



Dealer Program Announcement Letter

Title: Launch of a New Network-Wide Dealer Parts E-Commerce Solution

Applicable: All United States & Canadian Dealers

Technology Partner: OEConnection (OEC) – [RepairLink](#)

Date: 6/15/2018

Introduction: In a joint effort between the Dealer Parts Advisory Board and Navistar, we are launching a new dealer parts E-Commerce solution. Together, we chose OEConnection's RepairLink solution as our E-Commerce technology platform and partner of the future.

Who is OEConnection? They are an existing technology partner with Navistar and have been serving you as dealers for several years. They provide us [D2DLink](#) which helps you order parts from other dealers and D2D Express which helps Navistar source critical parts orders utilizing available dealer inventory.

What is RepairLink? It is another application offered by OEC on a technology platform you already utilize today. RepairLink currently supports over 30 other OEM brands, 20K dealers and 100K commercial customers in the automotive industry. **Navistar** will be the **first Heavy-Duty Truck & Bus OEM** in the RepairLink marketplace. This will enable the already existing customers in the RepairLink application to reach out to you for their Heavy-Duty Truck & Bus needs.

What will RepairLink offer you & your Customers? We will be leveraging the existing RepairLink application with many enhancements along with newly created Navistar integrations. Together, this will enable you to provide a great E-Commerce experience for your customers along with an efficient way to support this new sales channel. Some of those features & benefits are outlined below.

- **Service Parts Information** – To help customers search for the parts they would like to purchase, Navistar will be providing OEC with several integrations.
 - **Descriptions** – Customer Appropriate with Key Word Search
 - **Attributes** – Brake→Drum→Size→Bolt Holes
 - **Supersession** – C91 to C92 to C93
 - **Cross Reference** – Competitive Part # to Navistar, Fleetrite, ReNEWed, etc. Part #'s
 - **Etc.**
- **OnCommand Parts Information** – RepairLink will be a part number-based application. As a result, we will be offering OnCommand Parts Information access for free, for vehicle-based searches, to customers that purchase through RepairLink. To make this access more seamless, these customers will not need credentials to access OnCommand Parts Information. Customers will be able to create a shopping list which will be integrated with the RepairLink shopping cart. **Note** – OnCommand Parts Information subscriptions will still be available for purchase for customers that do not want to participate in RepairLink.



Dealer Program Announcement Letter

- **Fleetcharge** – If a customer is an existing Fleetcharge member, their customer specific pricing will appear. Also, they will have the ability to utilize Fleetcharge as a payment method.
- **Direct Dealer Promotions** – Ability to create your own online parts discount programs for specific parts, customers, etc.
- **Direct Navistar Promotions** – Ability for Navistar to create online parts discount programs that work in concert with your promotion programs. **Note**, there is a monthly settlement process that we will outline in future communications.
- **AOR Protection** – New customers will be presented with Dealers based on their Zip Code to assure they make the best possible selection. Additionally, you will have the ability to accept customers prior to starting business with them.
- **DMS Integration (Optional)** – RepairLink can work without DMS integration, however we understand that integration provides greater efficiencies. Integration will provide your customers specific pricing and inventory pulled from your DMS along with order automation on your back-office side. Our goal is to have integrations with CDK, Karmak and Procede ready by program launch or shortly thereafter. If integration is important to you, please contact your provider and stress the importance of this functionality with OEC.

How will the billing for RepairLink work? Although RepairLink will be free for your customers to utilize, the program does come with a charge to you. Billing for this program will begin no later than October 2018 and will be billed monthly for all locations.

	Less than 10 Locations	10 Locations or More
Primary Location	\$399 a Month	
Secondary Location(s)	\$199 a Month	\$149 a Month
DMS Integration per Location*	\$250 a Month	
* DMS Integration is an Optional Charge and is not related to any fees charged directly from your DMS. RepairLink can be support by the dealer without DMS integration enabled.		

Navistar is supplementing your investment with additional contributions. Those include many system integrations (Fleetcharge, Parts Data, Pricing, Etc.), eliminating the charge for OnCommand Parts Information, dedicated program support and promotional dollars for Navistar parts programs.

Who is Navistar working with to assure this solution is a success? We are working with both the Dealer Parts Advisory Board and the Parts Sales Manager Focus Group.

Parts Sales Manager Focus Group

Ron McCabe	Tallman
Richard Shortt	Tallman



Dealer Program Announcement Letter

George Standridge	Summit
Carl Hayes	Summit
Jeremy Smallwood	Beltway
Chris Norris	Beltway
J. W. Harrison	ITA
Gina Carello	Regional
Mack Livingston	Waters
Cary Gallien	Rush
Paul Mattson	Peterson
Ken Mason	RWC
Adding Mike Love for OEC Project – Closest Dealer to OEC Corporate	
Mike Love	Truck Sales & Service

Who do I contact if I have questions or feedback? We look forward to your input and feedback please reach out to us.

Jim Jenkins
 Program Manager – RepairLink
James.Jenkins@Navistar.com
 331-332-6792

Ken Zagroba
 Senior Program Manager – Digital Part
 Sales
Ken.Zagroba@Navistar.com
 331-332-8641