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Coding Information

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Title: Service Portal iKNOW Feedback Case Types

Applies To: All

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

<p>8/28/2025 - Updated note for Service Portal - Data Update updates.</p> <p>11/20/2024 - Removed references to certain Feedback types (iClaim, Product Review Center Parts Returns, Warranty Appeals, Warranty Adjustments, and Warranty Audit/Policy Review Appeals)</p> <p>5/28/2021 - Move instruction from download attachment to body of article.</p> <p>10/22/2019 - Initial Article Release</p>	
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DESCRIPTION

This document will guide the user through selecting the appropriate Feedback case type.

Choose this Feedback Type:	When you need assistance relating to:
600/MRC/FSC	<ul style="list-style-type: none"> • Campaigns posted in Service Portal > Managed Repairs tab <ul style="list-style-type: none"> o FSC: Can be identified by CalendarYear_1_Unique Identifier (Ex: 191XX) o 600: Can be identified by CalendarYear_6_Unique Identifier (Ex: 196XX) o MRC or Proactive Sales Policy Campaigns: Identifiers unique to repair. Stated in description section of repair • 600/MRC/FSC Campaign Work Instructions • 600/MRC/FSC Campaign Warranty Submission Process • 600/MRC/FSC Campaign Parts List
Customer Issue Resolution	To be used only by dealer principals to escalate product issues to Navistar.
Customer Service	<ul style="list-style-type: none"> • Any customer related issues, concerns, questions or complaints not resolved by opening another type of iKNOW case file or by contacting the CSE/FSM. • Request assistance on behalf of a customer. • Assistance in navigating the proper channels for support. <p>Customer Service Feedback case files provide a dealer with another avenue of support in serving the customer.</p>
Fault Code Action Plan (FCAP)	<p>Anything regarding FCAP questions, concerns, or issues. This may include:</p> <ul style="list-style-type: none"> • Broken links within the FCAP • Missing or incorrect Parts, SRT.s, Warranty Coding, etc.

	<ul style="list-style-type: none"> • Questions/concerns about FCAP diagnostics or procedures
iKNow - Search and Case Management	<ul style="list-style-type: none"> • Have questions, concerns, or issues with the iKNow Homepage, Search or specific articles • Need to gain access to iKNow or iKNow pages • Have issues viewing, updating, or assigning new or existing case files • Need dealer locations added to user IDs • Have technical issue with iApproves
International 360	Questions/concerns with the International 360 application.
Labor Rate Request	<p>To request an update to your Warranty Labor Rate.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Dealers are not required to submit a labor rate request if they are satisfied with their current rate. Current Rates will automatically transfer to the next year. • Dealers wanting to submit for a Labor Rate Increase will be required to submit a request for each location they want to increase. • Dealers will be allowed One (1) Labor Rate Increase per Year (365 Days), per dealer location. • Dealers are required to demonstrate that the New Requested Rate is already being charged to their customers
Parts Catalog Correction	<p>Correct an error or omission in the Parts Catalog. This may include:</p> <ul style="list-style-type: none"> • Identify an image in the Parts Catalog that is incorrect or missing • Identify an image in the Parts Catalog with an improper call out, an incorrect part description • Identify an image in the Parts Catalog with missing or incorrect Service Bill of Material
Parts Catalog_Submission	<ul style="list-style-type: none"> • Have a request for an overall catalog improvement • Identified missing information within the Parts Catalog • Identified wrong information within the Parts Catalog • Have any other Parts Catalog related concerns
PDI Issues/Complaints	<p>Issue found which normally would be resolved during the Factory PDI, multiple trucks delivered with similar issues, safety defect detected, etc.</p> <p>NOTE: Please do not submit feedback on transit damage. Please file an "in transit warranty Claim" by submitting an iApprove.</p>
Recalls	<ul style="list-style-type: none"> • Technician experiencing an issue with performing recall repair • Questions relating to the parts used for a recall • Questions relating to progressive damage as the result of a failed recall part • Approval for inspection only claim at time of repair when recall instructions do not have inspection only as an option • Why customer vehicle A is not in recall, when customer vehicle B, built around same time as A, is in recall • Cannot find recalls from 1999 and older • How to order CTS1075 recall label • How to obtain cross border letter
Repair Management	<ul style="list-style-type: none"> • Questions/concerns regarding Repair Management application • Inquiries or updates on enrolled OnCommand Service Partner fleets
Service Portal	<p>Anything relating to Service Portal that is not otherwise covered in a different type. This includes:</p> <ul style="list-style-type: none"> • What's New Information • The rotating graphic • VIN Alerts questions that are not answered with the specific alert • Anything pertaining to the Vehicle Information webpage • Fleet Information Request Tool
Service Portal - Data Updates	<ul style="list-style-type: none"> • Engine serial number update in Service Portal <ul style="list-style-type: none"> • For ESN changes resulting from an engine swap, please submit a case file to the Vehicle Programming group. • Key code update in Service Portal • Any other component serial number update in Service Portal • Warranty Claim mileage rollback issues • Warranty DTU Mileage/KM Updates
Service Tools	<ul style="list-style-type: none"> • Issue with a tool • Recommendation for a tool that you think Navistar should have.

Standard Repair Times (SRT)	<ul style="list-style-type: none"> • Missing SRTs • SRT requests for review • Questions related to the SRT Manual • Help finding the correct SRT
Technical Publications	<ul style="list-style-type: none"> • Have issues finding a specific publication • There are broken links within a manual • Questions or concerns about a procedure in a manual • Have an issue with a particular manual • Notice missing information from a manual • Encounter conflicting information between a manual and iKNow Article
Warranty General Coverage Questions	<ul style="list-style-type: none"> • Questions regarding warranty coverage on a specific vehicle • Any concerns on an iApprove, only if you think it should be added to your VIN under the iApprove tab • Any other general warranty questions

If you are still unsure what Feedback type to select, choose **Customer Service** and provide as much detail as possible. We will provide assistance or route to the appropriate support area.

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Feedback Information

Viewed: 9292
 Helpful: 14
 Not Helpful: 32

No Feedback Found