

RWC UNIVERSITY



RWC
GROUP

Customer Education

INTERNATIONAL® TRUCK & IC BUS® AND SYSTEMS

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

ADVANCED EDUCATION SOLUTIONS

Today's advanced vehicle technologies require the latest in diagnostics, tools, and maintenance practices to operate at peak performance. Navistar® Education and the International® dealer network provide sophisticated solutions to educate customers' technicians, operators, and fleet managers on how to properly maintain their vehicles and work with our powerful business tools.

These education solutions include Customer Education Portals, which provide access to customized web-based courses and instructor-led training at your facility.



INTERNATIONAL® LT ® AND RH™ OVERVIEW AND WALK-AROUND



CUSTOMER EDUCATION PORTALS

Customer Education Portals can be created specifically for the vehicles, engines and systems used by the customer. For example, a customer who has recently purchased International® LT® trucks may wish to select courses covering serviceability, International® A26 engine systems, electrical, suspension and HVAC systems.

ACCESS AND REPORTING

An unlimited number of students can be enrolled in the system. Students are provided individual user names and passwords, and are able to access the training site from any computer at their convenience. Student progress is tracked for all courses taken and completed.

Customers designate administrators to access education records for all students. With these reports, customers are able to track progress toward completing any required training. These management reports are useful for training plans and student development.

TYPES OF AVAILABLE TRAINING

- Vehicle Service and Maintenance
- Engine Service and Maintenance
- Diagnostics and OnCommand® Systems
- Vendors—e.g. Arvin Meritor Braking Systems

COURSES

Customers launch their custom training site with a basic set of courses and can add other courses from the extensive Navistar catalog.

Your Customer Education Site Includes:

- Basic vehicle systems and diagnostics training courses tailored to your training needs
- Additional courses available for purchase
- Managerial reports to track students' progress
- Instant availability from any computer with Internet access—no special software required
- Unlimited number of users

CERTIFICATES

As students complete courses, certificates may be printed for display and as a record of completion. These certificates display student name, course name and completion date.



The screenshot shows the OnCommand Education LMS interface. At the top, there's a navigation bar with links like 'OnCommand.', 'Education', and 'Logoff'. Below it is a large 'TYSON TRUCKS' logo. The main area displays a list of courses under 'Systems Package':

Course Title	Description	Enroll
Navistar Safety More Info	Web-Based Training - Navistar Safety requirement designed to reinforce the principles of shop safety.	Select
OnCommand™ Parts Information for Fleets More Info	Web-Based Training - Shows customers how to navigate and utilize the OnCommand Parts Catalog Online system.	Select
OnCommand™ Service Information for Fleets More Info	Web-Based Training - Provides customers an overview of the basic navigation and viewing of content on the most frequently used areas of OnCommand Service Information (formerly Fleet SIS) system.	Select
ServiceMaxx Overview and Snapshot Analysis More Info	Web-Based Training - This course is intended to preview the features of ServiceMaxx™ and demonstrate the procedure to capture and review a snapshot.	Select
2017 Aftertreatment System Overview More Info	Web-Based Training - This course is intended to provide an in-depth description of the components and operation of the 2017 Aftertreatment System utilized on diesel-powered vehicles. You MUST complete the following training to enroll in this course: 1) 2013 Aftertreatment System with SCR Overview for Technicians	Select
2017 International® A26 Engine Overview More Info	Web-Based Training - This course is intended to provide an overview of the 2017 International® A26 Engine. You MUST complete the following training to enroll in this course: 1) 2017 International® A26 Engine Introduction	Select
2017 International® A26 Engine Introduction More Info	Web-Based Training - This course is intended to introduce parts and service personnel to the 2017 International® A26 Engine.	Select



INSTRUCTOR-LED TRAINING

For more advanced training when hands-on interaction may be required, Navistar® Education also offers instructor-led classes. You can have your technicians trained by a qualified Navistar Regional Training Manager at your facility.

These hands-on classes challenge technicians with simulated repair and maintenance situations to help them become more comfortable servicing your vehicles. Customized, instructor-led classes that are tailored to your specific needs can also be created.

◀ NAVISTAR® EDUCATION LEARNING MANAGEMENT SYSTEM

ADDITIONAL DETAILS

FOR FURTHER INFORMATION ABOUT CUSTOMER EDUCATION SOLUTIONS, PLEASE CONTACT **RWC GROUP**, YOUR INTERNATIONAL® TRUCK OR IC BUS® DEALER.

CUSTOMER EDUCATION SOLUTIONS

INTERNATIONAL® TRUCK & IC BUS® AND SYSTEMS

OnCommand® **EDUCATION** MISSION

VEHICLE VALUE

- Fix it right the first time
- Extend vehicle life
- Increase service workforce productivity
- Increase vehicle uptime

REDUCE COSTS

- Increase technician efficiency
- Save service rework cost
- Increase vehicle productivity

COST-EFFECTIVE TRAINING

- Improve performance through learning



International® A26



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