

VOLVO TRUCKS UPTIME



Service News

To: General Managers
Service Managers
Service Technicians
Warranty Managers

Region: U.S.
 CAN

Bulletin: SNV20-006
Date: May 14, 2020
Valid to: June 30, 2020
Action Required? Yes No

From: Greg Holderfield - Director, Technical Support Services
Subject: New Case Based Reasoning (CBR) Launch June 1, 2020

On June 1, 2020 a new version of *Case Based Reasoning* (CBR) will be launched with an updated look and feel. The old CBR will be decommissioned on June 15th, as the software provider no longer supports its platform. The new application will be accessed through the [Trucks Dealer Portal](#) and be called **CBR - Cased Based Reasoning (NEW)**. The application will likewise be accessible through *Tech Tool*. All who had access to the old version will be granted such for the new one automatically. Live web training will be offered before the June 1 launch date and be communicated through the [Trucks Dealer Portal](#) on the Home page under *Notifications*. On June 1, formal online training will be available in *Navigator* through [Mack Trucks Academy](#).