



MCI and New Flyer Coach and Bus Service Centers

Reliable service and support.

MCIcoach.com/service-center

Our service and support delivers a relationship-driven and responsive approach to customer care.

MCI and New Flyer **Coach and Bus Service Centers** offer vehicle expertise that can only come from knowing how your vehicles were built. Aided by the right diagnostic tools and a vast array of factory-level knowledge, we're dedicated to servicing your coaches and buses quickly, accurately and with peak satisfaction.

Reliability-driven service guarantee.



MCI Reliadrive

A Reliability Driven Service Guarantee

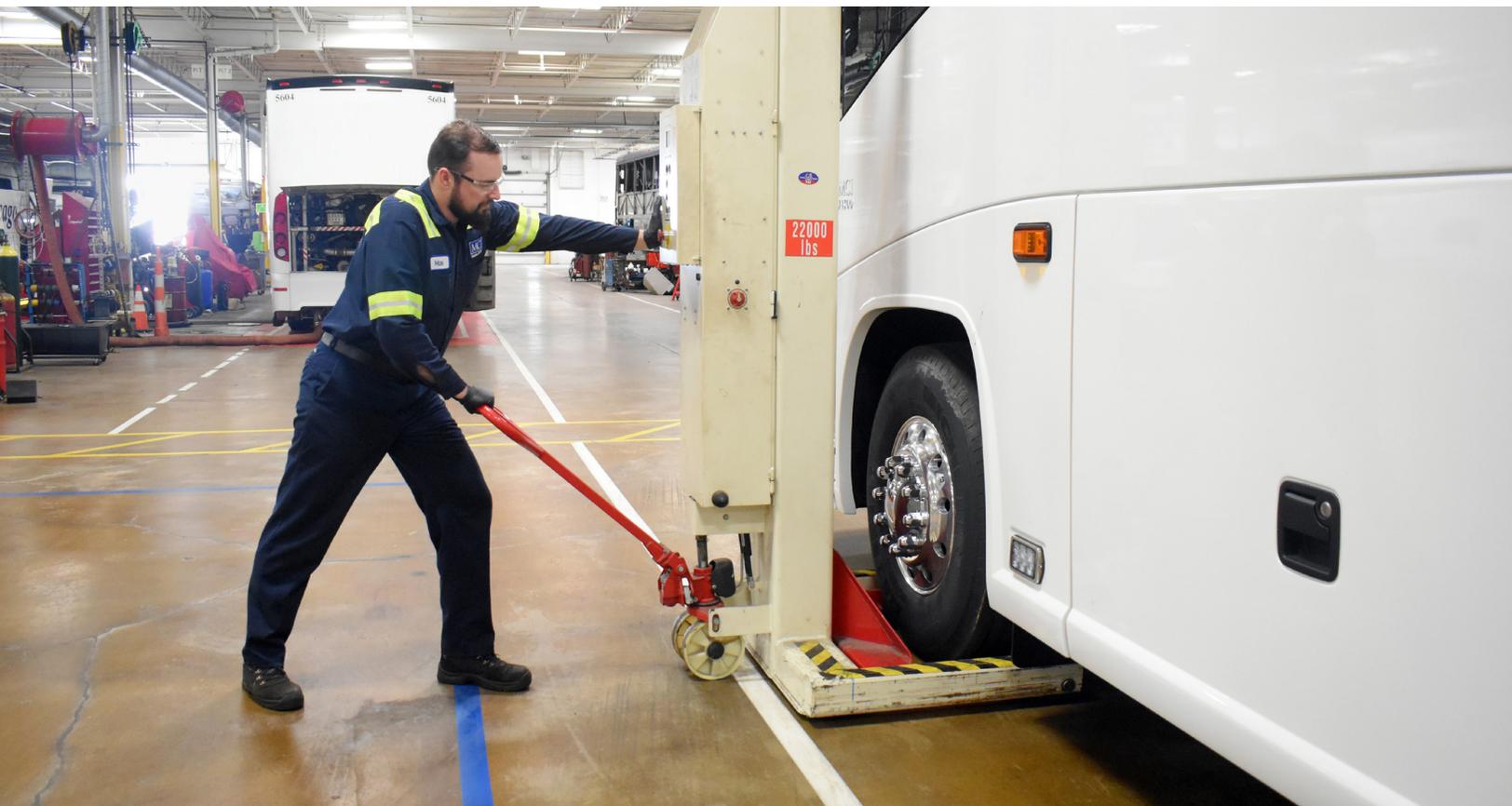
From preventative maintenance and small repairs to complete coach overhauls, we do it all. And thanks to our Reliadrive quality commitment, it's service you can count on - guaranteed!

- ✓ Same-day diagnostics
- ✓ Fixed right the first time
- ✓ Accurate estimates
- ✓ 6-month Parts and Labor Warranty

Service you can rely on.

If we should fail to meet any of these standards, your next service will include a free oil change.*

* Diagnosis within (8) normal business hours of drop off. Estimates are based on customer's approved work within 10%. Warrantied parts exclude normal wear items (e.g. blades, hoses, tires). Labor credit limited to labor charged on original estimate for failed item. Free oil change includes labor, oil, and oil filter for standard coach. See www.mcicoach.com for further details.



Comprehensive support that includes in-field expertise, technical call center and 24/7 roadside assistance.



Customizable programs to fit your financial needs through NFI Financial Solutions™.



Ongoing technical training from the industry's only Automotive Service Excellence (ASE) accredited MCI Academy technician training center.



On-the-go support with MCI Operator's App and MCI Companion App.



MCI and New Flyer Service Centers are where you'll find all the help you need including routine maintenance and warranty to complex troubleshooting.



Parts support from NFI Parts™, North America's largest bus and motor coach parts supplier.

OEM-quality fit and finish.

Ask about our expert major collision repair and refurbishing services where we rebuild your coach or bus to factory specifications using only OE parts including glass and body replacement.



Stay connected with MCI's Companion and Operator's mobile apps

- ✓ Interactive map of all service center locations
- ✓ One-touch calling for technical and emergency roadside assistance
- ✓ MCI model specs and instructional videos
- ✓ Keep up-to-date on NFI Parts™ specials and seasonal promotions
- ✓ Download from your App Store



- MCI Sales and Service Centers
- MCI MCI Manufacturing Facilities
- NFI Parts Distribution Facilities
- VIC Vehicle Innovation Center (VIC)

Save Time and Money! Our Fleet and Coach Maintenance Agreements offer an economically viable solution to keep your coaches in compliance, up to date, and rolling with maximum up-time.

Service Centers Features & Capabilities

	Northern CA SF Bay Area	Southern CA Los Angeles Area	Dallas Texas	Chicagoland Illinois	Blackwood New Jersey	Ottawa Canada	Montreal Canada
Location and Phone Number	4120 Point Eden Way Hayward, CA 94545 800-233-5574	2880 E. Jurupa St. Ontario, CA 91761 909-239-6370 or 909-240-7211	9787 Clifford Drive Dallas, TX 75220 800-248-4942	200 East Oakton St. Des Plaines, IL 60018 800-428-7626	14 Harmon Drive Blackwood, NJ 08012 800-262-1287	480 Hartney St. Arnrior, ON K7S 0B8 613-622-7949	3500 rue St. Patrick Montréal, QC H4E 1A2 800-663-3328
Hours of Operation Monday - Friday	8:00 AM – 5:00 PM PST	7:00 AM – 3:30 PM PST	M-T 8 AM – 5 PM CST F 7 AM – 4 PM CST	8:00 AM – 4:30 PM CST	7:00 AM – 10:00 PM EST	7:30 AM – 4:00 PM EST	6:30 AM – 9:00 PM EST
Body & Paint Capability	X	X		X		X	X
Sublet Body and Paint Available			X		X		
Cummins Certified			X	X	X		
Fire Restoration	X	X		X		X	X
Fleet Maintenance	X	X	X	X	X		X
General Repairs	X	X	X	X	X		X
Heavy-Duty Collision				X		X	
High-Voltage Repair	X	X	X	X	X		X
Lavatory Dump			X	X	X		X
Refurbishment				X		X	
Wash Bay		X	X	X	X		X
Service Center Manager	Brian Jablonski	Tony Molina	Ryan Vandivere	Cary Kadyschuk	Josephine Arrington	Daniel Yemen	Marc-Andre Ouellet



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