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Title: Service Support information for the MaxxForce Diesel Engines in Workhorse Chassis

Applies To: Engine Family: VT 275, VT 365 and MaxxForce 5 / 7

Subject:

Service Support information for the MaxxForce Diesel Engines in Workhorse Chassis

Applies To:

Engine Family: VT 275, VT 365 & MaxxForce 5 / 7

DISTRIBUTION

Please distribute to Dealer:

- Principal
- Service Manager
- Training Coordinator
- Parts Manager

GENERAL

Support information for the VT 275, VT365 & MaxxForce 5 / 7 with Workhorse Chassis pertains to:

- Overview
- Service and Diagnostic Literature
- Essential Service Tools
- SRT
- Warranty
- Technical Support

Overview

Navistar engines are available in Workhorse Custom products in the following models: W16D, W20D, W22D and W62 motor home and commercial chassis product. Service locations with MaxxForce Service Center Agreements for the

“Specialty Vehicle” and “Transportation” segments are responsible for diagnosing and repairing the engines in these vehicles within a reasonable time or call Workhorse Customer Relations at 1-877-246-7731 for additional assistance. Currently, the Navistar engines available in Workhorse products include the VT-275, VT365 MaxxForce 5 and MaxxForce 7

I. Service, Operator, and Diagnostic Literature

The following publications are available for the VT 275, VT365 and MaxxForce Diesel Engines with Workhorse Chassis:

- a) VT 275, VT365 and MaxxForce Diesel Engine Service Manuals are available on ISIS under the Technical Publications menu
- b) Circuit Diagram and Chassis Manuals for the Workhorse W16D, W20D, W22D, and W62 Chassis are available for Workhorse Chassis Service Centers at:

<http://dealers.workhorse.com/documents/serviceManuals/menu.asp>

II. Standard Repair Times

MaxxForce Engine Warranty Submission Process iClaim:

- a. Enter warranty repair.
- b. Input accurate and complete description of T-times supported with separate time punches.
- c. For claims that require preapproval, include the authorization number.
- d. Warranty claims submission process is same as other International models.

Workhorse Warranty Submission:

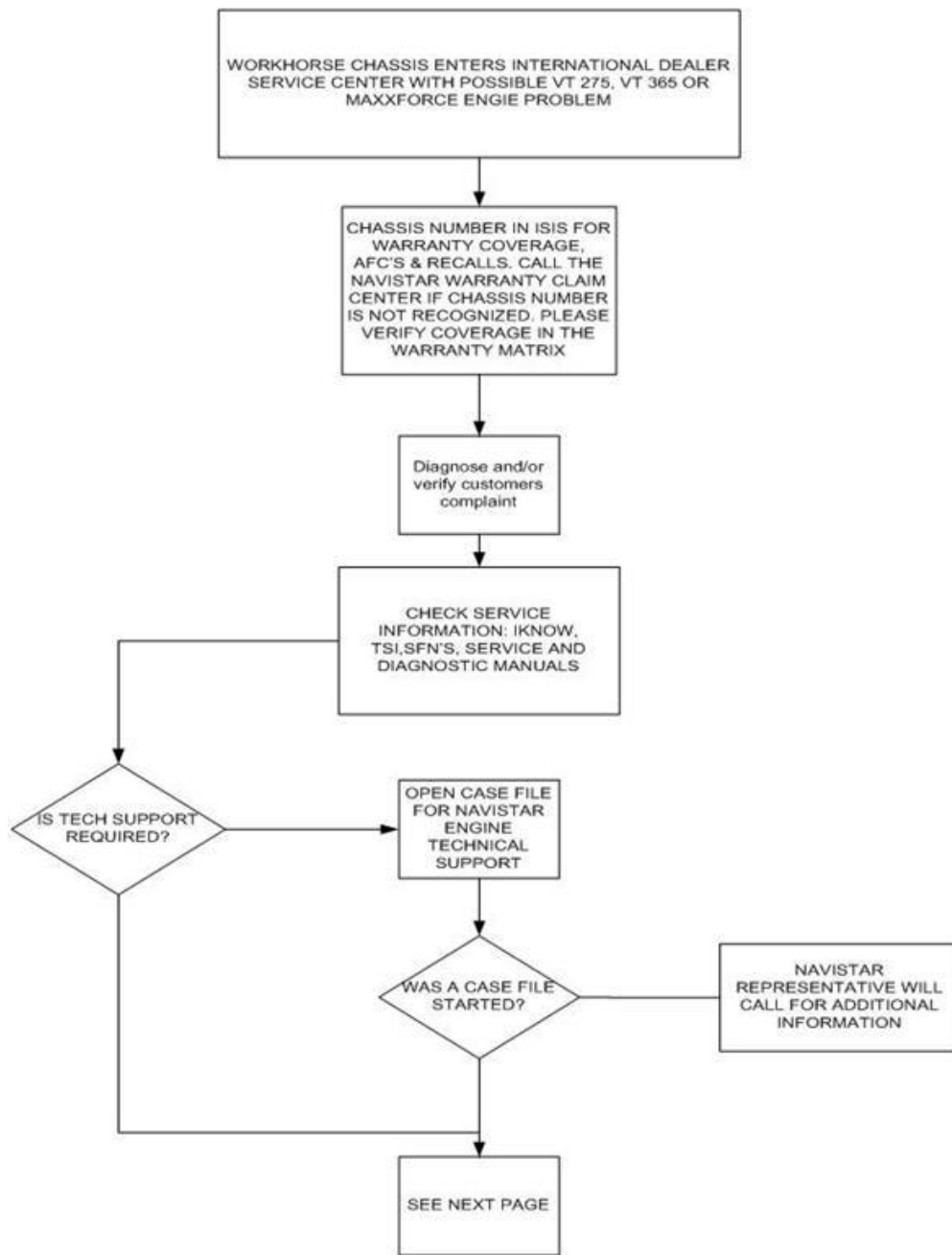
- e. There may be special cases where the MaxxForce Service Center will perform warranty repair to the Workhorse chassis other than the engine. Please see the "Workhorse Chassis in Non Workhorse Service Center" flow chart found in this SFN.

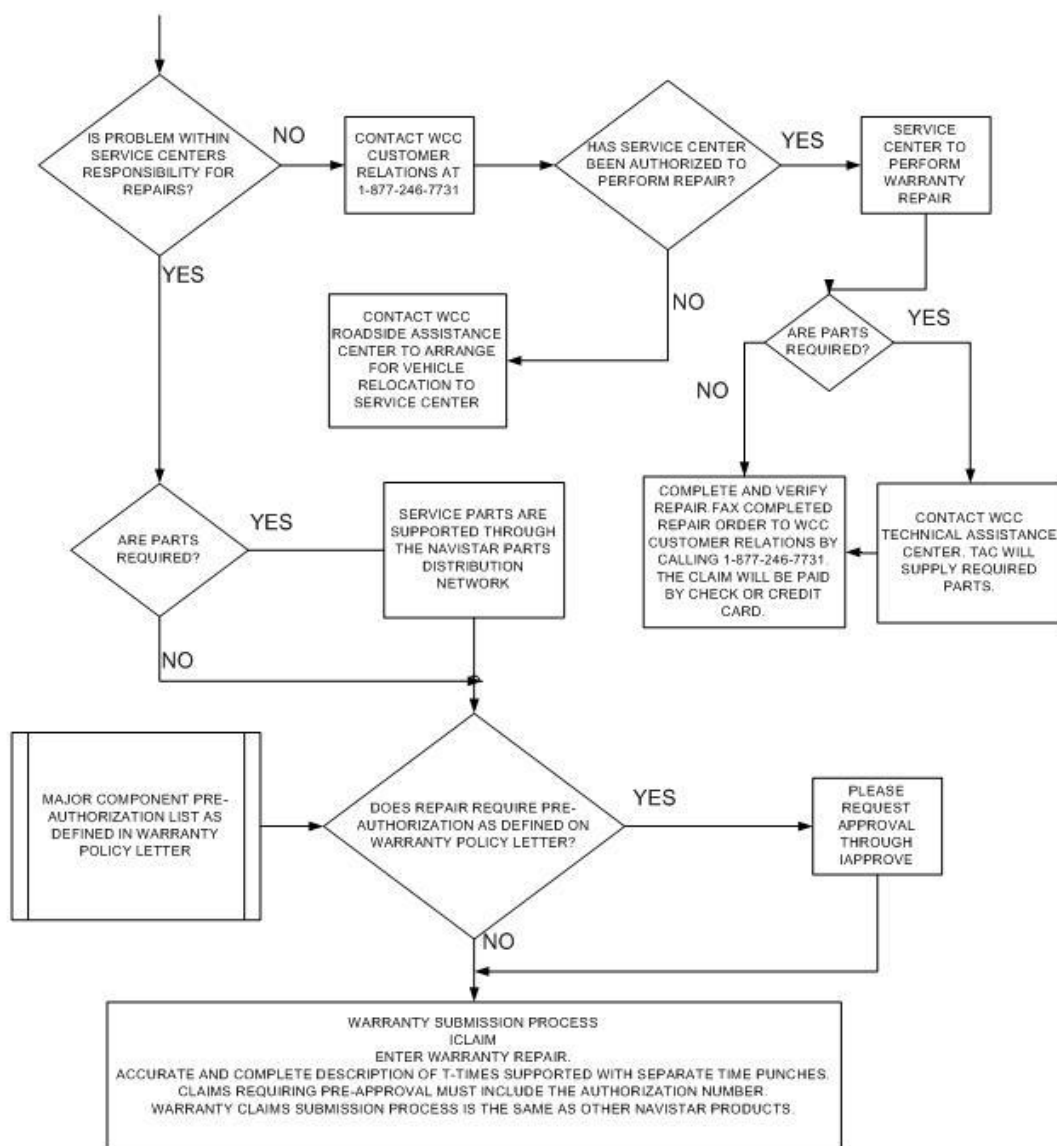
III. Warranty

- a. Please use the correct engine nouns.
- b. Follow the "Workhorse Chassis in Non Workhorse Service Center" flow chart provided in this SFN.
- c. Any warranty repairs performed on the Workhorse chassis (Excluding engine) must be filed with Workhorse and will be paid by Workhorse.

IV. Technical Support

- a. Please open a case file with Navistar Tech Service for engine support.
- b. Please contact the Workhorse Regional Service contact if there is a Chassis related concern. The link is found in ISIS.
https://evaluate.internationaldelivers.com/intranet/cso/user/workhorse/documents/Service_Region_Map.pdf
- c. Workhorse Regional Service can supply the approved/authorization or parts if necessary for the Workhorse chassis related concern.





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