



Media contact: Emily Bales, 865-351-1545
Web site: www.landmarktrucks.com



Landmark Trucks RECOGNIZED AS A DIAMOND EDGESM CERTIFIED INTERNATIONAL TRUCK DEALER

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

Knoxville, TN – June 3, 2016 – Landmark Trucks today announced that it has been recognized by International Truck as a Diamond EdgeSM 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. Landmark has received the Diamond Edge several times but this time EVERY Landmark location has been awarded the Diamond Edge certificate.

“It is an honor for Landmark and the Landmark Team to attain Diamond Certification. Being Diamond Certified validates our commitment to provide our partner customers with the absolute best customer experience, while maximizing their vehicles uptime. Landmark is committed to continuously raising this bar. Every location earning this award has just confirmed what we already know, that Landmark is best in class.” – Andy, President, Landmark Trucks

“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 East Tennessee because we know that our service is keeping our customers’ trucks on the road. Our Service Team is committed to not only repairing customer’s vehicles as quickly as possible, but to prevent further repairs by *fixing it right the first time*,” added Doug, Director of Fixed Operations.

At Landmark Trucks our desire is to be your dealership of choice. We provide our customers with a one-stop shop experience due to our diverse departments including: New and Used Truck Sales, Parts, Service, Lease, and Rental. Our main goal is to offer exceptional customer service. Being a family owned business, we have the mindset to treat our customers like you are part of the family.

Additional information is available at www.landmarktrucks.com

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