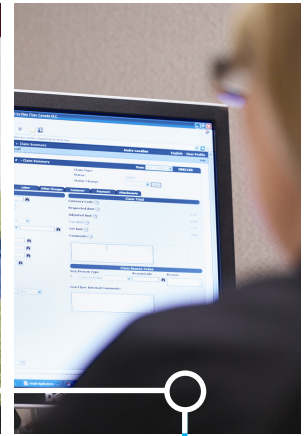


# service



Keep your fleet...

**On the road.** 

The New Flyer Service Organization has one goal: To keep your fleet running with service that you can rely on. With our industry-leading team of experienced professionals we are ready to solve your problems and get your bus up and running as soon as possible.

It's more than a priority – it's our business.

## Best-in-Class Features



### DEDICATED SUPPORT FOR YOUR FLEET

- Our Regional Product Support Managers and Technical Specialists are the most experienced and best-trained technical service professionals in the industry
- Supported by the entire New Flyer organization including design engineering, manufacturing, quality and OE suppliers



### ENGINEERED SOLUTIONS

- Comprehensive technical service information bulletins
- Step-by-step written instructions and diagrams for fleet campaigns to ensure the information needed is on hand and you are able to correct the situation as efficiently as possible



### ISSUE MANAGEMENT

- All reported issues are tracked then trends are identified so we can prepare solutions to you
- For issue management, iWarranty gives you the capability to efficiently manage your claims through self-service reporting



### COMPREHENSIVE WARRANTY COVERAGE

- New Flyer warranty "coach down" process ensures that replacement parts are received as soon as possible
- You can request warranty replacement parts by simply initiating a warranty "coach down" claim in our iWarranty system



### iWARRANTY

- Since 2008, our online iWarranty system has allowed customers to submit warranty claims even more quickly & efficiently
- When failed parts are returned, claims are instantly processed providing a quicker reconciliation on warranty claims submitted allowing you to check their status online
- The iWarranty system is the first of its kind in the transit industry with over 125 customers active users

Built to **RELY ON.**<sup>™</sup>