMISSION, AUTOMATIC ( Allison 3500 SR1313) 6-Speed, 3-Speed, With Overdrive, Low SPD Governor Line Reducer
60	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
61	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
62	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
63	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
64	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
65	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
66	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
67	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
68	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
69	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
70	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
71	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
72	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
73	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
74	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends
75	WHEEL AXLES, SUSPENSIONS	<a href="#">601123000</a>	<a href="#">601123000</a>	WHEEL AXLES, SINGLE Drive Shaft (3000) Single-Reduction, 17,500-lb Capacity, 28 Wheel Ends

The links in the Parts Catalog Component column take you to the page in the Parts catalog in which the component appears. The links in the Component Line Drawing column take you to information about the component from engineering line drawings.

Now let's scroll back to the top of this screen.

The screenshot shows the 'Service Portal Vehicle Information' page. At the top, there are navigation tabs: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support. Below this is a search bar and a 'Print' button. The main content area has several tabs: Summary, Managed Assets, Details, Components, Serial Numbers, Service Contracts, Warranty History, View Search, Case History, Alerts, Request. The 'Components' tab is active, showing a table of vehicle components. The table has columns for ID, Name, Description, Part Catalog Component, Component Line Drawing, and Description. The components listed include FRAMES, FUELERS, FRONT AXLES, FRONT SUSPENSIONS, BRAKES, and DRIVESHAFTS. Each component has a link to its part catalog page and a link to its component line drawing.

We might also browse through the other tabs to see if there is any information that is useful. For the purposes of this demonstration, we'll stop here.



## LESSON 3: WRITING UP A VEHICLE

### Additional Resources

There are some additional Service Portal features that you may use.

- There may be times when a VIN is not readable. If you can identify the last five digits, use the VIN Search feature to view a list of all vehicles with the same last five digits.
- If you need to research needed parts, consult the Supplier Links.
- If you are attempting to determine the extent of a problem with a particular vehicle, you may want to consult the appropriate Service Resource Center.

### Navigating to VIN Search



- You'll find the VIN Search link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on VIN Search.

## LESSON 3: WRITING UP A VEHICLE

### VIN Search

The VIN Search feature allows you to search for vehicles based on the last five digits of the chassis number. Type the five digits in the text box and click the View button.



The VIN Search feature retrieves a list of all vehicles whose VIN ends in the submitted digits, including the full VIN, Sales Location, Warranty Start Date, Model, and Model Description.

VIN	Sales Location	Warranty Start Date	Model	Model Description
JN1TANM0000000000	SA495	04/03/2006	SA495	4900 4X2
JN1TANM0000000000	FH165	07/21/2006	FH165	1652 SC 4X2
JN1TANM0000000000	MA035	12/17/2010	MA035	4400 SBA 4X2
JN1TANM0000000000	MA035	01/19/2007	MA035	4400 SBA 4X2
JN1TANM0000000000	MA035	07/28/2006	MA035	4300 SBA 4X2
JN1TANM0000000000	SA495	01/04/1995	SA495	4600 4X2
JN1TANM0000000000	SA475	10/13/1997	SA475	4700 4X2
JN1TANM0000000000	SA495	05/22/1999	SA495	4900 4X2
JN1TANM0000000000	SA495	10/27/1995	SA495	4900 4X2
JN1TANM0000000000	SA495	06/22/1995	SA495	4900 4X2
JN1TANM0000000000	SA495	06/30/1993	SA495	4900 4X2
JN1TANM0000000000	SF647	04/21/2006	SF647	7600 SBA 6X4
JN1TANM0000000000	L9227	06/16/2001	L9227	9200 SBA 6X4
JN1TANM0000000000	L9427	06/14/2005	L9427	9400 SBA 6X4
JN1TANM0000000000	L2157	08/23/1994	L2157	9400 SBA 6X4
JN1TANM0000000000	L2757	12/16/1996	L2757	9200 SBA 6X4
JN1TANM0000000000	L2757	06/06/1999	L2757	9200 SBA 6X4
JN1TANM0000000000	H1055	01/23/2003	H1055	CF600 4X2
JN1TANM0000000000	H1055	05/20/2007	H1055	CF600 4X2
JN1TANM0000000000	L1617	11/10/2005	L1617	PROSTAR 6X4





## LESSON 3: WRITING UP A VEHICLE

### Navigating to Service Resource Center



You'll find the Service Resource Center link in the Diagnostic menu. Hover over Diagnostic in the menu bar to open the menu. Then click on the specific Service Resource Center you want.

### Typical MaxxForce Resource Center

Each MaxxForce Engine Resource Center provides related information for the maintenance and repair of that specific engine.



Each MaxxForce Engine Resource Center is organized in the same way. There are topics on Engine Calibration, Engine Identification, Engine Service and Diagnostics, Chassis Service, Parts Information, Training Information, Tool Information, and Other Resource Centers.

## LESSON 3: WRITING UP A VEHICLE

Engine Service and Diagnostics			
<a href="#">K1203461</a>	ENGINE	2011 Model Year MaxForce® 11 and 13 Engine Service Manual	8/10/2010
<a href="#">K1203471</a>	ENGINE	2011 Model Year MaxForce® 11 and 13 Engine Diagnostic Manual	5/26/2011
<a href="#">K11097265</a>	ENGINE	2011 Model Year MaxForce® 11 and 13 Engine Operator Manual	8/10/2010
<a href="#">K1203469</a>	ENGINE	2011 MaxForce® 11 and 13 Electronic Control Systems Diagnostic Form	11/04/2010
<a href="#">K1203470</a>	ENGINE	2011 MaxForce® 11 and 13 Performance Diagnostic Form	5/26/2011
<a href="#">K1203475</a>	ENGINE	2011 MaxForce® 11 and 13 Hard Start / No Start Diagnostic Form	5/26/2011
<a href="#">K1203462</a>	ENGINE	2011 Model Year MaxForce® 11 and 13 Engine Diagnostic Code Index and Diagnostics	2/18/2011
Engine Follow Articles			
<a href="#">K1209118</a>	ENGINE	Active code 157 14 F4P Helix Valve Failure, Replace Valve and Reset Counter	11/27/2011
<a href="#">K1209558</a>	ENGINE	Oil Centrifuge Filter Diagnostics	11/16/2011
<a href="#">K1209454</a>	ENGINE	Event Data Recorder (EDR) Session in ServiceMax	11/12/2011
<a href="#">K1209560</a>	ENGINE	Misfire DTC Troubleshooting	11/3/2011
<a href="#">K1209563</a>	ENGINE	Engine Overspeed fault (SPN 190 FM 45)	7/11/2011
<a href="#">K1209621</a>	ENGINE	Oil Pressure Indicator Lamp and Alarm without Low EOP Faults or Performance Issues	7/5/2011
<a href="#">K1209124</a>	PROGRAMMING	EPA 2010 MaxForce 11 and 13 Service Interval Reset	6/20/2011
<a href="#">K1209624</a>	ENGINE	Low Coolant Warning not setting and inactive DTC: SPN 111 FM 1	6/13/2011
<a href="#">K1104158</a>	ACCESSORIES	2011 Dash Cluster Lamp Operation with new DPF Lamp Locations, Functions and Regeneration Instructions	5/8/2011
<a href="#">K1099273</a>	ELECTRICAL	All MaxForce 11 and 13 Engines, Remote Mounted Engine Control Feature (R/M) Wiring and Connector Information	3/9/2011
<a href="#">K1209157</a>	ENGINE	637 Crankshaft Position (CKP) Signal Fault	4/19/2011
<a href="#">K1209438</a>	PROGRAMMING	2011 MaxForce® 11 and 13 Auxiliary Throttle Programmable Actuators	4/11/2011
<a href="#">K1209550</a>	ENGINE	2011 MaxForce® 11 and 13 DTC 4766 DPF Regeneration Feedback Fault Code	4/19/2011
<a href="#">K1209562</a>	ENGINE	2011 Model Year MaxForce® 11 and 13 Engine Injector Replacement and Changing the Injector Quantity Adjustment IQA	3/31/2010
<a href="#">K1209561</a>	ENGINE	2011 MaxForce® 11 and 13 Auxiliary Air Intake Air Control Valve	11/17/2010
<a href="#">K1209578</a>	ENGINE	2011 MaxForce® 11 and 13 Fuel System DTC - Fuel Restriction	11/17/2010

Click on each link to navigate to that topic or simply scroll down the page to browse through them all. Within each topic, you'll find one or more articles arranged in table format. You can view an article by clicking the link in the first column.

In addition, as you've seen in the Diagnostic menu, there are resource centers for HVAC, remote throttle, service tools, after treatment, and more.

## Statistics on Use of Vehicle Information

The Service Portal tracks usage of the resources available on the Vehicle Information screen. Since your use of this feature is tracked, you can access the report.

## LESSON 3: WRITING UP A VEHICLE

### Navigating to Vehicle Information Usage

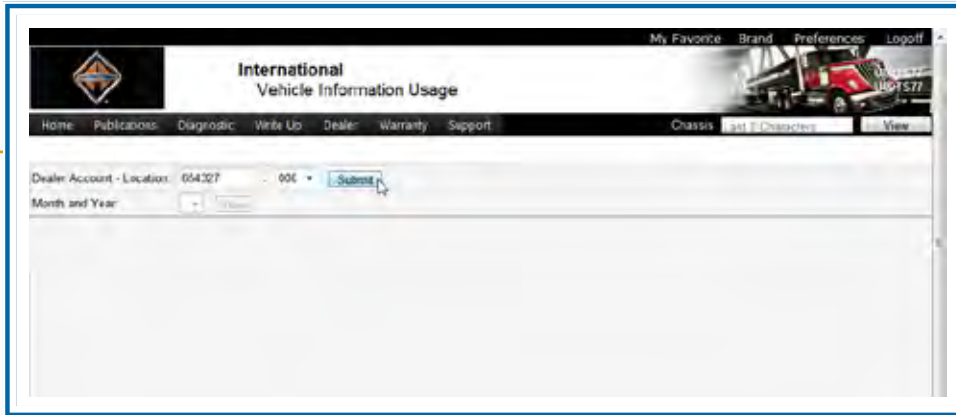


You'll find the Vehicle Information Usage link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Vehicle Information Usage.

## LESSON 3: WRITING UP A VEHICLE

### Vehicle Information Usage

The Vehicle Information Usage Report provides statistics on how frequently dealership personnel have visited the Vehicle Information screen.



The Dealer Account defaults to your location. If your User ID is associated with more than one location, you can select the one you want from the drop-down list. Then click the Submit button.

Employee Name	Employee ID	Month	Year	Brand	Model
John Smith	12345	04	2009	SAF95	4300 4X2
Jane Doe	67890	05	2000	FH165	1652 SC 4X2
Mike Johnson	11111	12	2010	MA135	4400 SBA 4X2
Emily White	22222	01	2007	MA135	4400 SBA 4X2
David Brown	33333	07	2005	MA125	4300 SBA 4X2
Sarah Green	44444	01	1991	SA465	4500 4X2
Robert Black	55555	10	1997	SA475	4700 4X2
Laura Grey	66666	05	1998	SA495	4500 4X2
James Blue	77777	10	1995	SA495	4500 4X2
Michelle Red	88888	06	1999	SA495	4300 4X2
Christopher Purple	99999	06	1993	SA495	4500 4X2
Amanda Yellow	10101	04	2005	SA495	4500 4X2
Matthew Orange	11111	04	2005	SA495	4500 4X2
Stephanie Silver	12121	04	2005	SA495	4500 4X2
Andrew Gold	13131	04	2005	SA495	4500 4X2
Olivia Bronze	14141	04	2005	SA495	4500 4X2
Isaac Platinum	15151	04	2005	SA495	4500 4X2
Grace Diamond	16161	04	2005	SA495	4500 4X2
Benjamin Ruby	17171	04	2005	SA495	4500 4X2
Sophia Sapphire	18181	04	2005	SA495	4500 4X2
Lucas Emerald	19191	04	2005	SA495	4500 4X2
Chloe Topaz	20201	04	2005	SA495	4500 4X2
Henry Garnet	21211	04	2005	SA495	4500 4X2
Alexis Amethyst	22221	04	2005	SA495	4500 4X2
Samuel Onyx	23231	04	2005	SA495	4500 4X2
Madison Obsidian	24241	04	2005	SA495	4500 4X2
Julian Jasper	25251	04	2005	SA495	4500 4X2
Isabella Turquoise	26261	04	2005	SA495	4500 4X2
Michael Malachite	27271	04	2005	SA495	4500 4X2
Charlotte Carnelian	28281	04	2005	SA495	4500 4X2
Christopher Citrine	29291	04	2005	SA495	4500 4X2
Ashley Smoky Quartz	30301	04	2005	SA495	4500 4X2
Jonathan Amethyst	31311	04	2005	SA495	4500 4X2
Madelyn Topaz	32321	04	2005	SA495	4500 4X2
Isaac Garnet	33331	04	2005	SA495	4500 4X2
Sophia Onyx	34341	04	2005	SA495	4500 4X2
Lucas Obsidian	35351	04	2005	SA495	4500 4X2
Chloe Jasper	36361	04	2005	SA495	4500 4X2
Benjamin Turquoise	37371	04	2005	SA495	4500 4X2
Alexis Malachite	38381	04	2005	SA495	4500 4X2
Samuel Carnelian	39391	04	2005	SA495	4500 4X2
Madison Citrine	40401	04	2005	SA495	4500 4X2
Jonathan Smoky Quartz	41411	04	2005	SA495	4500 4X2
Madelyn Amethyst	42421	04	2005	SA495	4500 4X2
Isaac Topaz	43431	04	2005	SA495	4500 4X2
Sophia Garnet	44441	04	2005	SA495	4500 4X2
Lucas Onyx	45451	04	2005	SA495	4500 4X2
Chloe Obsidian	46461	04	2005	SA495	4500 4X2
Benjamin Jasper	47471	04	2005	SA495	4500 4X2
Alexis Turquoise	48481	04	2005	SA495	4500 4X2
Samuel Malachite	49491	04	2005	SA495	4500 4X2
Madison Carnelian	50501	04	2005	SA495	4500 4X2
Jonathan Citrine	51511	04	2005	SA495	4500 4X2
Madelyn Smoky Quartz	52521	04	2005	SA495	4500 4X2
Isaac Amethyst	53531	04	2005	SA495	4500 4X2
Sophia Topaz	54541	04	2005	SA495	4500 4X2
Lucas Garnet	55551	04	2005	SA495	4500 4X2
Chloe Onyx	56561	04	2005	SA495	4500 4X2
Benjamin Obsidian	57571	04	2005	SA495	4500 4X2
Alexis Jasper	58581	04	2005	SA495	4500 4X2
Samuel Turquoise	59591	04	2005	SA495	4500 4X2
Madison Malachite	60601	04	2005	SA495	4500 4X2
Jonathan Carnelian	61611	04	2005	SA495	4500 4X2
Madelyn Citrine	62621	04	2005	SA495	4500 4X2
Isaac Smoky Quartz	63631	04	2005	SA495	4500 4X2
Sophia Amethyst	64641	04	2005	SA495	4500 4X2
Lucas Topaz	65651	04	2005	SA495	4500 4X2
Chloe Garnet	66661	04	2005	SA495	4500 4X2
Benjamin Onyx	67671	04	2005	SA495	4500 4X2
Alexis Obsidian	68681	04	2005	SA495	4500 4X2
Samuel Jasper	69691	04	2005	SA495	4500 4X2
Madison Turquoise	70701	04	2005	SA495	4500 4X2
Jonathan Malachite	71711	04	2005	SA495	4500 4X2
Madelyn Carnelian	72721	04	2005	SA495	4500 4X2
Isaac Citrine	73731	04	2005	SA495	4500 4X2
Sophia Smoky Quartz	74741	04	2005	SA495	4500 4X2
Lucas Amethyst	75751	04	2005	SA495	4500 4X2
Chloe Topaz	76761	04	2005	SA495	4500 4X2
Benjamin Garnet	77771	04	2005	SA495	4500 4X2
Alexis Onyx	78781	04	2005	SA495	4500 4X2
Samuel Obsidian	79791	04	2005	SA495	4500 4X2
Madison Jasper	80801	04	2005	SA495	4500 4X2
Jonathan Turquoise	81811	04	2005	SA495	4500 4X2
Madelyn Malachite	82821	04	2005	SA495	4500 4X2
Isaac Carnelian	83831	04	2005	SA495	4500 4X2
Sophia Citrine	84841	04	2005	SA495	4500 4X2
Lucas Smoky Quartz	85851	04	2005	SA495	4500 4X2
Chloe Amethyst	86861	04	2005	SA495	4500 4X2
Benjamin Topaz	87871	04	2005	SA495	4500 4X2
Alexis Garnet	88881	04	2005	SA495	4500 4X2
Samuel Onyx	89891	04	2005	SA495	4500 4X2
Madison Obsidian	90901	04	2005	SA495	4500 4X2
Jonathan Jasper	91911	04	2005	SA495	4500 4X2
Madelyn Turquoise	92921	04	2005	SA495	4500 4X2
Isaac Malachite	93931	04	2005	SA495	4500 4X2
Sophia Carnelian	94941	04	2005	SA495	4500 4X2
Lucas Citrine	95951	04	2005	SA495	4500 4X2
Chloe Smoky Quartz	96961	04	2005	SA495	4500 4X2
Benjamin Amethyst	97971	04	2005	SA495	4500 4X2
Alexis Topaz	98981	04	2005	SA495	4500 4X2
Samuel Garnet	99991	04	2005	SA495	4500 4X2
Madison Onyx	00001	04	2005	SA495	4500 4X2

A table, arranged by employee name, is displayed for the current month. You can select a previous month by selecting it from the Month and Year drop-down list.



## LESSON 4: CREATING AN ESTIMATE

### Creating Repair Orders

Some dealerships may currently create a Repair Order in their Dealer Management System rather than a Repair Management estimate. If this is the case at your dealership, you'll need to access Standard Repair Times.

### Navigating to Standard Repair Times



You'll find the Standard Repair Times link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Standard Repair Times.



### Standard Repair Times

The Standard Repair Times (or SRTs) provide you with links to documents that describe authorized repair times for warranty payment.

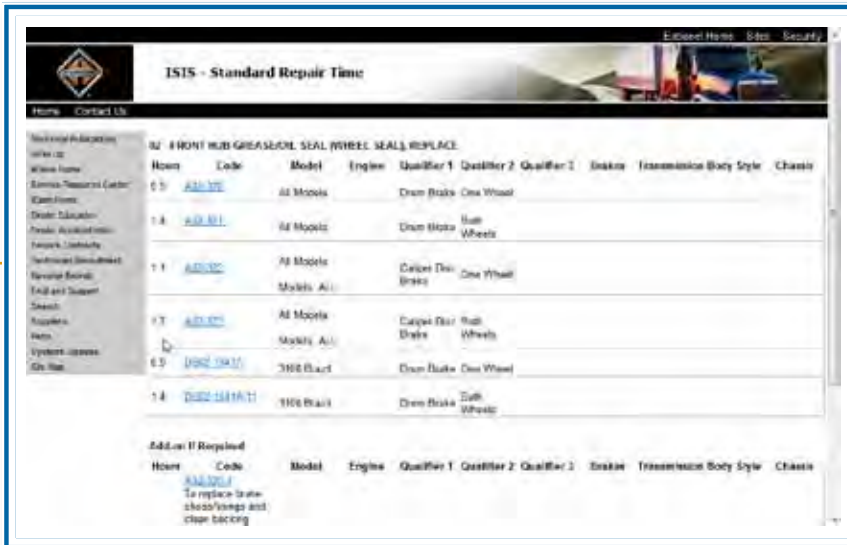
Begin by selecting a group operation from the drop-down list. Then click the Search button.



## LESSON 4: CREATING AN ESTIMATE



You'll now see a complete list of all operations associated with the group you selected.



Clicking on one of them displays a list of specific operations, each with its own figure for hours, warranty code, associated model, and qualifiers.

## LESSON 4: CREATING AN ESTIMATE

### Determining Needed Parts

Once the operations for an estimate have been added, any needed parts must be identified. In most dealerships, this responsibility falls on the Parts Department.

When using the Repair Management System, the service advisor can assign the estimate to the Parts Department for this task. The Parts Department then refers to the Parts Catalog to determine the correct parts and pricing.

If the part is not in stock, the Parts Department will use Parts Online or their Dealer-Management System to order the needed items.

### Navigating to Parts



You'll find the Parts links in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Parts Catalog or Parts Online.



## LESSON 4: CREATING AN ESTIMATE

### Parts Catalog



The Parts Catalog Online (or PCO) application allows you to search for parts information about International® vehicles. The Parts Catalog offers figure, keyword, part number and visual search tool options. It also provides the ability to create custom parts lists, add attachments and notes to specific chassis and much more. It also provides access to resources that can assist you in ordering, shipping, or locating more information about parts.

## **LESSON 4: CREATING AN ESTIMATE**

### **Summary**

In this program, you learned how to navigate the Service Portal. You also learned about resources you will use to research information about a vehicle that needs repair and resources you may use to create an estimate or repair order.

### **Navigating the Service Portal**

You'll find options that take you to operational functions of the portal at the upper right. You can set up Favorites, select the Brand you want to work in, set up personal Preferences, and Logoff.

The main menu options allow you to navigate to the available resources in the Service Portal: Publications, Diagnostic, Write Up, Dealer, Warranty, and Support.

### **Researching a Vehicle**

The Vehicle Information feature provides access to a large variety of information concerning a particular vehicle based on its chassis number. The tabs of this screen document everything from details about the vehicle's owner to components to Warranty History and iKNOW Search information and Case History.

### **Creating an Estimate**

Once you've completed all the needed research for a particular vehicle, the next step is to create the estimate. Navistar's Repair Management System is designed to provide the ability to rapidly and accurately produce an estimate for repairs to a customer's vehicle.

Some dealerships may currently create a Repair Order in their Dealer Management System rather than a Repair Management estimate. If this is the case at your dealership, you'll need to access Standard Repair Times.



# Service Portal