



ONCOMMAND PARTS INFORMATION FREQUENTLY ASKED QUESTIONS

Can a USB or paper catalog be created for any chassis?

We cannot create a USB or paper catalog for International chassis numbers that were built before 1992.

Is the USB or paper catalog offered in any language other than English?

No, the USB and paper catalogs are only offered in English.

Are non-OEM (Allison, Caterpillar, Cummins, Detroit Diesel, etc.) parts displayed in the USB or paper catalog?

We will provide the part number for the assembled part, such as the transmission from Allison or the engine from Caterpillar, Cummins or Detroit Diesel. However, we do not provide a breakdown of the assembly because we are not given that information from these suppliers.

What is the Engine Serial Number catalog?

The Engine Serial Number Catalog has all the same features as the USB or paper catalog except for the truck groups. It is specific to the engine group.

Why would I order an Engine Serial Number catalog instead of a chassis catalog?

The Engine Serial Number catalog was created for customers who do not have a chassis number because they ordered an engine over the counter or have an International engine being used in an application other than a truck or bus.

Does the engine catalog come with the chassis catalog or just chassis information?

The engine catalog only includes engine serial information. The chassis catalog comes with engine serial information and the chassis information.

How do I place an order for a USB or paper catalog?

You can order the OnCommand Parts Information Custom Catalog through the Navistar Tools Catalog.

What is the catalog title?

The catalog title is the name displayed on the front page of your custom catalog.

Is there a limit of characters for the USB or paper catalog title?

You can choose up to a maximum of 42 characters in the title.

Can I just list the last eight digits of the VIN number for a chassis on the order form?

Yes, listing only the last eight digits of the VIN number is sufficient to place an order.

How many chassis numbers can be on one order?

You may include up to a maximum of 10 chassis numbers when ordering a USB and only one chassis number when ordering a paper catalog.

Can sister chassis (trucks with the same specifications) numbers be skipped to make room for other chassis numbers on a USB?

It is up to you which chassis numbers you would like to include. You do not have to list all sister chassis numbers on the USB.

How long will it take to receive our USB or paper catalog?

The lead time for the USB is 2-3 weeks, the paper catalog is 6-8 weeks.

Can I print from the USB that we ordered?

Yes, you can print from your USB. Detailed printing instructions are in the Parts Catalog Guide section of your USB Catalog.

Can I make copies of my USB?

No, the USB you receive is copyrighted. Making additional copies is prohibited by law.

Can my USB be loaded/saved on multiple computers?

Yes, the functionality of a USB thumb drive allows it to be run from multiple computers.

Can I order an additional copy of my same USB or paper catalog at a later date?

You can order an additional copy of the same USB or paper catalog up to 6 months after the original order date. You will be charged an additional \$25 (USB) or \$135 (paper catalog).

Please note that additional copies will be full price if ordered more than 6 months from the original order date.

Will the information be updated with the most current information on additional copies?

No, you will receive an exact copy of the original USB or paper catalog that you originally ordered. An updated version could be ordered, but it would be at full price.

How do I use the USB?

Please refer to the "Parts Catalog Guide" file on the USB or refer to the "User Manual" link on the OnCommand Parts Information home page.

Who can I call if I have a question?

OnCommand Parts Information Support at (800) 365-0088, option 4 or via email OnCommandSubscriptions@Navistar.com

Please note if your question is about specific technical part information you should contact your local International® dealer for assistance.