



## **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 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](mailto:OnCommandSubscriptions@Navistar.com)

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