



Reliability Driven™

January 24, 2014

Dear MCI New Coach Customer:

Important changes to warranty reimbursement policy

In order to continue moving forward with our Reliability Driven™ commitment and effectively improve our return rates of failed parts under warranty, MCI is updating its warranty reimbursement policy for MCI coaches.

Effective January 26, 2014, warranty reimbursements will no longer be processed automatically via replacement part. Customers requiring replacement parts for a coach covered under warranty can order through MCI Parts Customer Service. The warranty claim can be filed using the same procedure as it is today. Claim processing remains the same and any resulting credit will be issued to the customer account upon return and evaluation of the failed part. Details regarding the warranty claims process can be found in the warranty manual.

This new policy, shared by many in the automotive and trucking industries, will allow MCI to better analyze failed components, ultimately helping us to produce reliable coaches while controlling OEM costs.

If you would like further clarification regarding this new warranty protocol, please speak to your MCI Technical Solutions Manager or Parts Solutions Manager.

We appreciate your business and are dedicated to providing you with the highest quality of coaches.