

# Navistar's Service Technicians Compete for Top Honor at 2011 Service-Technician Rodeo

Tom Marty and Luc Ouellet took home the "Top Service Technician" Awards at the 2011 Navistar Service-Technician Rodeo after going head-to-head with ten other commercial bus and service technicians in a series of simulations designed to test technical skills and speed.

Marty, a service technician for Mid-State Truck in Plover, Wisconsin, and Ouellet, a service technician for Camions International Elite in Quebec City, Canada, are two of twelve top service technicians from International and IC Bus dealers across North America selected to compete in the fifth annual Navistar Service -Technician annual Navistar Service-Technician Rodeo held at the Schaumburg Convention Center last month.

Tom and Luc demonstrated the highest skills and abilities in key areas of commercial servicing among the top 12 Diamond certified technicians competing in the event," said Vaughn Allen, vice president, product customer support, Navistar.

The technicians competed head-to-head in a series of thirteen stations designed to simulate service areas for air conditioning, brakes, drive train, electrical and MaxxForce engines. Each technician was scored on how quickly and effectively he navigated his way through the stations, diagnosing and fixing the simulated problems.

All of the participants are Diamond-certified through Navistar's official certification program for its service technicians. In addition, the technicians are all either Automotive Service Excellence or Canadian Provincial certified.

Participants for the rodeo were selected from an overall group of the top 400 technicians at International and IC Bus dealers. From there, the group was narrowed to 12 participants through online testing, with the highest scoring technicians in each region of the U.S. and Canada invited to compete in the rodeo.

"Those participating in this competition have completed all the required and optional trainings and are at the top of their game," said John Pfenning, manager global education, Navistar. "They represent our 8,000-plus service technicians from International and IC Bus dealerships, the highest number of any medium/heavy commercial-truck and bus manufacturer".

In 2010 Mid-State Truck Service Technician, Jason Kleman, also from Plover, Wisconsin was the Navistar National Rodeo Winner.



Tom Marty; Mid-State Truck Service, Plover WI. 2011 Navistar Service Technician Rodeo Winner.