



**NAVISTAR**

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0000461991

**NAVISTAR**



*explore*

EXPLORE A CAREER IN AFTERSALES  
AND FIND WHAT INSPIRES YOU

**PROSPECTIVE INTERN**



## *Shared vision*

*To be the most customer-centric, innovative, and value-creating truck and bus solutions provider in the Americas, united with the most capable and aligned network in the industry.*



# Welcome!

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### NAVISTAR PRODUCT TIMELINE ▼

1907



Auto Wagon

1937



D-Series

1961



Scout

1973



TranStar

1977



S Series 2574

2000



American Eagle  
9900i

2006



ProStar

2007



LoneStar

2017



LT

2019



CV



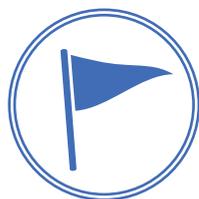
JOIN THE TRAILBLAZERS



OUR VALUES  
IT STARTS WITH **ME**



BE **HEARD**



CREATE **RAVING** FANS



**HOURS** NOT DAYS



GOT YOUR **BACK**



**BETTER** EVERYDAY



**CELEBRATE**

## Our Journey to 2025

Navistar is on a fast track to becoming the #1 choice for customers — we are *Listening* to our customers, *Understanding* their business needs and committing to *Delivering* the best products and services throughout their vehicle ownership. We're serious about earning our customers' business and we believe no one will work harder to keep our customers satisfied.

Aftersales is a key contributor to Navistar's overall profitability. We also have the largest dealer network in the U.S., and together with our service network, we shape the customer experience. The Aftersales internship is a 12-week journey for interns wanting to explore the possibilities of an exciting career in Aftersales support.

As an intern, you won't sit on the sidelines; you'll be actively engaged with our dealers, customers and suppliers. You'll work on major strategic projects and receive career coaching, mentoring and executive interaction. You'll gain confidence in your skills, returning to college with real-world experience and possibly a career opportunity upon graduation.

Thank you for considering Navistar. We wish you well in your career.



**Friedrich-W. Baumann**  
President Aftersales /  
Alliance Management

# UPTIME

On Time, Every Time



IC BUS® CE Series



IC BUS® HC Series

IC BUS® RE Series



International® LT Series



International® CV™ Series



International® HV™ Series



International® HX® Series



International® LoneStar®



International® MV® Series



International® RH™ Series



SCAN THE CODE TO FIND OUT MORE ABOUT IC BUS®



IC BUS

● AVAILABLE IN BUS & TRUCK

● Cummins® B6.7



● Cummins® L9



PSI Engine



International® 6.6



Cummins® X15



International® A26



TRUCK

SCAN THE CODE TO FIND OUT MORE ABOUT INTERNATIONAL® TRUCK



# Bringing Value to Customers

## 1 OnCommand® Connection

OnCommand® Connection is designed to keep fleets on time and their passengers safe through powerful features such as automated driver vehicle inspection reports, engineer-designed action plans and access to their portal through their preferred interface computer, tablet, smartphone or email.

## 3 Diamond Logic Electrical System

Advanced electrical systems allow for improved productivity and reliability while lowering operating costs. Includes the ability to program available body integration and driver efficiency features, plus the ability to further customize to address specific application needs.

## 2 Our Aftermarket parts brands offer high quality components at a competitive price.



## 4 DriverFirst™

Navistar has a driver-focused design philosophy that improves comfort, safety and ergonomics to optimize productivity.

## 5 North America's Largest Service Network

We have Uptime on our mind – which is why we have built America's largest dealer network. When our customers are on the road, they are never too far from a Certified International technician. Our service partnership with Love's travel stop, which is now up and running and adds more than 320 Love's and Speedco locations and more than 1,000 technicians to our service network! At Navistar, Uptime is not just a talking point – we're committed to taking care of our customers faster than every other brand.

## WE HAVE YOUR BACK SO YOU CAN KEEP MOVING FORWARD

So no matter where you're located, you're not far from one of our

# 700+

### DEALER LOCATIONS

Representative of current Navistar dealer network.



DEALER LOCATOR

SCAN THE CODE TO FIND OUT MORE ABOUT OUR DEALER LOCATIONS



# A Strategic Alliance

NAVISTAR'S CRITICAL POSITION IN TRATON GROUP'S GLOBAL STRATEGY

In early September 2016, Navistar and Traton Group signed an agreement to create a wide-ranging partnership called the **"Navistar Traton Alliance"** in order to achieve opportunities for economies of scale with procurement and technology development.

The Alliance has 3 key benefits for its partners:

1. Stronger, group-based buying power
2. Joint development of innovative technology and faster go-to-market strategy
3. Broad, customer-oriented sales and service network access for new products

The first products developed with the Traton Alliance will be entering the market in early 2021.



SCAN THE CODE TO FIND OUT MORE ABOUT TRATON GROUP



TRATON

Leveraging Brands and Alliances to Become a Global Champion

# TRATON

# GROUP



## We're Listening to Customers

Customers know their businesses better than we do. By learning more about what they do, we become a better partner. Our innovations must create value for our customers and improve their bottom line by offering better uptime and operating costs. Our customers need to feel that doing business with us is easy and trust that we're always going to deliver for them. They can count on us to offer a full lineup of quality products and industry leading support throughout their vehicle ownership. At Navistar, we believe that earning our customers' business is an honor and a privilege and no one will work harder to earn and keep their business than we will.



## Recognized and Respected

Fleet Charge is designed to provide truck and bus fleets with a consistent customer experience across a network of independently-owned dealerships. Fleet Charge customers receive one account to support them across the U.S., Canada and Puerto Rico.

The program provides original OE and popular all-makes branded parts at a consistent price, and our dealer network extends expert service when and where our customers need it most.

Fleet Charge<sup>®</sup> is Fleet Buying **POWER**



SCAN THE CODE TO FIND OUT MORE ABOUT **LOVE'S**



## Connecting Customers, Dealers and Navistar

OnCommand Repair Advocate optimizes Uptime by keeping customers informed and connected to the repair status of their vehicles. Keeping customers in the loop not only helps boost the efficiency of fleet operations but builds the relationship between the customer and dealer.

Customers can use the Repair Advocate portal to track their vehicle status in any dealer in the U.S. or Canada. Advocates are front-line customer service representatives who do double duty – they serve the customer by following repairs through the dealership and work closely with dealers to get drivers back on the road.



## Focused on Keeping Trucks on the Road

The Uptime Command Center is the ultimate hub, where Navistar's technical experts, suppliers and top executives converge with one critical mission – taking care of the customer. The team gathers throughout the day to collaborate, review connected-vehicle data and diagnostic information, solve tough problems and rapidly deploy solutions. The support team actively monitors display information which is updated every 15 minutes.



# explore

*It is our belief that every customer is entitled to receive two distinct services... one from the product itself and the other from the organization in back of it.*

*– Cyrus McCormick  
Founder*

## Learn More About Our Aftersales Functions

### SERVICE ORGANIZATION

- Advanced Serviceability
- Electronic Service Tools Support
- Fault Code Action Plans
- Field Service & Fixed Operations
- Fleet Service
- Graphic Development
- Publications
- Repair Advocate
- Service Engineering
- Service Product & Customer Support
- Special Service Tools
- Standard Repair Times
- Technical Support
- Training Delivery
- Training Development
- Warranty

### PARTS ORGANIZATION

- Aftersales Channel Readines
- Blue Diamond
- Dealer Experience
- Digital Parts Sales
- Fleetrite, Reman & RENEWED (Remanufacturing)
- National Accounts
- Parts Distribution Center (PDC)
- Parts Marketing
- Parts Sales
- Service Parts
- Uptime Parts

### DEALER OPERATIONS

- Channel Management
- Dealer Administration
- Dealer Development

 FILES SAVED AS PDFs



NAVISTAR  
CAREERS  
INTERNSHIPS

SCAN THE CODE FOR MORE  
INFORMATION ON EACH DEPARTMENT  
[WWW.NAVISTAR.COM/NAVISTAR/  
CAREERS/INTERNSHIPS](http://WWW.NAVISTAR.COM/NAVISTAR/CAREERS/INTERNSHIPS)





I am proud to have been a Navistar Intern! The program gave me the opportunity to prove, not only to Navistar but to myself, that I can make a difference. That is a big deal when you are first starting out in your career and you don't really know what you are capable of."

**Anthony P. Balkonis**

Director Technology Business Development (Intern Year-2004)

# Journey from Intern to Employee

## DEFINE YOUR JOURNEY

Our Aftersales internship is your first step in learning about the opportunities at Navistar, laying a foundation for your career journey. We hire interns into one of three streams: **Parts, Service and Dealer Operations**. We also assign a mentor manager who takes responsibility for your development over the summer.

Each department offers unique learning experiences and strategic projects designed to help you learn more about Navistar's strategic goals and business objectives. You will manage key projects and work both independently and with the team to complete your summer assignments. Your mentor manager will provide direction, so you can understand your role on these projects. He or she will evaluate your progress, give you feedback and help you gain visibility at huddle boards, team meetings and executive reviews.

We want our interns to continue their relationships with us even after the summer ends. Your mentor manager will share information about positions in your area or help you to meet other Navistar managers with open roles. Your mentor manager will support your development and give you the best chance to find your dream role at Navistar.

Our company often hires interns into entry level positions or rotational leadership programs that will give you diverse management experiences and foundational skills to grow your career at Navistar. To learn more about Navistar's rotational programs, see pages 34-35.



Summer interns from left to right: Paul Jablo, Aleck Jiang, Vishal Patel, Lauren Castillo, Daniela Alvarez, and Abby Solem



Navistar's internship program was an opportunity where I could put my prior education and experience to use and see the difference I could make as an individual. The skills, knowledge, and network I developed over the duration of the program are invaluable, all of which have had a positive impact on my career thus far!"

**Nick Haskell**

Product Development Engineer Intern Year - 2018

"Being a part of the Service and Parts Internship Program allowed me to interact with almost every corner of the department and meet a lot of brilliant minds, many of whom I interact with on a daily basis.

**Christian Klem**

Repair Advocate Intern Year - 2017





## Corporate Headquarters

LISLE CAMPUS | 2701 NAVISTAR DRIVE | LISLE, IL 60532

Navistar World Headquarters is located in Lisle, Illinois, just 40 minutes from Downtown Chicago. The Lisle campus has office facilities, development labs, vehicle review and design centers, and vehicle exhibitions spaces.

Employee amenities include a full-service cafeteria, a fitness center, a campus learning center, two full-service coffee bars, and a 250-seat auditorium. Navistar also has a broad range of video conferencing capabilities designed to enhance collaboration, reinforce working relationships, and help accelerate the decision-making process.



2,400 +  
EMPLOYEES



FULL-SERVICE  
COFFEE BAR SERVING  
STARBUCKS COFFEE



FULL-SERVICE CAFÉ



FITNESS CENTER



BASKETBALL COURT • PUTTING GREEN  
VOLLEYBALL COURT • WALKING TRAIL



PACE BUS SERVICE / LISLE TRAIN  
STATION TO CAMPUS



## Product Support Center (PSC)

WOODRIDGE CAMPUS | 1000 DAVEY ROAD | WOODRIDGE, IL 60517

Located just 15 minutes from the Lisle campus, the Woodridge facility is the hub for service, technical development and the Midwest Training Center. The PSC has approximately 100 employees with a cross-section of technical skills and a vast automotive shop area with a variety of Navistar vehicles and engines. This unique location has a fun social culture and many events for employees.



**100**  
EMPLOYEES



**69,000**  
SQ. FT. OF SHOP, OFFICE,  
TOOL DEVELOPMENT AND  
FABRICATIONS SPACE



**10,000** SQ. FT.  
4 CLASSROOMS, COMPUTER  
LAB, LIVE VEHICLES



**1,200**  
TECHNICIANS  
TRAINED ANNUALLY



**250,000+**  
TRAINING COMPLETIONS PER YEAR



**99.5%+**  
SPECIAL TOOL FILL RATE FOR  
OVERNIGHT DELIVERY TO DEALERS

# explore

*We believe there's power in different perspectives. That's why we're committed to building a rich, diverse workplace full of different experiences and backgrounds.*

*Find out where you fit in.*

Join the Navistar Community



# CHICAGO ILLINOIS

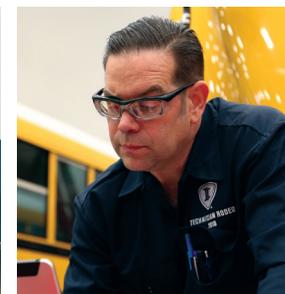


The Navistar Technician Rodeo is a challenging annual competition held at the Navistar Product Support Center in Woodridge, Illinois.

Diamond certified bus and truck technicians are first invited to take a qualifying entrance exam. Then the top achievers in each category compete in a live, timed competition against other top technicians from all over the Americas.

The Navistar Technician Rodeo features multiple stations custom designed to challenge each competitor's technical knowledge and skills. The technicians are scored on how quickly and effectively they navigate their way through the stations, diagnosing and fixing simulated problems. The top three winners in the bus, truck and global categories each take home a grand prize.

The Navistar rodeo competition is just one way Navistar personalizes the value of service technicians and continues to invest in the development of highly trained, skilled individuals, capable of servicing our trucks and buses effectively. Through this program, Navistar strives to achieve consistent customer service across our service network.



Follow Us

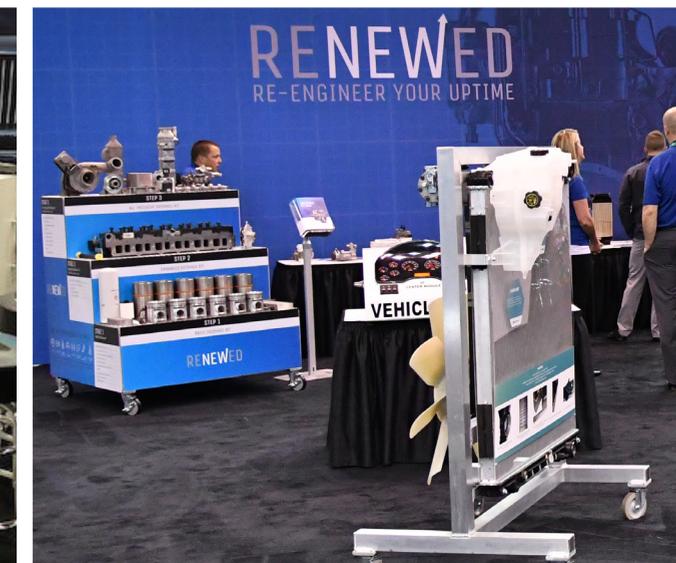
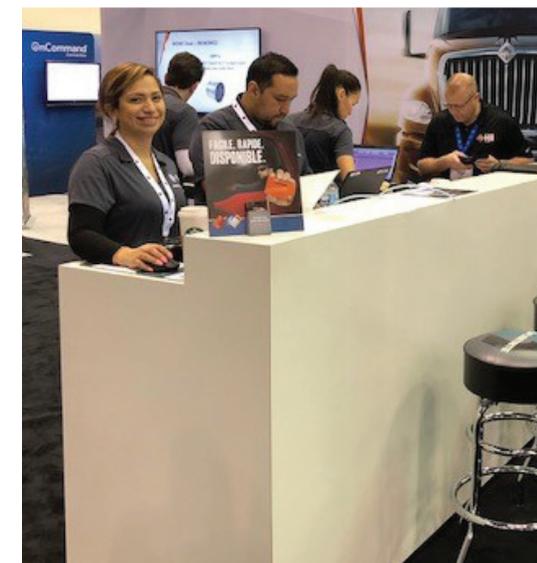
FIND OUT MORE ABOUT THE  
**TECHNICIAN RODEO!**



# PARTS & SERVICE EXPO

The **Parts and Service Expo** allows Navistar employees to get in front of our dealers - to engage in a two-way dialog and share information and tools needed to accelerate the pace of parts and service growth.

The Expo is one of Navistar's standout events. It's a place to discuss opportunities for continuous improvement, focusing on delivering the industry's best uptime, while providing many benefits for Navistar, its suppliers and its dealers. More importantly though, it benefits our customers, as we focus collectively on delivering uptime.



FUELING TOMORROW'S  
**GROWTH**



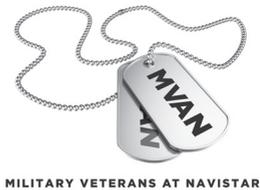
PARTS & SERVICE EXPO

# Be Part of a Community

## NAVISTAR EMPLOYEE ORGANIZATIONS

Our **Employee Resource Groups (ERG)** provide employees with opportunities to connect, share experiences and expertise and promote professional development.

Through networking, social activities, programs, and community support events, ERG strives to promote cultural awareness in support of Navistar's diversity efforts.



making connections



making a difference



sharing experiences



celebrating





I am grateful to be part of Navistar's Operations Management Development Program as it has given me a wide range of experiences and opportunities. Working with multiple areas of the organization has helped me expand my network and become a more well-rounded employee."

**Madeline Elias**

*Operational Management Development Program (OMDP)*  
(Completed the program in 2019)

## Consider Navistar's Leadership Development Programs

Navistar's Leadership Development Programs offer hands-on experience, mentorship and strategic projects to candidates as part of their rotation through various corporate functions.

Both the Finance and Accounting Leadership Development (FALD) Program and Operations Management Development Program (OMDP) provide you important insight into Navistar's business while also helping you to build your network within the company.

### Finance and Accounting Leadership Development (FALD) Program

In the Finance and Accounting Leadership Development (FALD) Program, you'll gain a broad understanding of the company and the role that finance and accounting play here. This is a 3-year rotational program that enables you to gain experience in various finance and accounting roles. The program has three 12-month rotations, two at the Lisle, IL headquarters and one plant assignment that may require relocation.

### Operational Management Development Program (OMDP)

At Navistar, the Operations Management Development Program (OMDP) is a 2-year rotational program designed to recruit and develop recent college graduates who exhibit the potential for a high level of achievement in operations management. The program focuses on developing employees on the entire business and positioning them to progress to senior management. This program looks for unique individuals with strong technical backgrounds and toned leadership skills. There are at least four 6-month rotations that occur in a variety of settings, including engineering, manufacturing, product development, materials management, aftersales and purchasing.



## Consider Navistar's Rotational Programs



The rotational program is an experience that has the ability to provide you opportunities and connections that others would spend a career working towards."

**Amy Morel**

*Director, Parts Marketing*  
(Parts Rotational Program, 2005-2007)

# What You'll Do

## WHAT DOES THE INTERNSHIP LOOK LIKE?

**TIMEFRAME:** 12 weeks  
**START DATES:** First week of June

## INTERNSHIP OVERVIEW

**WEEK 1:** Attend orientation

**WEEKS 2-9:** Begin work on three strategic projects, shadow a variety of roles, meet functional managers, and take part in various social and development activities

**WEEKS 10-12:** Finish up project and make final presentation

## INTERNSHIP FEATURES

- Dedicated mentor manager
- Project development with functional area managers
- Cross-functional relationship building
- Shadowing experiences during executive and customer presentations
- Dealer visits plus plant and facility tours
- Huddle board observation / participation
- Final presentation in front of leadership
- Corporate and department social activities involvement
- Access to internal job boards, learning management training and other employee developmental activities

## MINIMUM BASIC REQUIREMENTS:

- Sophomore standing at the time of application and pursuing a Bachelors or Masters degree.
- Preferred degreed areas are: Operations, Business Administration, Engineering, Automotive Technology, and Information Systems

# How Do You Join Us?

## WANT TO APPLY? AWESOME!

We're thrilled that you're considering the Navistar Aftersales Internship Program. The first step is sending us an email detailing your interest. We will then send you a link to the application when it's time to apply.



## INTERESTED?

PLEASE CONTACT US FOR MORE DETAILS  
→ [exploreaftersales@navistar.com](mailto:exploreaftersales@navistar.com)

→ #RidewithNavistar



Apply to Navistar



WANT TO APPLY?



*Explore the road ahead*

*At Navistar, we are committed to fostering, cultivating and preserving a culture of diversity and inclusion; our human capital is our most valuable asset.*

*The collective sum of individual differences, life experiences, knowledge, ingenuity, innovation, self-expression, unique capabilities, and talent that our employees invest in their work is a significant part of our company's culture, reputation and achievement.*

