

Navistar, Inc. 2701 Navistar Dr. Lisle, IL 60532



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.

#### NOTES


#### 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<sup>®</sup> 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



### **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.

#### Preferences •

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

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ltem	Context	Selection
Language	All	ENGLISH -
Records per page	All	50 👻
Grand	654327 000	
Apply Settings To		

- 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.
- 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.

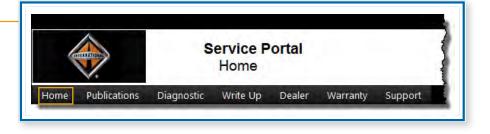
### Navigational Menu Options -

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.

#### Publications Diagnostic Write Up Dealer Warranty Support

Service Manuals

Master Service Information

**Enhanced Circuit Diagrams** 

**Telematics Solutions** 

#### 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.

agoostic Write Up Dealer Warra	inty Support
KNow	Service Resource Center
iKNow Home	2010 MaxxForce® 11 and 13
Programming	2010 MaxxForce® DT, 9 and 10
Wabco FPB Programming	2010 MaxxForce® 7
	HVAC Service Resource Center
	Remote Throttle Resource Center
	Service Tool Resource Center
	Aftretreatment
	Latin America - Home Page

#### Write Up

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

/em/cle	
Vehicle Information	Parts Catalog
Customer Update	Parts Online
Engine Information	Communications
VIN Search	Customer Communications Tools
Vehicle Info Usage Report	Custom Response Tool
Supplier Links	Contact File Mass Upload Tool
lepair Management	Dealer Communication Dashboard

- 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.

#### Dealer

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

	Service Development
Dealer Search	DPF Cleaning Support
Update Your Service Information	Service Development Tools
Service Level Authorization	Diamond Club
	Parts and Service Expo
Learning Management System	Accelerated Service
Dealer Education	Repair Management
Service Marketing	Repair Advocate Portal
	Decal Order Form
Preventive Maintenance	Contact Information
Service Partner News	Service Profiles
Customer Solutions	Technician Recruitment
Customer Service Newsletter - Shifting Gears	Navistar Brands
	Continental Mixers
	Estar
	MILCOTS

- 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.

#### 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.

	Service Contracts	
iClaim Home	Service Contracts	
Reporting	Service Contract Policy Coverage	
Service Performance Statement		
Warranty Claim History	SRT Home Page	
Parts Return		
Policy Letters	CTS Warranty Form Matrix	
Manual Policy/Coding/Other	Fleet Information Request Tool	
Anpeals	Fleet Information Request Tool	
Claim Appeal	neet anotheaton nequest 1001	
Labor Rate Change		
SRT Review		
Marshfield Core Return Manual		
TTC Pre-Approval Worksheet		
Campaigns		

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.

#### 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.

Warranty Support		
eedback	FAQ and Support	
Service Portal Feedback	Town Hall replay	
	Systems Updates	
	Change Password	
	Load Graphics Viewer	
	Glossary	
	Employee Registration	

#### 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.



### Navigating through the Menus

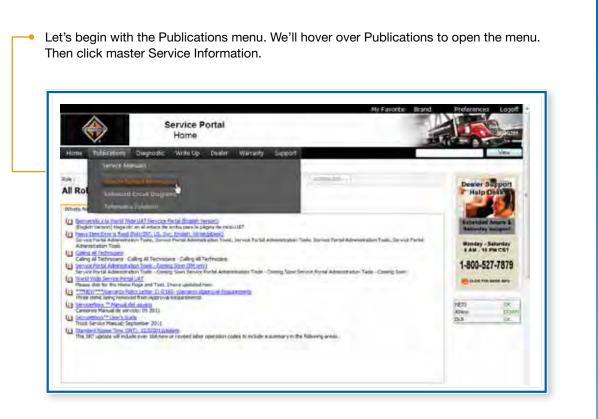
Now that you've been introduced to the features that are included in each menu, let's take a look at how navigating through them really works. In the following demonstration, you'll learn how to open a menu, select an option and then return to the Home screen.

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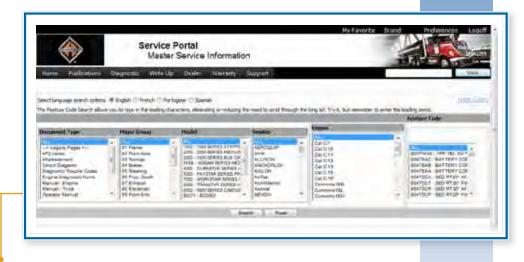
We'll begin at the Service Portal Home screen.

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.



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.

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.

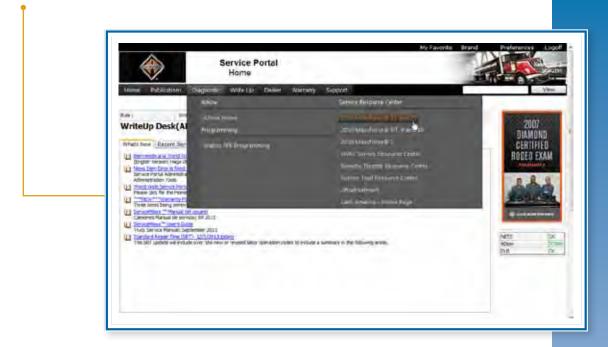
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- Here you see Engine Diagnostics Forms, Engine and Operator Manuals and other documents.
- To open a document in HTML format, simply click the File name.
- Documents that are available as PDFs are preceded by the PDF icon. Just click on the icon to open the document in this format.

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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.

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.



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.

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

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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.

### Home Screen Resources -

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

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- 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.

#### NOTES


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!

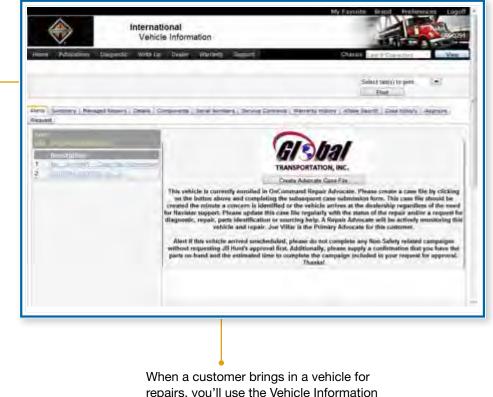
Sound familiar?

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



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.

#### **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.

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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.

### 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.

### **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

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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.

#### Summary Tab

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Application	Wiecker-Hook (Recovery)	Model:	4300 SBA 4X2
		Engine ESN	470-94201401785
Répair Management :	<ul> <li>Doubling</li> </ul>		
Contact Name	Cary Coleman • Law (Add Edd Dorset Send Street)	Unit No: Hispection Exp.	5 E 1
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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.

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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.

Details Tab ----

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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.

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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.

#### Serial Numbers Tab •

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

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#### Service Contracts Tab

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

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

#### Warranty History Tab

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

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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.

#### 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.

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 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.

### **Navigating to Service Contract Policy Coverage**

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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.

#### **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.

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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.

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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.

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11	skikel	- D	parent.	BLAND, FEAR, HORMALIC DEL, Damandahi S.L.OV + 1.447 Intern Dash Three Dawn. Pattern 30 AVX CONTRACT MODELS IN fails Contract With Advanced And Available

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.

	atost	0.022	(rest)	ENCIDE: DECES Deventement (FT46). Standard Tarour) (FA 8), (Increa- readiade Fair System, 18534; in 2007/2010 BMA, 520 BHT, 520 BHT, (INM, 2000 BHT, Surveyal Speed, 2017/2017) (Mod.)
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LESSON 3: W	<b>RITING UP</b>	A VEHICLE
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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.

	$\langle \! \! \! \! \rangle$	Service Portal Vehicle Information		
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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.

#### **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.

#### **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.

	VIN Search		30	
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erter intimo	Karati-Aug	1010/2004	1.6837	PROSTAR ALL	

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.

### Navigating to Supplier Links

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You'll find the Supplier Links in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Supplier Links.

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#### **Supplier Links**

The Supplier Links feature lists all of International's major suppliers. The list is arranged by Group, such as Accessories, Brakes & Seals, and Electrical. Each group has one or more entries, one for each manufacturer. Each name is a link to the supplier's website and the technical information they provide.

## Navigating to Service Resource Center -

٠	International Service Portal Home		As Favorite Brand Freferences Lopoff
Home Publication Role Ser What lev Recent Ser On your Sectors Ser Catcal Parts Tech Update of V/E. 11-0 The effective internet	Dagonali (Wele Un Deslei Warnardy #2466 History Inskinn 1-6 History	Sepport 2010 Annual Const 10 2010 Annual Const 10 2010 Annual Const 10 2010 Annual Annual Annual Annual 2010 Annual Annual Annual Const Annual Processing Annual Const Annual Processing Annual Const Annual Annual Annual Const Annual Annual Annual Const Annual	
			METS CR ADlow COVIN DLB CR

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.

ECESAE)	ENGINE	2019 Model Yaar MacoForcellt 11 and 13 Engine Service Manual	8/10/2010
	ENGINE	2018 Nodel Year Macoforcelli 11 and 13 Eagree Diagraphic Manual	5292611
17197285	ENGINE	2019 Model Year MacoForce® 11 and 13 Engine Operators Manual	\$102010
ria ceso)	CNOME	2019 Maxed years 11 and 13 Electronic Control System Diagrantic Form	11/24/2013
ECETIGN)	ENCINE	2010 MaxoFarcell 11 and 10 Performance Diagnostic Form	5/26/2011
G2.0475	ENGINE	2018 Naxed arce® 11 and 13 Hard Stat 7 fis Stat Diagnistic Form	1292011
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	ENCINE	Active code (57) 14 FidP Hatel Valve Failure, Repairs Valve and Renet Counter	12/27/2011
K1204558	ENGHE	Gil Centriluge Filter Diagnostics	11/18/00 11
K1204654	ENGINE	Event Data Recorder ( EDR) Session in SeniceMaxa	13/12/2011
1203540	ENGINE	Mistrie DTC Troubleaborang	0/3/2011
1279032	ENGHE	Engria Overspeed twat SP1 150 FM 15	7/18/2011
K1704621	ENGNE	OI Pressure Indicator Larra and Alarm without Low EOP Faulta or Performance Issues	75/2011
1011002124	PROGRAMMING	694 2910 MaxiFinta 11 and 13 Service biterial Reper	6/20/2011
K120474	ENCLIDIE	Lise Coolers Warsing not writing and mettile OTZ SIRU 111 FMI 1	6132011
61908168	ACCERSORIES	2019 Davis Cluster Lamp Operation with new OPF Lamp Locations . Functional and Regeneration Instructions	3/5/2011
Kossigna	ELECTRICAL	All Marveflerce TT and 11 Engines: Remote Unumed Fegule Control Feature 12V/IN Wing and Connector Internation	1105/6-6
120/15/57	SNGHE.	637 Grantatudi Pesitoni (OKP) Signal Fault	4192811
KIN GATER	PROGRAMMING	2518 MassFstrailt 11 and 13 Aviliary Threft's Programmable Parameters	4/13/2011
K1209590	ENGINE	2018 Maxof srcs/8 11 and 13 DTC 4766 DPF Regeneragion Feedback Fault Code	4/197011
stansa	entatae	2011 Midde Yaar Macofinis all 11 and 11 Eaglas injector Bastacament and Charging the Injector Quantity Adjustment IQA	0.112010
REMISH	ENGINE	2019 MaxwPrecelS 11 and 13 Auditive ex least at Air Control Value	(3/7/25 18
K1208/08	ENCANE	2011 Nam Friday 11 and 11 Fuel System DTC - Fuel Sectorition	13/7/2010

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.

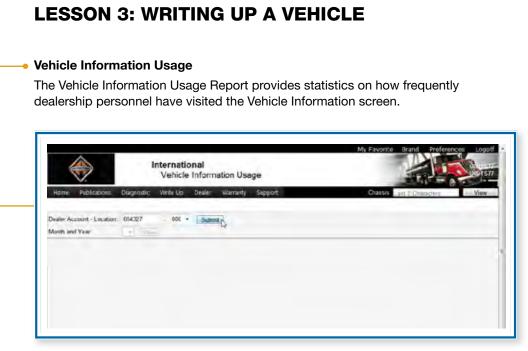
### **Statistics on Use of Vehicle Information**

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.

## **Navigating to Vehicle Information Usage**

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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.



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.

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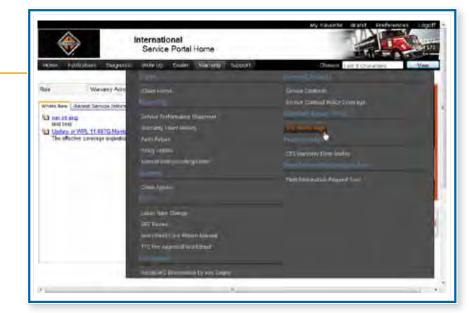
Service Portal: Creating Estimates for Service Advisors • © 2012 Navistar Inc. All rights reserved.

#### NOTES


### **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.

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

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

### **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.

#### Parts Catalog 🔸

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The Parts Catalog Online (or PCO) application allows you to search for parts information about International<sup>®</sup> 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.

#### 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.

#### NOTES

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