

# New Flyer 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

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

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



### 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 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 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.



### Customer Warranty Portal

In 2018 we upgraded to a new online warranty system which has provided customers with a more streamlined process for submitting claims.

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 Customer Warranty Portal system is the first of its kind in the transit industry and is used by over 180 active customers.

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

[newflyer.com/service](http://newflyer.com/service)  
[warranty@newflyer.com](mailto:warranty@newflyer.com)

