

New Flyer Warranty - Response to Central Oregon

Section	Dev. Title	Reference	Dev. Description
WR 2.1	Repair Performance	<p>The Contractor is responsible for all warranty-covered repair Work. To the extent practicable, COIC will allow the Contractor or its designated representative to perform such Work. At its discretion, COIC may perform such Work if it determines it needs to do so based on transit service or other requirements. Such Work shall be reimbursed by the Contractor.</p>	<p>MCI will work with the Procuring Agency on warranty covered repairs, but the majority of the warranty repairs should be performed by the Procuring Agency's trained personnel with reimbursement by MCI.</p> <p>In saying this, please be advised that the following major component equipment suppliers (engine, transmission, HVAC and destination sign suppliers) mandate that all warranty repairs be performed by an authorized dealer of their components. If The Procuring Agency elects to perform these repairs, without the written permission of the original equipment manufacturer, the remaining warranty coverage may be voided.</p> <p>Please note that MCI will be available to work with the Procuring Agency on major equipment repairs to ensure service quality expectations are met and work is conducted in an acceptable timeframe.</p>
WR 2.4.1	Warranty Processing Procedures	<p>The following list represents requirements by the Contractor to COIC for processing warranty claims. One failure per coach per claim is allowed.</p> <p>all costs associated with each failure/repair (invoices may be required for third-party costs):</p> <ul style="list-style-type: none"> • road calls • troubleshooting time 	<p>Due to the unpredictable nature of Road Calls and Troubleshooting Times and difficulty in predicting the cost impact during the bid stage, MCI requests your approval to follow the industry-standard and to not provide reimbursement for Roadcalls and Troubleshooting items.</p>

Customer Response

Please provide CET closest MCI rep to Bend OR for reference

MCI Response - This information will be provided on CER 4. Contractor Service Data with the proposal.

CET: Accepted but not equal

Can you explain what industry standard is with regards to this topic?

MCI Response - It is MCI's standard that we do not cover Road call and Troubleshooting time. It is difficult to determine the cost impact of road calls and troubleshooting time and predicting the cost impact. However, MCI will reimburse COIC for reasonable labor time to remove and replace the warrantable component, part costing, + handling as well as towing (for the 1 year base bus) for a warrantable failure. In situations, where the labor hours for a particular repair take longer than anticipated, the labor hours will be negotiated with the Technical Service Manager (TSM).

CET: Accepted but not equal