



CITY AND COUNTY OF SAN FRANCISCO  
San Francisco Municipal Transportation Agency  
Request for Proposals  
THE PROCUREMENT OF  
30-Foot, 40-FOOT AND 60-FOOT LOW FLOOR  
DIESEL HYBRID COACHES

Proposal Section	Title	Bid Submission Requirements
5-D	D. Warranty Processing System	A description of the Proposer's warranty processing system including a sample claim form acceptable to the Proposer.

Please refer to the attached iWarranty brochure and Warranty Claim Policy



**NEW FLYER**

# iWarranty System



New Flyer Industries 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 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 Connected.**

To obtain your iWarranty login information contact:  
Ph: 204.982.7098  
E: [iwarranty@newflyer.com](mailto:iwarranty@newflyer.com)

#### **Customer Services Service Organization**

25 DeBaets Street  
Winnipeg, Manitoba  
R2J 4G5 Canada  
Ph: 204.982.8400  
Fx: 204.224.0248

#### **Headquarters/Winnipeg Facility**

711 Kernaghan Avenue  
Winnipeg, Manitoba  
R2C 3T4 Canada  
Ph: 204.224.1251  
Fx: 204.224.4214

**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.

**Manage and track** all campaigns in real time, any time.

#### **Feature Highlights**

- Instant access to an electronic copy of your warranty
- Self-service reporting capabilities, run standard reports or build your own custom reports
- Tracking of warranty claims on a bus-by-bus basis
- Visibility into the date your claims were paid along with the check number
- Status updates on parts requests
- Online maintenance of your warranty account information

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

With iWarranty, you will find that paperwork, follow-up calls, faxes and monthly reconciliations will be greatly reduced, and possibly no longer necessary. You will have all the information that you need at your fingertips in real time. However, 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.

**New Flyer. Miles Ahead.**

[www.newflyer.com](http://www.newflyer.com)



**NEW FLYER**

**WARRANTY CLAIM POLICY**



1. The purpose of this instruction is to ensure that warranty claims are properly processed, recorded and actioned in a timely manner through the New Flyer Industries ULC online warranty system.
2. Warranty period is based on the acceptance date of each coach.
3. Claims are to be submitted within thirty (30) calendar days from the date of failure.
4. Claims submitted later than thirty (30) calendar days will not be accepted, acceptance of claims over (30) days will require approval by the Warranty Manager, and the Director of Customer Service
5. All Claim types, (Standard warranty, Coach down and Retrofit), will be submitted to New Flyer Industries using iWarranty. For information on using the online warranty system, please call 204-224-6722 or email iwarranty@newflyer.com.
6. The Regional Product Support Manager (RPSM) is responsible for reviewing and approving all claims. New Flyer Industries Warranty Department has the final claim approval authority.
7. The properties must include all applicable supporting documentation when forwarding claims. This documentation will consist of such things as; invoices for service performed by a third party, invoices for parts purchased from third party other than New Flyer Industries ULC parts department.
8. Claim submission to New Flyer Industries Warranty Department is the responsibility of the property.
9. All defective parts claimed on Warranty must be returned to New Flyer Industries for warranty evaluation within forty-five (45) days from the date of failure. In certain circumstances the RPSM at his discretion and or in concurrence with a Warranty Recovery Administrator or Warranty Manager, may determine to dispose of defective parts at the properties location, and this must be indicated on the Warranty Claim.
10. Returned defective parts must be identified with the New Flyer Industries parts tag (see page 3). All information (items 1 through 9) must be completed and the tag must be affixed to the defective part. Defective parts are to be shipped to New Flyer Industries ULC (see Page 4 for United States packing slip, page 5 for Canadian packing slip and page 6 for carriers).

**NEW FLYER INDUSTRIES**

FROM: \_\_\_\_\_ (1) \_\_\_\_\_

DATE: \_\_\_\_\_ (2) \_\_\_\_\_

PART # \_\_\_\_\_ (3) \_\_\_\_\_

Description \_\_\_\_\_ (4) \_\_\_\_\_

SR # \_\_\_\_\_ (5) \_\_\_\_\_ BUS # \_\_\_\_\_ (6) \_\_\_\_\_

VIN # \_\_\_\_\_ (7) \_\_\_\_\_

CLAIM # \_\_\_\_\_ (8) \_\_\_\_\_

IWARRANTY # \_\_\_\_\_ (9) \_\_\_\_\_

NOTES: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**WARRANTY PARTS BEING RETURNED FOR CREDIT EVALUATION PACKING SLIP- USA**



Date of Shipment: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ship to :

New Flyer Industries Limited  
 2300 Progress Drive  
 Hebron, KY  
 41048

Attention : **Warranty Department**

From :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Part Number	Claim Number	Part Description	Part Quantity	Scrap Value	Country of Origin

Fax this packing slip to fax # **204-224-0248 Attn: Warranty Recovery Administrator** or email to **andre\_lavallee@newflyer.com**. Also place a copy in the shipment box / crate.



**WARRANTY PARTS BEING RETURNED FOR CREDIT EVALUATION PACKING SLIP- CND**



Date of Shipment: \_\_\_\_/\_\_\_\_/\_\_\_\_

Ship to :

New Flyer Industries Limited  
25 DeBaets Street  
Winnipeg, Manitoba  
Canada  
R2J 4G5

Attention : **Warranty Department**

From :

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Part Number	Claim Number	Part Description	Part Quantity	Scrap Value

Fax this packing slip to fax # **204-224-0248 Attn: Warranty Recovery Administrator** or email to **andre\_lavallee@newflyer.com**. Also place a copy in the shipment box / crate



**Shipping Instructions**

The following Carriers are to be notified for pick up of Warranty Parts being returned



**United States Customers**

Shipments over 150 pounds	Shipments under 150 pounds
<p>ESTES Express Phone: 1-877-268-4555</p> <p>Ship collect to New Flyer account 5022165</p>	<p>Federal Express Ground Phone 1-800-463-3339</p> <p><b>NOTE: Please specify to the FedEx operator that you are <u>REQUESTING A CALL TAG</u> going back to New Flyer Operator may need to be prompted to check the <b>exception</b> on the account if they state that New Flyer has to make this call.</b></p> <p><b>New Flyer Account # 407816587</b></p>



**Canadian Customers**

Shipments over 150 pounds	Shipments under 150 pounds
<p>ATS Phone: 1-888-404-4292</p> <p>Or</p> <p>514-733-8539 (Quebec)</p>	<p>Federal Express Ground Phone 1-800-463-3339</p> <p><b>NOTE: Please specify to the FedEx operator that you are <u>REQUESTING A CALL TAG</u> going back to New Flyer Operator may need to be prompted to check the <b>exception</b> on the account if they state that New Flyer has to make this call.</b></p> <p><b>New Flyer Account # 326474207</b></p>







**NEW FLYER**

### VIN Decal

Located above the driver seat and to the left

	<b>NEW FLYER</b>		
DATE OF MANUFACTURE			
GROSS VEHICLE WEIGHT RATING			
GAWR: FRONT		LB (KG)	TIRES
RIMS AT	PSI (KPA)	COLD-SINGLE	
CENTER		LB (KG)	TIRES
RIMS AT	PSI (KPA)	COLD-DUAL	
REAR		LB (KG)	TIRES
RIMS AT	PSI (KPA)	COLD-DUAL	
THIS VEHICLE CONFORMS TO ALL APPLICABLE US FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE			
V. I. N.			
TYPE BUS			
MODEL NO.			