

MCI Resource Guide



Warranty

- ✓ **Website** - www.mcicoach.com/customer-warranty-portal
- ✓ **Email** - warranty@mcicoach.com
- ✓ **Warranty Hotline** - 800-241-2947, ext. 4

MCI Academy

- ✓ **Website** - www.mciacademy.com
- ✓ **Email** - training@mcicoach.com
- ✓ **MCI Academy** - 214-208-6608

Service Centers

- ✓ **Website** - www.mcicoach.com/field-support
- ✓ **MCI Service Center** - 888-912-9983



General Contacts

- ✓ **Website** - www.mcicoach.com
- ✓ **Email** - motorcoachindustries@mcicoach.com
- ✓ **MCI General Inquiries** - 866-624-2622
- ✓ **Sales and Service**: www.mcicoach.com/locate-a-rep
- ✓ **Emergency Roadside Assistance (ERSA)** - 800-241-2947, ext. 1
24-hours a day, every day

Technical Resources

- ✓ **Website** - webtiv.nfigroup.com
- ✓ **Email** - technical_support@mcicoach.com
- ✓ **Technical Call Center** - 800-241-2947, ext. 2. Monday – Friday,
8:00 a.m. – 8:00 p.m. EST

NFI Parts™ Support

- ✓ **Website** - www.nfi.parts
- ✓ **U.S. Customer Service** - partsUSA@nfi.parts, 800-323-1290
- ✓ **Canada Customer Service** - partsCanada@nfi.parts, 800-665-0155
- ✓ **Featured Products and Promotions** - www.nfi.parts/keepmoving
- ✓ **Online Parts Store** - partsstore.nfi.parts

