



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	Repair Support and Warranty Information	Repair Support and Warranty Information

Attached is the Sections A-D with regards to the requested information on Repair Support and Warranty Information. Prior to the requested information we are including information in our Service Organization.



**NEW FLYER**

**Service**





**NEW FLYER**

## New Flyer Customer Service

The New Flyer Service Organization has one goal:

***To keep your fleet running with service that goes miles beyond your expectations.***

A bus does not earn revenue if it's in the shop waiting for repairs.

The New Flyer Service Organization, with our industry-leading team of experienced professionals, is ready to solve your problems and get your bus up and running as soon as possible.







**NEW FLYER**

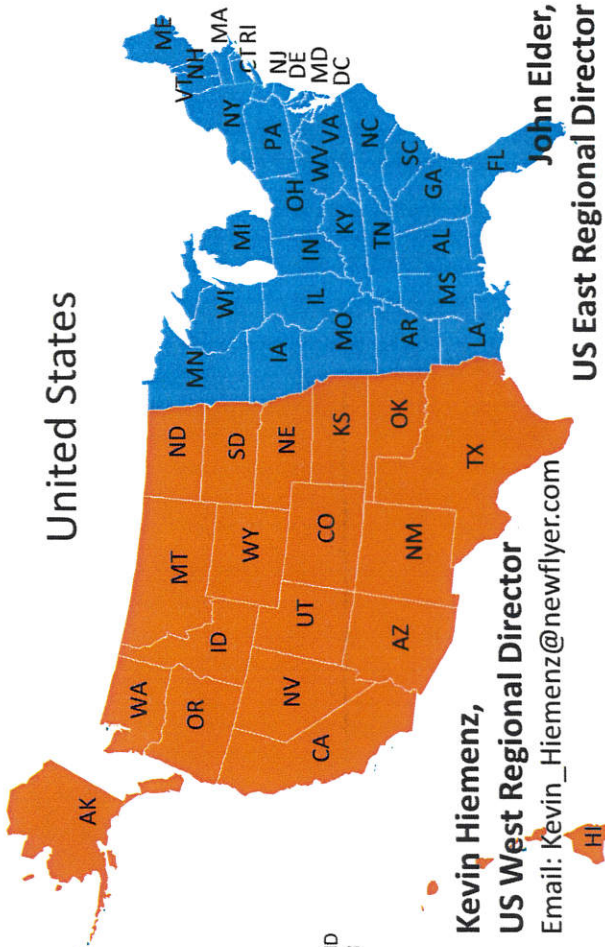
# Dedicated Support for Your Fleet



**Canada**

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## New Flyer Field Operations Team

3 Regional Teams, consisting of over 20 Regional Product Support Managers (RPSM) who:

- **Provide** your gateway into New Flyer for Warranty and the life of your bus
- **Support** the effort to get buses into and remain in revenue service
- **Respond** to Bus Operations and Maintenance inquiries and concerns



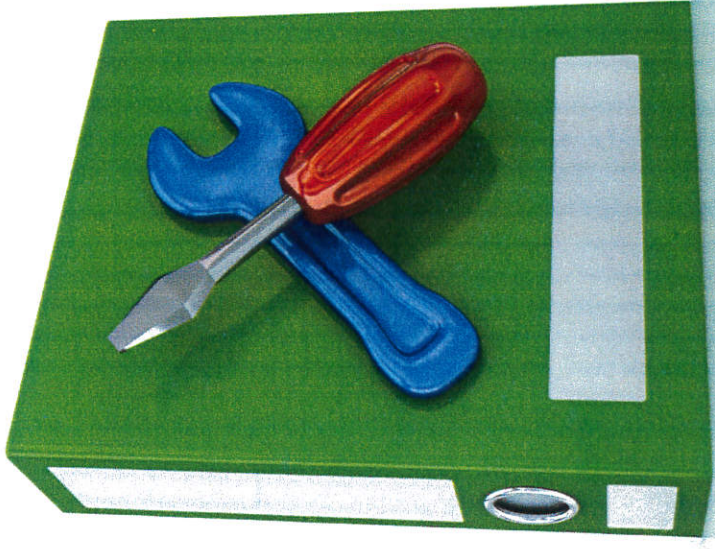
**NEW FLYER**

**Engineered Solutions**

### **New Flyer Technical Services Team**

Team of 11 Technical Service Specialists who:

- **Develop and provide solutions** to maintenance and reliability issues with your fleet:
  - Inspection and Repair Documentation
  - Engineering or Supplier Design Updates
  - Field Campaigns or Retrofits
  - Warranty Failure Investigations
- **Coordinate** with New Flyer Engineering and all component and system suppliers
- **Oversee** the daily work flow of field information and documenting the changes required to support New Flyers customers and New Flyer RPSM's.





## New Flyer Safety and Compliance Manager

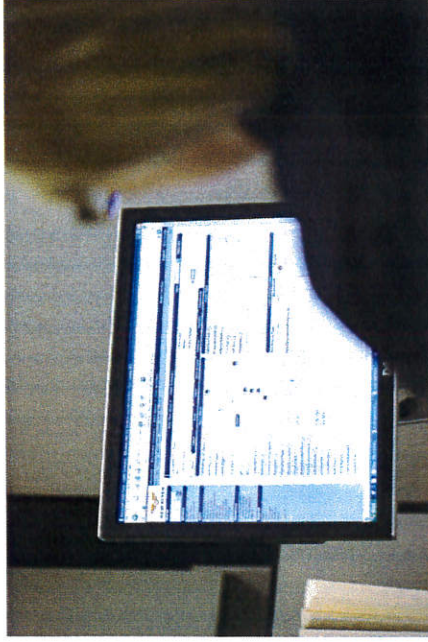


- **Ensures** Regulatory Compliance & Timely Reporting
  - FMVSS, NHTSA, Transport Canada, ADA
- **Manages** Product Recalls
- **Analyzes** Root Causes of Incidents
- **Participates** in Development of Industry Standards:
  - FTA and APTA Working Groups



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# Comprehensive Warranty Coverage



## New Flyer Warranty Team

Team of 9 warranty professionals who:

- **Expedite** coach down requests and ensure replacement parts are shipped out for next day delivery whenever possible.
- **Validate** and **Respond** to warranty claims.
- **Coordinate** with component and system suppliers, and New Flyer Parts to ensure that your warranty coverage is executed seamlessly.

### **iWarranty:**

*Accurate. Secure. Efficient. Transparent*

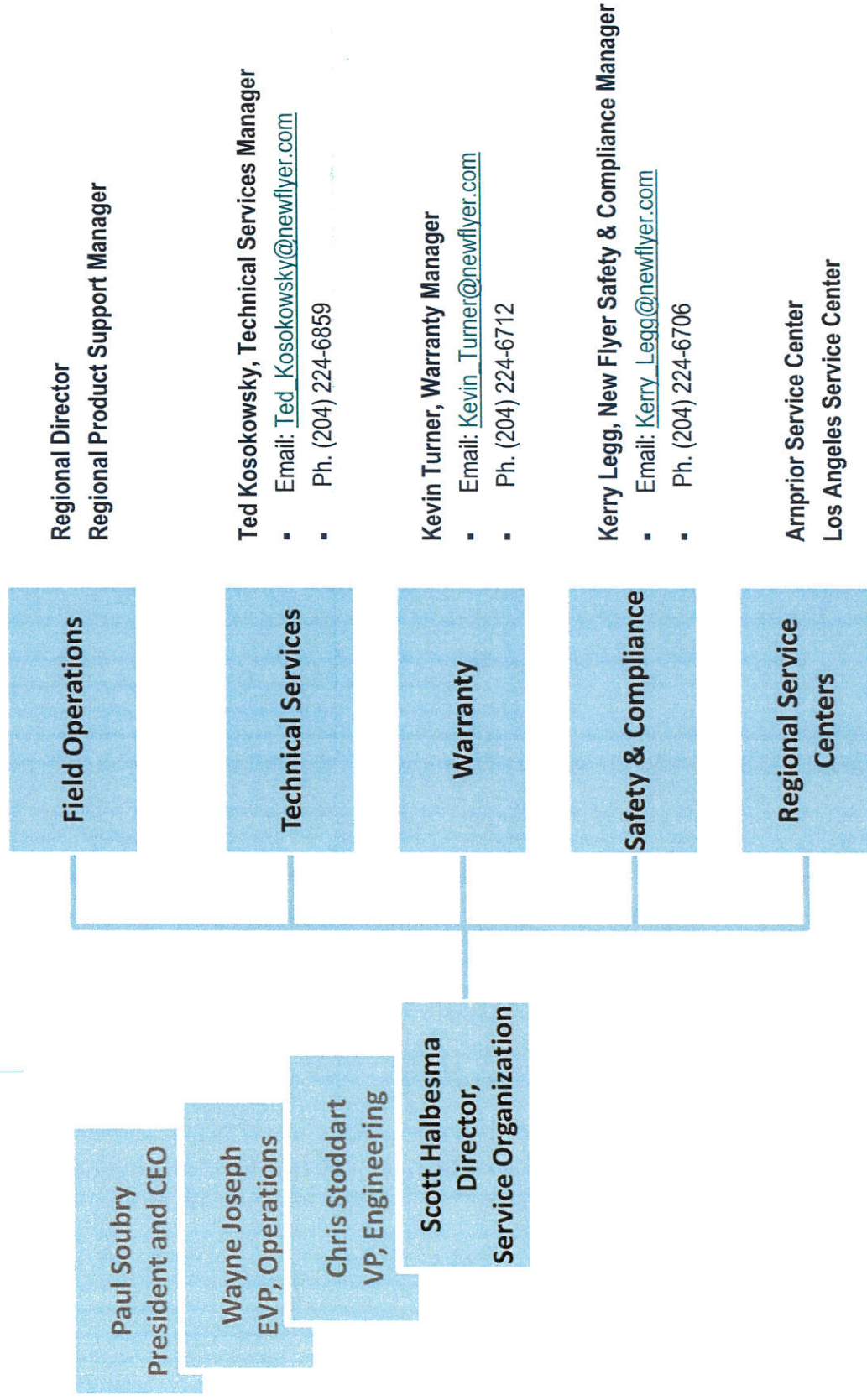
- 24/7 Internet-based warranty claims management system
- Self Service reporting capability
- Tracking of warranty claims on a bus-by bus basis.
- Visibility into the date your claims were paid, along with the check number





**NEW FLYER**

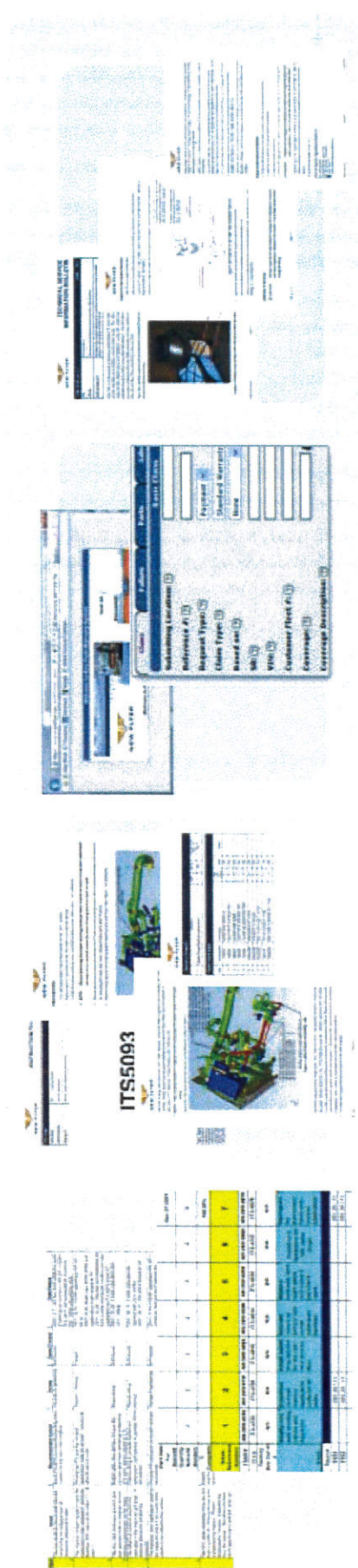
# Dedicated Team of Service Professionals







# Control Systems & Documents



## Retrofit Order & Issues Log

The master document between the RPSM and Customer. Tracks open issues and completion dates of fleet issues by VIN.

## Instruction to Service

Specific work instruction created for individual fleet campaigns for technicians. Created by Tech Services team. Detailed step by step instructions (such as torque values, steps, etc.).

## iWarranty

Customers have their own personal login to be able to enter and track claims 24/7 via NF's internet based warranty claims system. The RPSM and the entire warranty group are always a phone call away.

## Technical Services Information Bulletin

Quick notification to all customers for recommended maintenance, diagnosis or repair. All TSIBs are created by Tech Services and are available on NF's website.





## Best Bus Value and Support for Life

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Anytime you need help, always feel free to ask your RPSM, call our Service Team or any other New Flyer employee.

We are more than happy to assist.



**NEW FLYER**







Service

# Organizational Chart

