



New iKnow 4.0

iKnow Home - Resources and features in one location

Tabbed Resources

iKnow Home

- My Cases / Case Results
- Case Filtering
- Key Metrics
- News

iKnow Search

- My Bookmarks
- iKnow Knowledge Base Search

What's New

- 20 Newest Knowledge Documents
- Top 20 Documents
- Browse by Category
- Browse all documents

My Profile

- Personal Contact Information / Language Profile
- Notification Event Contact Email or SMS address
- Notification Events

iKnow Home accessible from ISIS left menu

The screenshot shows the iKnow Home interface. At the top, there's a navigation bar with tabs: iKnow Home, iKnow Search, What's New, and My Profile. Below this, the 'Key Metrics' section displays various case counts, and the 'News' section lists recent updates. A red arrow points from the text 'iKnow Home accessible from ISIS left menu' to the 'iKnow Home' option in the ISIS left menu. The 'Case Filtering' section is also visible, showing a search for 'Travis Spangler (U00TRSB)'. Below this, a table of case results is displayed, including columns for Case File #, Case Type, Chassis, RO Number, RO Customer, Customer Name, Assigned To, Description, Opened On, iApproval Status, Major System, Queue, Status Description, and Days Opened.

Case File #	Case Type	Chassis	RO Number	RO Customer	Customer Name	Assigned To	Description	Opened On	iApproval Status	Major System	Queue	Status Description	Days Opened
263646	Technical Service	5A977722				Travis Spangler		5/13/2008 10:56:25 AM		ENGINES	SDE ADMINISTRATION	Action Required from Technician	20
202936	Technical Service	6H264150				Travis Spangler	No search history in case file	12/5/2006 2:33:23 PM		ENGINES	SDE ADMINISTRATION	Open	1
264555	Customer Service	1A931981			Bruce Morgan	Travis Spangler	This is a test description on more than one line.	5/24/2008 6:49:40 PM			PARTS INQUIRIES	Open	9
264806	Technical Service	5A977722				Travis Spangler		5/29/2008 8:38:28 AM		FRAME AND BUMPER	SDE ADMINISTRATION	Open	4



New iKNow 4.0

Case Filtering / Results (Formerly My Cases)

Case Filtering

Filter Case Files by Case File Types:

Tech Services – Technical Repair and Diagnostics

iApprove –Diagnostics and warranty pre- approval

Customer Service- At risk customers – cases assigned to Service Manager **NEW!**

Parts Inquiry- Technical Parts Support submitted through parts catalog

EZ-Tech – EZ-Tech and Software Support

Managed Repair- Formerly “Uptime” Case Files

Status – Open and /or Closed Case Files

List Type – My Cases or My Dealers Cases

Dealer Name- Other Dealers if you are assigned to more than one primary dealer.

Case Filtering

Case Type ☒ All ☐ Tech Services ☐ iApprove ☐ iRequest ☐ Customer Service
☐ Parts Inquiry ☐ EZ-Tech ☐ Managed Repair

Status List Type Dealer Name

Case Results for Eric George (dyxx) Find a Record

☒ Action Required ☐ Note From Tech Services ☒ New iKNow Doc Attached ☐ Request For Closure

Page 1 of 1 Number of rows to display

Case File #	Case Type	Chassis	RO Number	RO Customer	Customer Name	Assigned To	Description Issues	Opened On	iApproval Status	Major System	Queue	Status Description	Days Opened
265268	Technical Service	SA977722	369369	Best Cost Buses		Eric George	Low Power and white smoke - Won't go faster than 35 MPH Run	6/4/2008 8:07:51 AM		ENGINES	ENGINE - TIER 2	Action Required from Technician	3
265424	Technical Service	SA977722	RO 123456	Laidlaw Transit		Eric George	Noise from rear of engine when at 1200 RPMs. Goes away above	6/5/2008 7:44:21 AM		ENGINES	ENGINE - TIER 2	Action Received from Technician	2
265265	iApprove	SA977722	123456	Best Customer		Eric George	White Smoke Low Power 343 DTC	6/4/2008 7:48:23 AM	1 approved	ENGINES	SDE ADMINISTRATION	Open	3



New iKNow 4.0 Case Results (Formerly My Cases)

Case Results for Eric George (dyyxxx) Find a Record Case # <input type="text"/> Go <input type="button" value="Refresh"/>													
<input type="checkbox"/> Action Required <input type="checkbox"/> Note From Tech Services <input type="checkbox"/> New iKnow Doc Attached <input type="checkbox"/> Request For Closure													
Page 1 of 1 <input type="button" value="Previous"/> <input type="button" value="First"/> 1 <input type="button" value="Next"/> <input type="button" value="Last"/>										Number of rows to display 25 <input type="button" value="v"/>			
Case File #	Case Type	Chassis	RO Number	RO Customer	Customer Name	Assigned To	Description Issues	Opened On	iApproval Status	Major System	Queue	Status Description	Days Opened
265268	Technical Service	5A977722	369369	Best Cost Buses		Eric George	Low Power and white smoke - Won't go faster than 35 MPH Run	6/4/2008 8:07:51 AM		ENGINES	ENGINE - TIER 2	Action Required from Technician	3
265424	Technical Service	5A977722	RO 123456	Laidlaw Transit		Eric George	Noise from rear of engine when at 1200 RPMs. Goes away above	6/5/2008 7:44:21 AM		ENGINES	ENGINE - TIER 2	Action Received from Technician	2
265265	iApprove	5A977722	123456	Best Customer		Eric George	White Smoke Low Power 343 DTC	6/4/2008 7:48:23 AM	1 approved	ENGINES	SDE ADMINISTRATION	Open	3
265426	Technical Service	5A977722	434343	Test Customer 2		Eric George	Test Issues	6/5/2008 7:54:44 AM		DIRECT READING MECHANICAL GAUGES	ELECTRICAL - TIER 2	Open	2

- Double Click the record to view the Case File
- Case File will open as a Tab in iKNow Home
- Click on column header to sort records
- Enter a case file number in "Find a Record" to open that specific record

Case File Color Coding Key

Action Required Case Requires Action from Technician	Note From Tech Services Tech Service has updated the case file with a not or details
iKNow Document Attached Tech Service has attached an iKNow document to the case file for your viewing	Request For Closure Tech Service has requested that you agree to the case file resolution for closing



New iKNow 4.0 Key Metric and News

■ Key Metrics		Print	■ News	
Open Technical Service Cases Assigned to My Dealer	56		» IC Corporation Introduces FE Forward Advantage School Bus at NAPT	
Open Customer Service Cases Assigned to My Dealer	2		» Matte Release on Technology on School Buses	
Open Parts Inquiry Cases Assigned to My Dealer	4		» Navistar Names Sharp to Lead Information Technology Operations	
Number of Open Case Over 5 Days Old Assigned To My Dealer	9		» Rapid Ramp Up of MaxxPro MRAP Production	
Number of Open Cases Over 15 Days Old Assigned To My Dealer	4			
Number of Open Cases Over 5 Days Old Assigned To Me	30			
Number of Open Cases Over 15 Days Old Assigned To Me	30			
Number of Open Cases Waiting for a Response from Me	10			
Number of Open Cases Waiting for a Response from My Dealer	4			

Key Metrics

- Metrics for case file management
- Colors change based on preset thresholds
- Yellow = Warning
- Red = Needs attention immediately

News

- New information related to iKNow
- New Information related to Technical or Parts
- Support Technical Service Hours of operation
- iKNow System Status




New iKNow 4.0 iKNow Search

[iKNow Home](#) [iKNow Search](#) [What's New](#) [Reports](#) [My Profile](#) [Role Management](#)

My Bookmarks [Delete](#) [Print](#)

	Document ID	Title
<input type="checkbox"/>	IK1200012	Erroneous DTC's During KOEO Standard Test on Single Box DLC Engines (DTCs 252, 266 or 263)
<input type="checkbox"/>	IK1600023	Bus Crossing Arm Cracks
<input type="checkbox"/>	IK1900010	Location of 1000 OHM Resistor In the HVAC Wiring
<input type="checkbox"/>	IK0800031	Changing an HPV Instrument Cluster Digital LCD Display Miles/Killometers

**iKNow**
International® Knowledge Now

IKTMG0000010
Revision: 1.00
Created: 03/20/07
Major System:
IB

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Was this document helpful? [Yes](#) [No](#) [Bookmark](#)

Title:
Low Air Pressure Warning Light Stays On With Key Off

Applies To:
All NGV and ProStar

On all trucks with an ESC even the new ESC in the ProStar , the air gauges and warning lights will work anytime the ESC is awake even if the key is off. Opening the door wakes up the ESC.

Copyright © 2007 International Truck and Engine Corporation IKTMG0000010


My Bookmarks


- Bookmark favorite iKNow Documents for easy access
- From the iKNow document you want to Bookmark click the Bookmark Button
- Bookmarks are saved by your User ID
- Click the document title to view the bookmarked iKNow Document
- Select the bookmarks you want to delete and click the delete button



New iKNow 4.0 iKNow Search Continued

Search Criteria

 **iKNow**
International Knowledge Now

POWERED BY


Welcome to iKNow - Knowledge Base and Self Service Case Files
Technical Service Hours
Monday - Friday 8:00 AM - 6:30 PM EST

Search Keyword

☐ Filter by Major Systems ☐

Results

Your search for:
Keywords: **Low power 343 DTC**
returned 6 documents.

Rlv	Used	Article #	Major System	Title	Text	Date
100%	488	IK1200077	ENGINES	VT365 With Poor Performance- Low Power - Excessive Exhaust ...	Problem: Low Power . No Power . Slow Acceleration. 343 Diagnostic Code (DTC) . White Smoke. Description: DTC 343 Excessive Exhaust Backpressure ...	09/11/07
70%	100	IK1200113	ENGINES	VT275 Diagnostic Trouble Code Index (DTC)	... 0. 14. EWPS. Power reduced, matched to cooling system performance. 331*. 164. 0. ... 0. AMS. Excessive exhaust back pressure . 346. 27. 0. ... 4. IDM. IDM relay voltage low ...	09/12/07
70%	684	IK1200072	ENGINES	DT466 / 570 Diagnostic Trouble Code Index (DTC) EGR I6	... EWPS. Power reduced, matched to cooling system performance. 331*. ... EBP. Exhaust Back Pressure signal out-of-range low . 342*. ... 13. EBP. Exhaust back pressure above spec ...	09/06/07

iKNow Open Search – Not VIN
Filtered


Same search as before with
refreshed look.




New iKNow 4.0 iKNow Search from Vehicle Information

Alert | Summary | Managed Repairs | Details | Components | Serial Numbers | Service Contracts | Warranty History | **iKNow Search** | Case History | iApprove

Search Criteria

 **iKNow**
International® Knowledge Now

POWERED BY


Welcome to iKNow - Knowledge Base and Self Service Case Files
Technical Service Hours
Monday - Friday 8:00 AM - 6:30 PM EST

Search Keyword

Vin# ☒ Restrict by VIN

Filter by Major Systems ☐

iKNow Open Search – VIN
Filtered

Same search as before with
refreshed look.

After Searching Click on Submit
Case to submit a case file to
Technical Service



New iKNow 4.0 New Case Submission Form

New iKNow Case Submission Form

- Prompts for further details and diagnostics based on selected system
- Allows you to choose your other dealer locations
- More required fields so that we can get constant information from the technician.

iKNow

Case Submission Form

You must answer the following questions completely and accurately in order to open a case file.

* - Denotes Required Field

VIN: 4DRBUAFN75A977722

Technician: Eric George (u00elg3)

Dealer: Field Personnel (000100) ▼

Customer Name:

RO #:

RO Open Date: (example: 5/5/05)

* Miles or Km: Mi ▼

System Information

* What system is the problem in?

Please Select: ▼

Issue Description



New iKNow 4.0

New Case Submission Form Continued

New iKNow Case Submission Form

- Provide a detailed description of the issue. Include customer complaint
- Have any Parts been replaced
- Issue Frequency
- Provide Diagnostic Trouble Code Present and select the controller
- Any other communication with Technical Service
- Provide case number if applicable

Issue Description

* Please give a detailed description of the issue:

Parts Information

* Have any parts been replaced?

☐ Yes ☐ No

Issue Frequency

* Is the Problem Intermittent or Constant?

☐ Intermittent ☐ Constant

Diagnostic Trouble Codes

Please list any Diagnostic Trouble Codes (DTCs) that appear:

Module	DTC Code	Description	Active	Inactive
Please Select... <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>

[Add More DTCs](#)

Technical Service Contact

* Have you talked to either International Technical Service or a Supplier's Technical Service?

☐ Yes ☐ No



New iKNow 4.0 New Case Submission Form Continued

New iKNow Case Submission Form

- Provide any steps or diagnostics already performed
- Attach Service Assistant Snap Shots, photos or other relate information
- Case Submit Button

Steps Taken

* Please state any steps you have already taken in diagnosing this issue?

Submit Attachments Here:

Attachments

Case Submit Confirmation

- After clicking the Submit button you will have a pop up confirmation.
- This will provide a case file number.
- Group assignment
- After hours notice or calculated response time

Microsoft Internet Explorer



Thank you! Case #302716 has been submitted to the ENGINE - TIER 2 queue for you.

Please note that this Case has been submitted after our normal business hours.



New iKNow 4.0 New Case File

New Case File

Case Information

Provides details about the case file

Vehicle Details

Provides details about the vehicle

Dealers Information

Provides Dealer and assigned technician information

Allows you to reassign to another technician at your dealership and choose an alternate phone number

Case Information	
Case Type TECHNICAL SERVICE	Case File # 302716
Status OPEN	Opened On 06/08/2008
Assigned To Queue ENGINE - TIER 2	
RO Open Date 05/05/2008	RO Number 465426
RO Customer Laidlaw Transit	
Vehicle Details	
VIN: 4DRBUAFN75A977722	Chassis# 5A977722
Model PB105 - INTEGRATED CE S BUS	Mileage 293658 Mi
Engine Hours 345	ISIS Vehicle Info
Dealers Information	
Dealer Name Field Personnel	Dealer ID 000100
City	
Assigned To	
Tech Name Eric George	Tech Id U00EL
Alternate Phone # <input type="text"/>	Primary Phone #
Assign Case To <input type="text" value="Eric.George"/>	
Assign To Me	



New iKNow 4.0 New Case File Continued

New Case File

Issue Information

Provides Select System
Issue (Major System)

Description of Issue

Steps Taken

Notes

Two way communication with
Technical Service

Double Click on notes to
expand the note and reply

Send Tech service an update
or Note

Color Coded Actions

Request Case Closure

Attachments

Case Submission Form is
attached as completed
double click to view (can not
be updated)

Browse to add addition
Attachments

Print the Case File

Issue Information
Major System ENGINES
Description of Issue Low Power
Steps Taken Performed Air Manageent Test

Notes

☐ Action Requested ☐ Viewed Action ☐ New Note ☐ Document ☐ Closure Request

Date	Tech	Description	Note
6/8/2008 9:00:46 PM	ISIS U.	Submitted Case File - Open	Case Sent to Tech Services - Assigned To ENGINE - TIER 2

Send Note to Tech Services

Request Closure

Refresh

Attachments

File Name/URL	File Size	File Date
Default Submit Case_302716.htm		6/8/2008 9:00:46 PM



New iKNow 4.0 Notes Color Coding

Request Closure	Request for closure	This will prompt the dealer to either except the resolution or reject it with opportunity to provide feedback in that response.
Action Requested	Tech Services Action Request	Tech Service request to the Technician for more information. If you need more information, diagnostics performed or other details use this Action indicating an immediate action is required.
New Note	Note from Tech Services to Technician	Tech Service message to the dealer that does not need a immediate response use this action. Items like additional information relating to the case or suggested tools are a good use of this action.
Document	An iKNow Document is attached.	Tech Service attached an iKNow document in the notes section for the Technician's review. This may include notes or an action. Double click the note and the document will open
Viewed Action	Indicates the Technician has viewed or replied to an note	Changes colors when a technician double clicks a note or replaies to a note



New iKNow 4.0 Additional Information

Additional Information

Additional features and updates will be implemented soon

If you are having issues with the latest version of iKNow please call Technical Service at 1-800-336-4500 option 4 or use ISIS Feedback.

We will update this presentation when addition updates are installed.