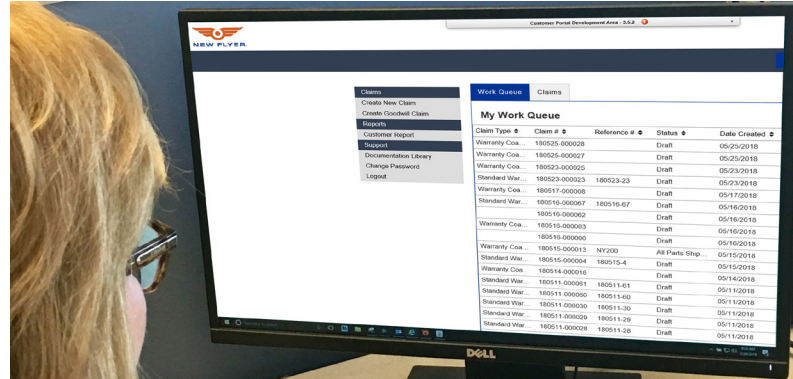


# New Flyer Online Warranty System

## Streamline your Warranty Life Cycle

New Flyer is the first heavy-duty Transit OEM to offer an internet-based warranty lifecycle management system. This user-friendly tool will enable you to streamline your warranty, claims and warranty parts processing. It will give you total visibility into the claims process from start to finish, increasing ease of management and creating efficiencies across the entire warranty life cycle.



**Get complete visibility** into the claims process from start to finish.  
**Eliminate paper work** by entering claims directly into the system.  
**Improve efficiency** by responding with corrective action more quickly.  
**Receive faster payment** as a result of reduction in processing time.  
**Speed problem discovery** with early warning of possible product issues.

## Features



Instant access to an electronic copy of your warranty claim



Self-service reporting, with the ability to set the criteria you want to see



Quick visibility of all claims submitted by yourself and anyone in your organization



Visibility into the date your claims were paid along with the check number



Status updates on parts requests including email alerts when parts have shipped



Online maintenance of your warranty account information



Email notifications when your claim has been sent back for corrections needed



Quick access to user manuals and how-to videos

## Benefits of the New Flyer Customer Portal

The New Flyer Service Organization is always ready to solve your problems and get your bus up and running as soon as possible, and the New Flyer Customer Portal is just another step to making this happen faster.

With the Customer Portal, you will have all the information that you need at your fingertips in real time. Follow-up calls, faxes and monthly reconciliations will be greatly reduced, and possibly no longer necessary.

Plus, the New Flyer Service is just a phone call away and is always here to support you through the warranty claims process and throughout the service life of your bus.

## Get Connected

To obtain your Customer Portal login information contact us at 204.224.6722 or [newflyercustomerportal@newflyer.com](mailto:newflyercustomerportal@newflyer.com)

