



**ONLINE CUSTOMER CARE
FOR WARRANTY, CLAIMS AND PARTS.**



MCI PRO SUPPORT™

Standing beside you. All the way.

**CUSTOMER
CARE**

Easy-to-use, available 24/7



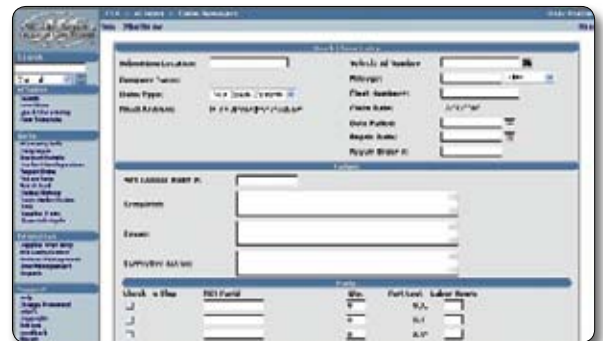
ONLINE CUSTOMER CARE SYSTEM FOR WARRANTY CLAIMS AND PARTS.

“Having quick access to all my MCI warranty files has actually saved me time and money. It’s a real benefit!”

—Gene Wordekemper,
Arrow Stage Lines

Not only do the MCI® E4500 & J4500 models have the longest warranties in the industry, MCI also provides a fast, easy way to file a warranty claim, order a warranty replacement part and track status online. Designed for secure and immediate online access to an MCI coach owner’s warranty files, this user-friendly, password-protected system now features:

- One-page, easy-entry claim form
- Downloadable copies of MCI’s current field change programs
- Saturday and AM priority selection for parts shipments
- Printable RGA (Returned Goods Authorization) and ARS (Authorized Return Shipment) labels from within the CCS claim screen
- Option to automatically calculate labor allowed on repair



CCS is easy to use. It allows MCI coach owners to file a claim, order parts, print RGA and shipping instructions, and track status at their convenience, eliminating time consuming paperwork, filing and record keeping. Register to use the online system by calling (800) 241-2947, or contact your MCI Fleet Support Manager anytime.



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