



Grand Rapids
616-241-4656

Holland
616-392-8377

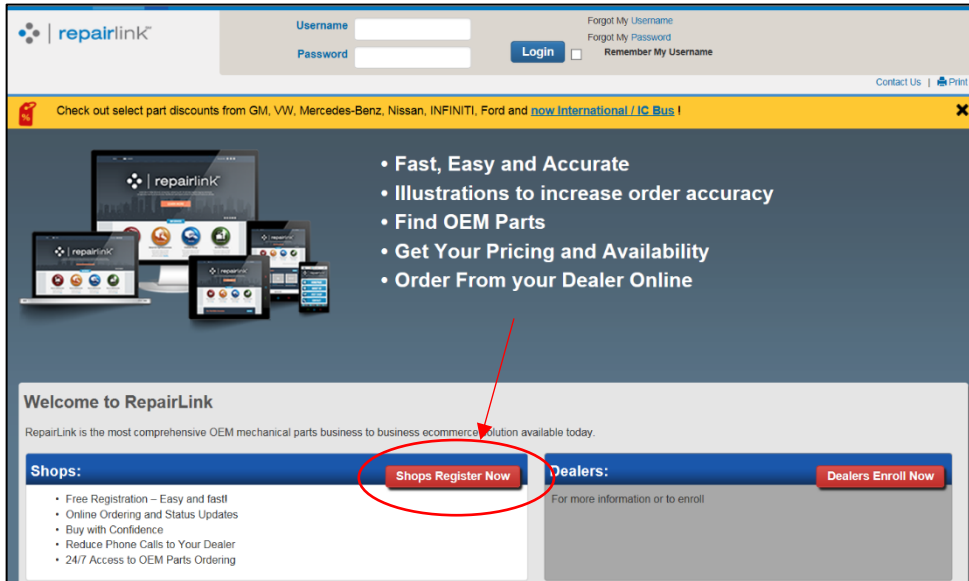
Kalamazoo
269-345-2183

Lansing
517-487-5908

Muskegon
231-733-2157

wmitrucks.com
kandrucksales.com

1. Go to <http://repairlinkshop.com> and click on the **Shops Register Now** button.



2. Fill out the required information on the next page. Be sure to click on the **I accept terms of use** box at the bottom of the page.

Shop Registration

[Return to Homepage](#)

Company Information * Indicates Required Field

Company Name *

Company Type

Country *

Address Information

Street Address 1 *

Street Address 2

City *

State *

Zip *

Phone and Fax Information

Phone *

Fax

Primary Contact/Administrator * Indicates Required Field

First Name *

Last Name *

Title

Administrator Contact Information

Phone *

Email *

Create Login * All Fields Required

Username * 6 to 20 letters or numbers, no special characters, and not case-sensitive.

Password * 6 to 20 letters or numbers, no special characters, and not case-sensitive.

Retype Password *

Registration Submission

I accept terms of use: [Terms of Use](#)

I wish to receive e-mail updates about RepairLink.



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- Next, you will need to select us as a dealer. Select your search area in the **Search for Dealers Within** drop down. Choose **International/IC Bus** from the **Select OEM** drop down. Then click the **Start Search** button. If you don't see your West Michigan International location, increase the search area. Once you see the West Michigan International location(s) you are looking for, click on the box in the **Add** column in the lower section and then click the **Add Selected Dealers** button in the lower right corner. If you are outside of the 250- mile radius, leave the Search for Dealers field blank and type West Michigan into the Dealer field. This will find us directly.

repairlink™ Automotive industry International / IC Bus Welcome: Quentin Kunkle

Begin Part Search Here

Support Center | Print | Logout

Orders / Carts ▾ Part Search My Dealers ▾ Account Management ▾ Promotions Take This Month's Poll What's New Set up RepairLink

My Dealers > Add Dealers

Dealers List Add Dealers Show Me How >

Dealer Search

Search for Dealers Within 25 Miles ▾

Select OEM Navistar ▾

Dealer

City

State Please Select.. ▾

Active Show Active Dealers Only ▾

Start Search

Can't find a dealer you want to use on RepairLink? We will work to get that dealer on the network. Enter Dealers

Click here to select Navistar from the drop down

Dealer Search Results Displaying Results 1-1 of 1 total

Dealer	Location	Phone	Supported OEMs	Active	Add	Notify When Active	Distance
West Michigan International	Wyoming, MI	616-241-4656	Navistar US	Yes	<input checked="" type="checkbox"/>		0

« 1 »

Add Selected Dealers

- After you click **Add Selected Dealers**, your part is finished. West Michigan International will get an email letting us know you want to use our eCommerce solution and we will need to set it up on our end. If you have a Fleet Charge account with Navistar, you can enter that information by clicking the **Account Management** drop down and selecting the **Company Information** option. If you are not sure which numbers you need to use, click the **?** button to the left of the Fleet Charge field or contact us and we can help you out.



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FAQ Sheet

We have listed our most common questions and answers about Repair Link. However, if you don't see your question below, please contact the RepairLink helpdesk at (888) 776-5792 or your local West Michigan International dealership. Location and phone numbers are in the header.

What is Repair Link? Repair Link is an eCommerce solution that allows you to view the parts on your International vehicle, identify the specific parts you are looking for, check availability at your local West Michigan International or K&R dealership, and place the order with us. It also gives you an additional way to communicate with our parts counter to answer any additional questions that you may have.

How will repair link help me? Gives you quick and easy access to the correct parts, as well as their pricing and availability. Visibility for chassis specific parts as well as unpublished parts specials direct from Navistar. All on your time at your desk.

When an aftermarket alternative is available will repair link show its availability and give me those cross-reference names and brands? Currently, you will not be able to cross reference after-market parts via Repair Link.

Is pricing set or if the part is shopped will my home dealership price match a competing dealer with proof of sale price? Our pricing process will not change. Your pricing will be based on your account in our system.

Will items on promotion show correct pricing? Items on promotion will show correct pricing. In addition, you will be able to see any exclusive RepairLink promotions that Navistar offers. These will only be available through Repair Link.

Is shipping cost included in price quotes? Shipping will not be reflected in your initial price quote but will be reflected by our parts counter in our communications and final invoice.

Will system check availability of all West Michigan or K&R stores if the part is not available at my home store? You will currently need to search each location to see their availability. Seeing all locations in one search will be coming in a future release per the RepairLink folks.

If the part is not available at any of the West Michigan or K&R stores what should I do? You can contact us via the RepairLink Portal, email us, or by call us to see when we can get the part in from our various distribution locations.

Will the system be able to check availability at the PDC? You will be able to see the inventory at all of Navistar's PDCs around the country. When we receive your order inquiry, we will look at delivery times and let you know what the expected delivery time for a part at a PDC is going to be.



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Is there a coverage map to help me identify which West Michigan or K&R location I should choose?

When you enroll in RepairLink, you can search for Navistar dealerships within 25, 50, or 250 miles of your location. You can add additional locations in the My Dealers menu option at any time as well.

What types of vehicles can I search for parts for? Is there an age or models not available to look up?

Currently, you can see all International vehicles built from the year 2000 and after. You will need the last 8 of the VIN to search for your vehicle.

Can I look up engine parts as well as chassis parts? You can search for any part by part number and any part from your specific International vehicle. That include (but not limited to) engine, chassis, electrical harness, fenders, etc.

Is anyone available to help educate me on how to use the system and where to search for items?

There are many help resources within the RepairLink application. If you feel you need additional help, please call your local dealership to see how we can help you out.

Is there a fee associated with this program? There is no fee for you, our customer.

If I order the wrong part what is the return policy? Our current return policy applies to RepairLink as well.

How do I cancel an order? Once you have submitted an order, you should contact that store as soon as possible to cancel.

Do I need to be Fleetcharge account or have an open account with West Michigan or K&R to use the system? Anyone may enroll in RepairLink.

What payment options are available for items purchased? Terms of payment are the same as over the phone or in person.

If I regularly purchase an aftermarket item like a battery, can I place an order thru the system for it if I know the part number? You can search for any part number via RepairLink.