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Success Story – Dealer Service Solution to Navistar Group

NAVISTAR®



Company	Navistar International Corp.
Industry	Commercial vehicles
Type	OEM
Phase	Aftermarket
Market	North American



Customer need

Navistar International Corporation has selected Movimento as their partner company to deliver next generation dealer diagnostic and service tools. Movimento provides advanced systems in an easy to use and cost effective package which meets Navistar's needs and adds value to their end customers.

Movimento's solution

The Puma Navistar product, NAVCoM, combines three capabilities into one unique device: -

- Traditional pass-through functionality as an industry standard RP1210 vehicle communications interface.
- Stand-alone Software Reflash capability, also known as module reprogramming or AutoUpgrade.
- Stand-alone Data Recording, also known as flight recording or data capture.

The NAVCoM is capable of performing advanced software updates without the need for a PC – this can also be delivered to the vehicle-NAVCoM interface via in-built wireless functionality. This significantly reduces the associated complexity, time and cost. Data Recording allows service technicians to record vehicle faults and network data without a PC. This results in an increased ability to analyze and correctly diagnose challenging vehicle faults.

Achieved result

"To add value and improve customer service for our dealers and fleet customers, Navistar and Movimento are working together as partners to create leading edge solutions with close integration of software and hardware technologies" said Rob Burns, Business Development Manager for Navistar Vehicle Diagnostics & Programming. He continued, "By integrating the Puma with Navistar's next generation service software platform, ServiceMAXX, we are able to deliver a world-class system. This leads to reduced service time and costs."

By delivering the NAVCoM solution to Navistar, Movimento and its products can also prove its support to a number of industry leading Tier One suppliers, whose own products are integrated into a wide range of other vehicles.