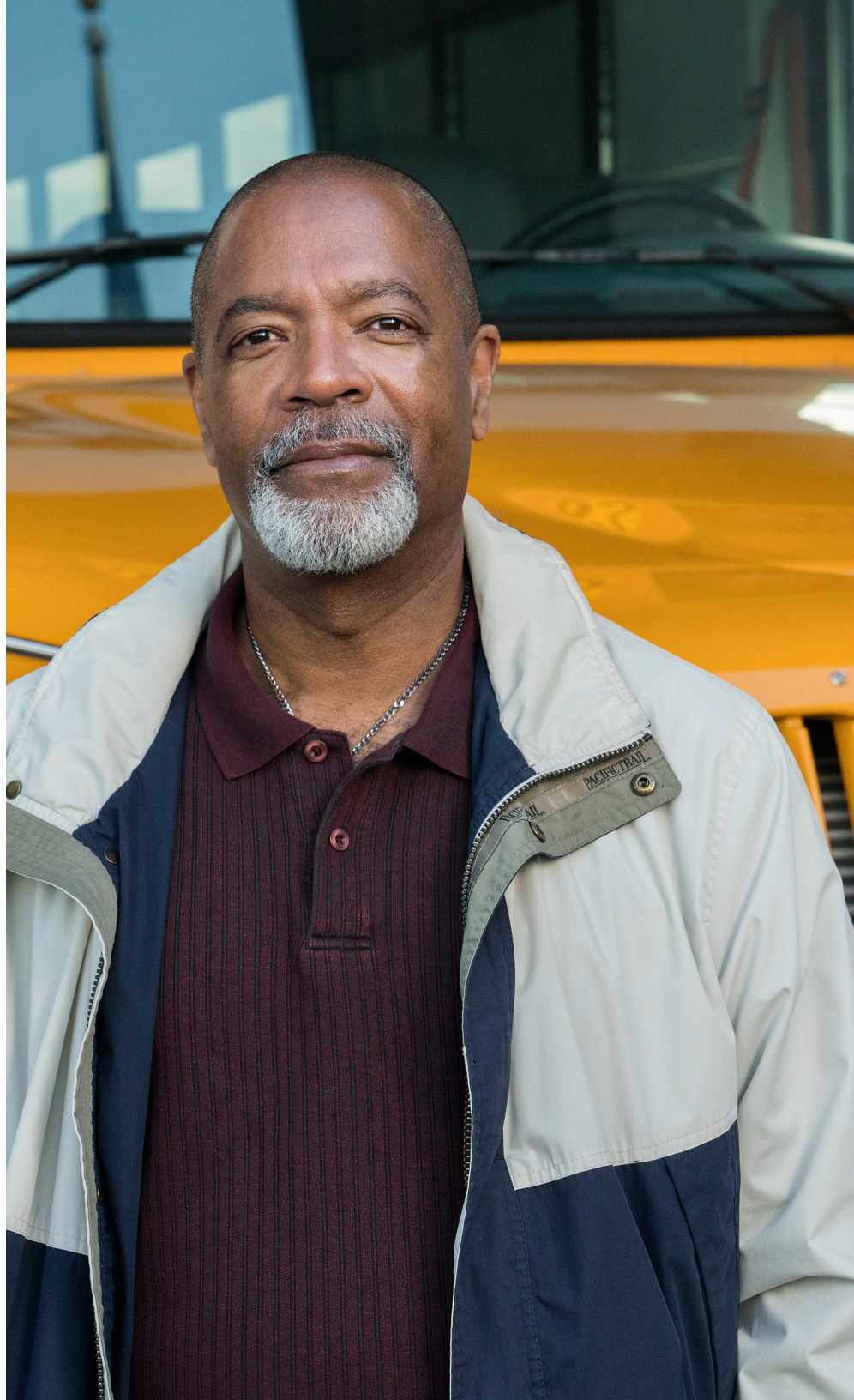




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**OWNERSHIP  
SUPPORT**

## Ownership Support





## Ownership Support

### A dedication to your business

Your business is all about uptime – and you need vehicles that can keep up. That’s why we offer the most comprehensive ownership programs in the industry.

Our robust warranties demonstrate our confidence in our products – products you can rely on to provide the uptime you require. Plus, our remote engine diagnostics and connectivity technologies give fleet managers full transparency about the health of their vehicles and on the status of repairs to aid with planning and scheduling. And our state-of-the-art distribution system means parts are available where and when you need them.

After all, time is money. Which is why International and IC Bus ownership programs focus on three priorities: lowering your cost of operation, providing the expert support you deserve, and being a partner that’s easy to do business with. We strive to deliver an ownership experience that goes above and beyond your expectations.



## Connected Vehicle Technology



## 24/7 Support



## Service



## Parts and Distribution / Fleet Charge



## Warranty / Extended Service



## An elevated ownership experience

Whether you're talking trucks or buses, these are high-value assets. And you can't afford to have assets of this magnitude sitting on the sideline, collecting dust. The ownership of this type of asset should be smooth and predictable. The systems should seamlessly integrate with your network, parts should be easy to come by, service should be fast and convenient, and ownership costs should be lower than you expected. That's the way it should be and that's what we strive to deliver.





## We Make it Easy

The delivery of one of our vehicles is the start of a relationship. Our ownership programs are the result of developing easy-to-use solutions you can use to take your business to the next level.

- Industry's largest service network - repairs made quickly and efficiently
- Convenient ways to order parts - parts are readily available
- High-quality parts - repairs are fixed right the first time
- Connectivity technologies - integrated with existing platforms and data is intuitively presented



## Your Support System

From the moment you purchase one of our vehicles, we support you every step of the way. From preventive maintenance programs to warranty claims to repairs, our team is available when you need them to help keep your business running smoothly.

- A robust service network of over 1,000 convenient locations
- Broad range of parts offerings supported by product experts
- Our Uptime Command Center proactively monitors your A26-powered fleet 24/7
- Our Uptime Advocate concierge service facilitates the repair process for you
- Interactive service schematics put actionable information at your fingertips
- Emergency breakdown services are at the ready
- Our parts recovery program takes obsolete parts off your hands



## Helping Your Bottom Line

We understand making money means keeping your vehicles on the road. That's why uptime is so important to us. Dependable equipment spec'd for your needs or requirements is just the beginning. We also focus on fuel economy, preventive maintenance, optimized service intervals and more to make sure the low cost of ownership of our vehicles helps keep you in the black.

- Impressive fuel economy
- Comprehensive preventive maintenance programs
- Dependable equipment
- Optimized service intervals
- Customizable extended service contracts
- Fleet Charge standardized pricing across the network
- Advanced Remote Diagnostics





## Connected Vehicle Technology

### You're not alone

We offer a robust set of connected services that leverage remote diagnostics to deliver unparalleled uptime and a lower total cost of ownership. In fact, we're the only manufacturer whose connected solutions integrate data from over 28 telematics providers into a comprehensive interface compatible with all vehicle makes without any surcharges.

From identifying health issues early to determining how and when to address the issues, our connected services will help you make informed decisions that maximize your uptime.

Our connected services are built to make your data:

- **VISIBLE** - We eliminate the overwhelming data and show what you need to know
- **EASY TO UNDERSTAND** - We translate fault data into simple terms so you can quickly and easily know what's going on
- **ACTIONABLE** - We provide specific recommendations on urgency of issues, likely needed parts, and nearby service centers

# INTERNATIONAL® 360

# IC BUS® 360

## Setting a New Standard in Service Communications

International 360 / IC Bus 360 is a groundbreaking platform that accelerates the service process and delivers seamless and transparent communications with your dealer service network. This advanced tool features a comprehensive, easy-to-use interface that supports fleets of all makes.

- Streamlines communication, accelerates service and drives greater uptime
- Centralizes vehicle health, service history, VIN specs, and more
- Integrates telematics, dealer parts inventory, and other vital information into one easy-to-use tool
- Online estimate approval, service request initiation, and other self-serve functions make the service process faster and easier than ever
- The only OEM service communication tool that is built to support all-makes fleets without per-VIN surcharges



# OnCommand<sup>®</sup> Connection



Transmit Truck Data



Diagnose Faults and Identify Severity



Inform Fleet Managers



Increase Uptime and Lower Repair Costs

## Innovation That Drives Uptime

OnCommand Connection is an industry-leading open-architecture remote diagnostics solution that's built for how you do business. It supports all commercial truck makes and models\*, and transforms vehicle data into critical insights that help drive greater uptime and reduce total cost of ownership.

## Features include:

- Vehicle fault code reporting and severity ratings
- Comprehensive vehicle health reports
- Interactive fault code action plans that identify most likely needed parts and service
- GPS mapping with nearby service centers, hotels, and more
- Integration with more than 28 telematics service providers, allowing fleets to access OCC remote diagnostics utilizing their existing telematics provider



<b>INTELLIGENT FLEET CARE</b>	<b>Over-The-Air Programming</b>	<b>Gateway Integrations</b>	<b>Fleet Health Monitoring</b>	<b>Advanced Preventive Maintenance</b>	<b>Advanced Fuel Analytics</b>	<b>TPMS Reporting</b>
	Increase uptime by updating engine calibrations and altering programmable parameters remotely, without taking the vehicle out of service	Access to 3rd party compliance and fleet management solutions via International's factory-installed telematics device, saving the cost and complexity of installing additional devices	Reduce breakdowns with weekly reports on vehicles at highest risk of roadside failure	Optimize preventive maintenance intervals with customized, data-driven, recommendations for each VIN	Improve fleet efficiency with reports on key driver behaviors and other factors that affect fuel economy (i.e., cruise control use, idle time, harsh acceleration)	Improve fuel economy and extend tire life through increased visibility to tire pressure on vehicles in operation

New International<sup>®</sup> LT<sup>®</sup> Series, RH<sup>®</sup> Series, and LoneStar<sup>®</sup> models come equipped with telematics and five years service\*\* including OnCommand<sup>®</sup> Connection, International 360 and Intelligent Fleet Care.

\*For most commercial vehicles powered by diesel engines, 2007 MY and later.

\*\* Services standard for five years on new LT Series, RH Series, and LoneStar models. Aftermarket subscriptions for some Intelligent Fleet Care solutions available; solution compatibility varies by model and telematics provider. Ask your dealer for details.



## 24/7\* Support

### Here for you. No matter where or when.

The road can be a lonely place. But, rest assured, you will never be alone. We offer numerous programs, services and tools designed to support you in the service bay, on the road and the back office. From diagnostics to training, repair assistance to breakdown service, we have your back so you can keep moving forward.

#### ■ OnCommand Uptime Advocate

- Your dedicated repair “concierge” provides factory assistance with routine maintenance and repairs
- The Uptime Advocate team ensures improved communication and repair monitoring through vehicle arrival confirmation, repair history review, parts coordination, product recall and calibration notifications

#### ■ Diagnostics and Service Tools

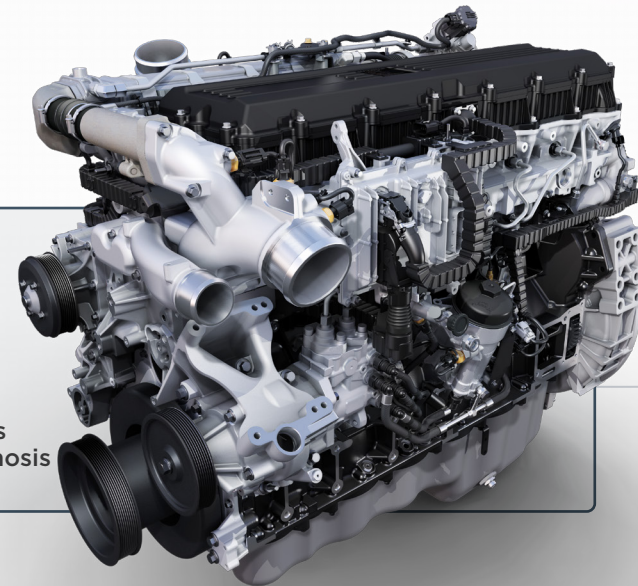
- Today’s technicians must be more technologically-savvy than ever. That’s why we support them with robust materials, technology and comprehensive programs that all help to keep you on the road

#### ■ OnCommand Service Information

- Centralized, VIN-based online source for detailed service information for faster, more accurate diagnosis, repair, and maintenance by dealers and fleets
- Real-time access to up-to-date vehicle health reports, service manuals, bulletins, electrical circuit diagrams and more

#### ■ Uptime Command Center

- This cross-functional team of uptime specialists and key suppliers makes sure every A26 engine is running at 100%
- The 24/7 on-road support helps ensure vehicles are back on the road as quickly as possible – usually within 48 hours of diagnosis





### ■ Emergency Breakdown Service (EBS)\*

- The EBS center is available 24/7 to assist with emergency services, roadside assistance and towing
- The service can connect you with a network of over 34,000 service providers
- There are no annual fees, enrollment or mark-ups - just a nominal per-incident fee billed through your Fleet Charge account

\* EBS available when enrolled in Fleet Charge

### ■ OnCommand Education

- Interactive service education for technicians, operators, and fleet managers on the proper use of Navistar Tools and Systems
- Learning Management System (LMS) includes a customer-centric portal of web-based training that is available to any computer with an Internet connection, offers online progress tracking

### ■ Vehicle Diagnostic Hardware

- Specialized Navistar hardware enables faster, more efficient, quality repairs the first time

### ■ Vehicle Diagnostic Software

- **HeRo Health Report** - Collects and compiles vehicle information, diagnostic codes (DTCs), and vital data points into a comprehensive vehicle health report
- **Navistar Engine Diagnostics (NED)** - Diagnostic and programming tool for all J1939 International electronic engine systems. Technicians can monitor the control systems, retrieve diagnostic codes, change parameters, view and graph engine data, and run specialized service bay testing on all engine and aftertreatment systems
- **NavKal Programming** - Electronic Control Module (ECM), Aftertreatment Control Module (ACM) and Doser Control Unit (DCU) programming software for all International engines



## DIAMOND LOGIC BUILDER

International® and IC Bus® customers have the ability to write custom logic so Diamond Logic can be easily expanded, configured and updated in the field to meet specific application requirements.

\*Not all support features are available 24/7.



Service

OVER 700 LOCATIONS + OVER 350 LOCATIONS = OVER 1,050 TOTAL LOCATIONS



### Industry's largest, most-capable service network

When it's time to take your truck or bus in, it's good to know that a highly-trained, well-stocked, fast-working service bay is nearby and at-the-ready. With over 700 locations, International® Truck has the largest dealer network supported by factory certified technicians to service and maintain your truck or bus no matter where the road takes you.



## Expansive Dealer Support

The industry's largest, service and parts network means you're never far from help or routine maintenance

## On-The-Road Service Partnerships

Our partnership with Love's and Speedco adds 350+ additional locations for quick, conveniently-located access to light mechanical and select warranty work

## Accelerated Service Lanes

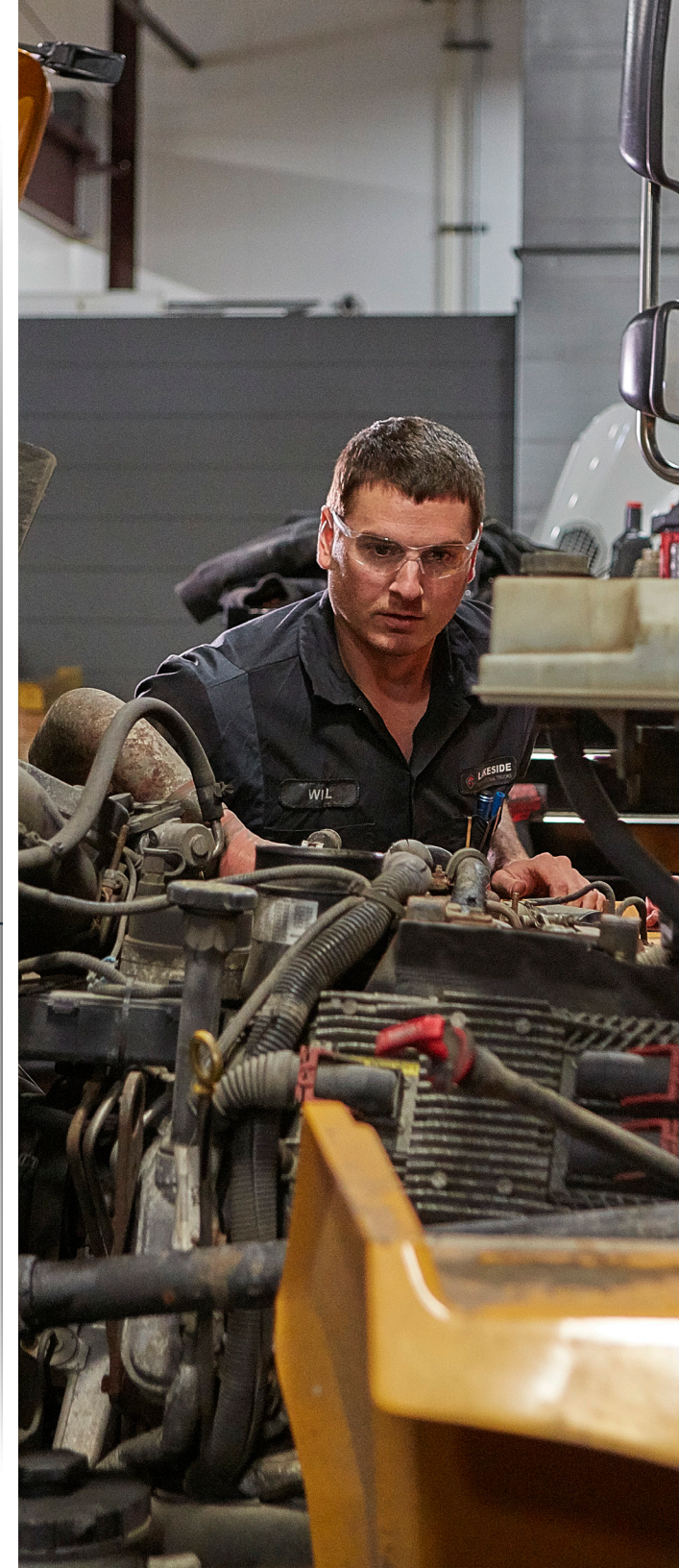
When you pull into one of these dedicated lanes, you'll receive a full diagnosis and comprehensive estimate within 2 hours

## Preventive Maintenance Packages

- Get the maintenance package appropriate for the age and mileage of your vehicle and get premium parts, fluids and filters with work performed by factory-trained and certified technicians
- Each package can be set up on a job-by-job basis or pre-purchased for long-term cost savings

## OnCommand® Service Partner®

- Offered in partnership with Fleet Charge®, this service makes sure you get the right parts at a fair price and guaranteed labor times across the United States and Canada
- You'll also receive standardized, fair and consistent labor times for all repairs that receive a Navistar time study
- Customers receive detailed and professional estimates through an online communication and authorization process



## ASE and Diamond Edge Certifications

- With more hours of training and the most number of courses, we offer industry-leading training opportunities and are the only manufacturer to require ASE certification for all our service technicians
- Diamond Edge dealers are a select network of International dealers with service facilities that have passed rigorous certification guidelines to provide you with faster turnarounds, immediate parts availability and a higher level of servicing expertise



## Parts and Distribution / Fleet Charge

### The parts you need, where and when you need them

Your uptime depends on the quality and durability of the parts in your equipment. That's why we offer the industry's broadest catalog of parts – each one designed and tested to provide the reliability you require. And all parts are distributed quickly and efficiently throughout our vast network because no part should leave you – and your business – sidelined for long.



### The Sum of Our Parts

We offer a range of parts designed to fit right the first time as well as fit any budget. Each part, whether new or renewed, must meet or exceed our rigorous validation process to help keep your rig up and running.

#### ■ Fleetrite Parts

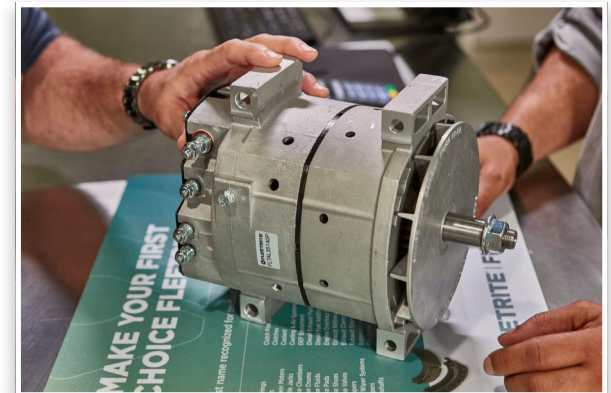
- Fleetrite is our all-makes brand and includes over 100 product lines with over 100,000 individual parts for over 100 different vehicle makes and models
- Each Fleetrite part must undergo rigorous engineering analysis and validation by our team which allows us to offer a 12-month (minimum) warranty when installed by an International® or IC Bus dealer and can be used for warranty repairs for other manufacturers

#### ■ RENEWED remanufactured engine and transmission parts

- RENEWED parts are not simply “cleaned-up” used parts. They are reengineered with the best components and latest specifications from the original equipment manufacturer
- Thanks to our rigorous validation process, RENEWED parts are backed with a limited parts and labor warranty when installed by an International® or IC Bus service center

#### ■ Original Equipment and Supplier Parts

- International Original Equipment Parts are considered the gold standard within the industry – validated and tested to the very highest standards
- Our Original Equipment Parts are the same parts used at the factory and are designed and engineered exclusively for International products
- Through our vast network of suppliers, we offer all-makes parts to fit any vehicle with over 1 million parts offered through our program





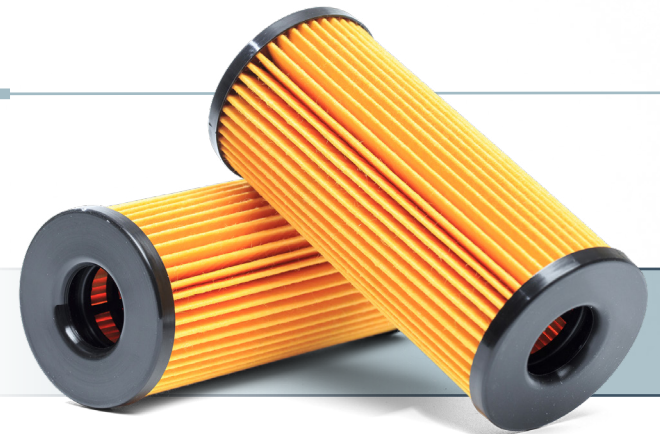
## Only What You Need

Stocking, storing and organizing obsolete and surplus stock can be a tedious and costly process. We offer programs and services to help make sure you know what parts might be due for replacement so you have what you need when the time comes.

### ■ OnCommand Parts Return Program

- Enables Fleet Managers to lighten their inventory and receive up to 100% purchasing credit for unused parts
- Turn obsolete and surplus parts into working capital
- Utilize monthly reports to chart growth and earn-back percentages\*

\* Available with Fleet Charge enrollment





## State-of-the-Art Distribution

When you're dealing with millions of parts for trucks and buses located throughout North America, it's important to have an effective way to keep track of them all. Over the years we have developed, refined and perfected the most efficient parts distribution system in the industry. From ordering, to delivery, to installation, we make sure the process of getting the parts you need is easy, fast, and flawless.

## Fast, Flawless Distribution

- Our North American network of 8 Parts Distribution Centers (PDC) helps enable industry-leading cutoff times for the next-day delivery of parts of all makes
- Our state-of-the-art inventory management system featuring predictive stocking are the envy of the industry - and not just the truck industry - even automotive OEMs have studied its remarkable efficiency



## RepairLink eCommerce Solution

This no-cost VIN-based online parts ordering system provides access to industry-standard illustrations, highly detailed technical diagrams and real-time order status

- Search and purchase aftermarket parts
- Order online 24/7 with preferred dealerships
- View best-in-class part illustrations and technical diagrams
- Get real-time online order updates
- Use on your tablet, mobile, or multi-browser

## OnCommand Parts Information

- Access VIN-based parts lists and illustrations for International and IC Bus and order with confidence through OnCommand
- This robust system includes keyword, visual and cross-reference search capabilities for third-party and OEM parts



## OnCommand Fleet Charge

Whether you are buying parts locally or responding to an emergency repair over the road, Fleet Charge makes it easier for you to rely on the International Truck and IC Bus network for all your fleet maintenance needs.

- Fleet Charge provides you with one account, accepted at more than 1,000 International Truck, IC Bus, Love's and Speedco locations across the United States, Canada and Puerto Rico with no enrollment fees, no late fees, no hidden costs
- Instant account recognition, with or without a physical card in-hand
- Get guaranteed, not-to-exceed pricing on all parts sourced from International
- Consolidated billing for easy accounts payable
- Powerful online access to account status, purchase history data and invoice copies
- Optional Emergency Breakdown Service available

### Additional Benefits with Fleet Charge Participation:

- OnCommand Service Partner, Parts Return Program, Emergency Breakdown Service





## Warranties / Extended Service

How confident are we in the reliability of our products? Take a look at our warranty offerings. We would not be able to offer such robust, comprehensive and extensive warranties if we did not have faith in the design, engineering and manufacturing that goes into each and every aspect of our vehicles. From engines to transmissions, cabs to drivetrains, our warranties protect your trucks, your business and, most importantly, they deliver peace of mind.

### ■ Standard Warranty

- Our coverage includes over 700,000 parts
- Best-in-Class A26 engine warranty; confidence instilled by extensive testing and validation

### ■ A26 Barrel Protection Program

- International trucks running an A26 engine are covered for related warrantable failure resulting in mixer barrel damage for the truck's first four years in service





# RENEWED Remanufactured Engine Coverage

Our remanufacturing process restores engines to their original OEM specifications

## Preventive Maintenance Packages

Let our team of highly-skilled technicians help maximize the efficiency and lifespan of your fleet



## Extended Towing Coverage

Protects you and reduces out-of-pocket expenses in the event of an emergency breakdown



- No hassle, easy registration process is offered by the same team that manages the truck service programs
- Longest warranty, great prices and excellent service minimizes downtime to help your bottom line



### Extended Service Contracts

Because no two customers are the same, we offer tools and resources to build coverage options that meet a wide variety of applications and duty cycles. In other words, you get the flexibility you need with the peace of mind you deserve.



COOLING SYSTEM



ELECTRICAL



STARTER / ALTERNATOR



SUSPENSION



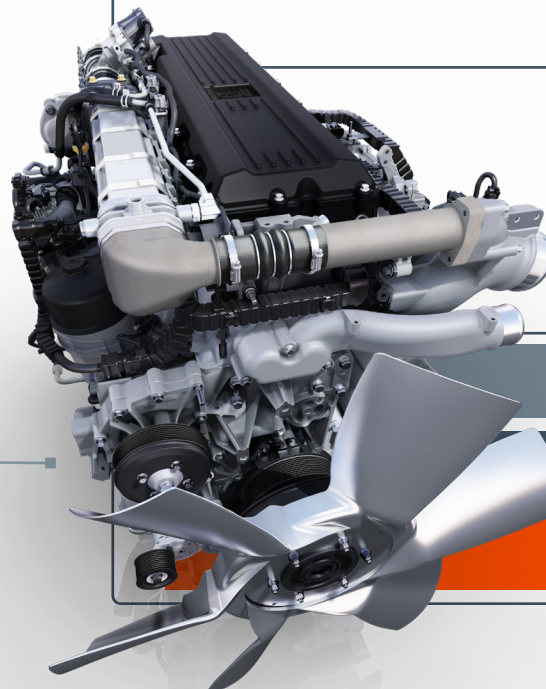
HVAC



AXLES / PROPSHAFT



STEERING



### INTERNATIONAL® A26 Coverage

ENGINE COMPONENTS ONLY

ENGINE COMPONENTS AND AFTERTREATMENT

ENGINE COMPONENTS AND AFTERTREATMENT AND EXTENDED VEHICLE

# the Bottom Line

What's the priority of any business? Profit. It's the only way to keep the doors open or the wheels turning. Our Ownership Support programs will help you stay in the black by delivering the services and support you need efficiently and dependably.



## Connected Vehicle Technology

From identifying health issues early to determining how and when to address the issues, our connected services will help you make informed decisions that maximize your uptime



## Parts and Service

With over 700 locations, International® Truck has the largest dealer network supported by factory certified technicians to service and maintain your truck or bus no matter where the road takes you



## Fleet Charge

Fleet Charge provides you with one account, accepted at more than 1,000 International Truck, IC Bus, Love's and Speedco locations across the United States, Canada and Puerto Rico with no enrollment fees, no late fees, no hidden costs and guaranteed, not-to-exceed pricing on all parts sourced from International



## Warranty / Extended Service

From engines to transmissions, cabs to drivetrains, our warranties and Extended Service programs protect your trucks, your business and, most importantly, your peace of mind

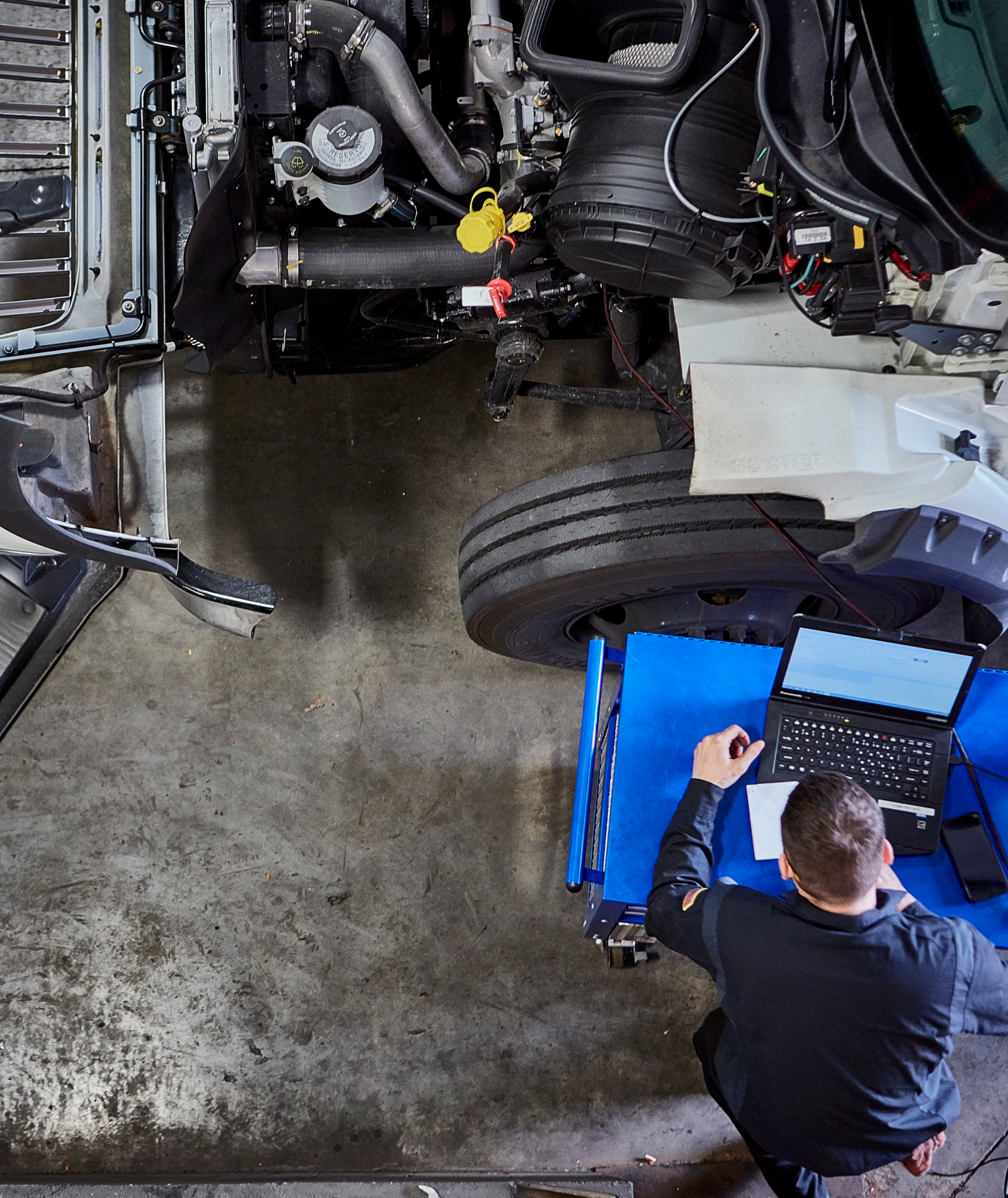


# Ownership Support Program Matrix

Our comprehensive suite of Ownership Support programs are designed to give you everything you need to stay on the road

<ul style="list-style-type: none"> <li>■ <b>Connected Vehicle Technologies</b></li> </ul>	<b>International 360 / IC Bus 360</b> <b>OnCommand® Connection</b> <ul style="list-style-type: none"> <li>• Over-The-Air Programming</li> <li>• Gateway Integrations</li> <li>• Fleet Health Monitoring</li> <li>• Advanced Preventive Maintenance</li> <li>• Advanced Fuel Analytics</li> <li>• TPMS Reporting</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>24 / 7 Support*</b></li> </ul>	<b>OnCommand® Uptime Advocate</b> <b>Diagnostics and Service Tools</b> <b>OnCommand Service Information</b> <b>Emergency Breakdown Service (EBS)</b> <b>OnCommand Education</b> <b>Vehicle Diagnostic Hardware</b> <b>Vehicle Diagnostic Software</b> <b>Diamond Logic Builder</b> <b>Uptime Command Center</b>
<ul style="list-style-type: none"> <li>■ <b>Service</b></li> </ul>	<b>Expansive Dealer Support</b> <b>On-The-Road Service Partnerships</b> <b>Accelerated Service Lanes</b> <b>Preventive Maintenance Packages</b> <b>OnCommand® Service Partner®</b> <b>ASE and Diamond Edge Certifications</b>
<ul style="list-style-type: none"> <li>■ <b>Parts and Distribution</b></li> </ul>	<b>Fleetrite Parts</b> <b>RENEWED remanufactured engine and transmission parts</b> <b>Original Equipment and Supplier Parts</b> <b>OnCommand Parts Return Program</b> <b>State-of-the-Art Distribution</b> <b>RepairLink eCommerce Solution</b> <b>OnCommand Parts Information</b>
<ul style="list-style-type: none"> <li>■ <b>Fleet Charge</b></li> </ul>	<b>OnCommand Service Partner</b> <b>OnCommand Parts Return Program</b> <b>Emergency Breakdown Service (EBS)</b>
<ul style="list-style-type: none"> <li>■ <b>Warranties / ESC</b></li> </ul>	<b>Standard Warranty</b> <b>A26 Barrel Protection Program</b> <b>RENEWED Remanufactured Engine Coverage</b> <b>Preventive Maintenance Packages</b> <b>Extended Towing Coverage</b> <b>Extended Service Contracts</b>

\*Not all support features are available 24/7.



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## OWNERSHIP SUPPORT

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