



Countries: CANADA, UNITED STATES, MEXICO, PUERTO RICO
Availability: ISIS, Bus ISIS, FleetISIS, Body Builder
Major System: ENGINES
Current Language: English
Other Languages: NONE
Viewed: 357

Document ID: IK1201015
Revision: 1
Created: 11/15/2013
Last Modified: 12/4/2013
Author: Ben Moeller

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Coding Information

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Title: New Case File Layout for Dealers and Fleet Users

Applies To: iKNow Casefiles

Description: This article describes the changes that are occurring for the Dealer and Fleet case files, effective 11/17/2013. Several sections of the casefiles are being moved to better utilize screen space, and enhance the look and feel of the page. Additionally, a menu bar has been added across the top to allow for easier saving, and printing of the case.

NOTE: "Close Case" and "Reopen Case" buttons on the menu bar pertain to [Dealer Fleet Support](#) cases only. All other cases will be closed by Navistar personnel as usual.

NOTE: If problems occur with the new case page, or something is missing, please create a Feedback case for iKNow Support through the Service Portal.

New Case Layout

Save		Copy Link		Print Case		Close Case		ReOpen Case		Bookmark Case	
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Technician Information 1. Technician ID: <input type="text" value="DYJJD4"/> Full Name: <input type="text" value="Jeff Duffer"/> Job Classification: <input type="text" value="Service Foreman"/> Phone #: <input type="text" value="270 - 843 - 9031"/> Alternate Phone #: <input data-bbox="349 1102 479 1123" type="text" value="() - "/> <input type="button" value="Set"/> Assign Case To: <input type="text" value="Please select..."/> <input type="button" value="Set"/>				Vehicle Information Chassis #: <input type="text" value="CN544292"/> 2. VIN #: <input type="text" value="3HSDJSJR3CN544292"/> Serial Unit #: <input type="text" value="547292"/> Model Code: <input type="text" value="LF687"/> Model Description: <input type="text" value="PROSTAR+ 122 6x4"/> Build Date: <input type="text" value="6/29/2011"/> Engine Serial #: <input type="text" value="125HM2Y4120808"/> Engine Description: <input type="text" value="0012BBG MAXXFORCE 13 MULTI TORQUE 450HP"/> Warranty Start: <input type="text" value="9/15/2011"/> DTU Date: <input type="text" value="9/15/2011 12:00:00 AM"/> Mileage: <input type="text" value="207538"/> <input type="button" value="Get Scan Data"/> Engine Hours: <input type="text" value="4000"/> Open Cases: <input type="text" value="1"/> Open Campaigns: ☒ Links by VIN: Vehicle Information Part Catalog Calibration Scorecard				Case Summary 3. Case Type: <input type="text" value="APPROVE"/> Status: <input type="text" value="ACTION NOTE"/> Opened On: <input type="text" value="10/25/2013 1:13:11 PM"/> Assigned Group: <input type="text" value="Warranty Approvals"/> Closed On: <input type="text" value=""/> Case State: <input type="text" value="Open"/> Days Open: <input type="text" value="21 day(s), 2 hour(s), 10 mi"/> Days Down: <input type="text" value="21 Days, 2 Hours"/>			
Dealer Information Dealer ID: <input type="text" value="713917 - 004"/> Dealer Name: <input type="text" value="TRI-STATE INTL TRKS"/> Phone #: <input type="text" value="270 - 843 - 9031"/> 4. City: <input type="text" value="BOWLING GREEN"/> State: <input type="text" value="KY"/> Zip Code: <input type="text" value="42102"/> Country: <input type="text" value="1230"/> Ship To Code: <input type="text" value="7762556"/> CSE/TSM Name: <input type="text" value="BOB MORONE"/> CSE/TSM Phone #: <input type="text" value=""/> Accelerated Service: ☒				Fleet Information 5.				RO & Customer Information RO Open Date: <input type="text" value=""/> RO Number: <input type="text" value="127105"/> RO Customer: <input type="text" value=""/> Original Customer: <input type="text" value=""/> 6.			

Case Information Description of the Issue 7. FUEL PUMP LEAKING. PUMP BARREL CRACKED. REPLACED FUEL PUMP.. UNIT IS FEW DAYS OUT OF BASE WARRANTY. REPAIR WAS UNDER WARRANTY, TOWING IS NOT..		Resolution: Steps Taken to Solve the Problem	
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Old Case Layout

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