

New Flyer + MCI 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.

Features.



Comprehensive Warranty Coverage

Request warranty replacement parts by simply initiating a warranty "coach down" claim in the Customer Warranty Portal.

The warranty process ensures that replacement parts are received as soon as possible.



Engineered Solutions

Comprehensive Technical Service Bulletins are posted to the New Flyer and MCI websites. They include step-by-step written instructions and detailed diagrams for fleet campaigns, ensuring you have the necessary information to resolve issues quickly and efficiently.



Issue Management

All reported issues are tracked and trends are identified so we can provide solutions to you.

For issue management, the Customer Warranty Portal gives you the capability to efficiently manage your claims through self-service reporting.



Dedicated Support for Your Fleet

Our product and technical support teams are the most experienced and best-trained technical service professionals in the industry.

They are supported by the entire New Flyer and MCI organizations including design engineering, manufacturing, quality and OE suppliers.



Customer Warranty Portal

The Customer Warranty Portal is New Flyer and MCI's online warranty system which provides customers with a streamlined process for submitting claims.

When failed parts are returned, claims are instantly processed providing a quick reconciliation on warranty claims submitted allowing you to check their status online.

To obtain information on the Customer Warranty Portal, please contact the warranty department at:

🌐 newflyer.com/service
@ warranty@newflyer.com

🌐 mcicoach.com/service
@ warranty@mcicoach.com

