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## **CAROLINA INTERNATIONAL RECOGNIZED AS A DIAMOND EDGE<sup>SM</sup> CERTIFIED INTERNATIONAL TRUCK DEALER**

*International Truck Recognizes High-Performing Dealers for Their Commitment to  
Improving Service Dwell Time*

**COLUMBIA, SOUTH CAROLINA – JANUARY 5, 2017** – Carolina International Trucks today announced that it has been recognized by International Truck as a Diamond Edge<sup>SM</sup> Certified dealer, a collaborative effort between International Truck and its dealer body to recognize dealers for their commitment to uptime and to drive awareness of the high-performing service offered to customers from dealers with this designation.

“It is an honor for the dealership and staff at Carolina International Trucks to have earned the Diamond Edge certification,” said Kate Hanson, President, Carolina International Trucks. “It validates our commitment to increase uptime and improve service for our customers who rely on their trucks every day to maintain and grow their businesses.”

“International Truck has an unrelenting passion for delivering on our mission of uptime,” said Mark Reiter, vice president, Customer Support, Navistar. “The Diamond Edge Certified Program recognizes dealers with the highest-performing service departments in our network.”

Diamond Edge Certification is earned by achieving rigorous parts and service metrics based on customer dwell time, which is the time it takes for a customer to get their truck diagnosed, repaired and back on the road.

To achieve Diamond Edge Certification status, International truck dealers must:

- Meet or exceed service dwell time metrics and define long-term action plans for continuous and ongoing service dwell time improvement at dealership location

- Provide dedicated Accelerated Service lanes where customers receive immediate vehicle evaluation by a technician and are informed of required repair, required parts and availability, and estimated repair time within two hours of vehicle's arrival
- Enroll new truck orders onto the OnCommand™ Connection remote diagnostics system and designate an OnCommand Connection service champion at each service location
- Participate in the dealership inventory alliance (DIA) parts inventory program to ensure common parts are readily available in dealer inventory

“We are proud to be a Diamond Edge certified International truck dealer serving South Carolina and surrounding areas because we know that our service moves our customers business forward and keeps their trucks on the road,” said Jason Hanson, Director of Service, Carolina International Trucks.

### **About Carolina International**

Founded in 1993, Carolina International Trucks is the largest commercial truck dealer in South Carolina. Carolina International Trucks sells and services medium, heavy and severe service International® Trucks, IC Buses™, Hino Trucks, and Mitsubishi Fuso medium duty commercial work trucks. Carolina International Trucks moves their customers forward with innovative products backed by quality service. The dealership has more than 240 employees, a state-of-the-art paint booth and body shop in Columbia, South Carolina, more than 70 service bays and over \$6 million in stocked parts across the state to support vehicle uptime. Carolina Idealease provides trucks for lease and rental supported by mobile maintenance services. The dealership is headquartered in Columbia and has additional locations in Charleston, Conway, Greenville, Greer and Florence, South Carolina. Additional information can be found at <http://www.CarolinaInternational.com>.

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