



1 Graphics



2 Set-Up Shop



3 Parts Department



4 VCI Berlin Corporate Campus



5 VCI Holbrook, NY



6 South Plainfield, NJ



Service Information

- Graphics
- Body and Frame Repair
- Painting
- Preventative Maintenance
- Vehicle Repairs
- Road Service
- Conversions
- Refurbishments
- Remounts
- New Emergency Vehicle Setup
- Insurance Claims
- Pre-Owned Vehicle Sales
- Parts Only Sales

43 Jefferson Avenue, Berlin NJ 08009

Website: www.vciambulances.com

Date Rev. 01/2013

Address:

43 Jefferson Avenue
Berlin, NJ 08009



Hours of Operation:

Monday – Friday: (7:00am – 4:30pm)
Saturday & Sunday: (Closed)

VCI Service Information and Procedures:

Thank you for purchasing a new or pre-owned emergency vehicle from VCI. We value your business and want to insure that warranties remain intact and the vehicle is well maintained and performs to your satisfaction for years to come.

If you are in need of service, please telephone 1-800-394-2162 and ask to be connected to the Service Department. If the call is after hours, you will be able to leave a voicemail. If it is an emergency, please dial one of the telephone numbers given on the voicemail message:

Gary Behnke: (609) 502-4669

Bob Bohny: (856) 419-7633

To schedule service via internet, please follow the link below:

[HTTP://WWW.VCIAMBULANCES.COM/SERVICES/SCHEDULESERVICE.ASPX](http://www.vciambulances.com/services/scheduleService.aspx)

If you are Involved in a Collision:

We want to insure that our customers are aware of their rights when they contact their respective insurance companies and/or agents.

Please contact VCI first and consult with our Service Director, Gary Behnke, before you contact your insurance company. Most times, Gary can have the vehicle towed or driven to VCI for a proper estimate and will work with the insurance adjuster directly. He has done this for years and accordingly, knows many of the adjusters personally.



7 Service Department Berlin Campus

It is in Your Best Interest to Maintain the Integrity of Your Vehicles' Warranties:

Your insurance company cannot require you to have the vehicle repaired at a specific repair shop. You may have the vehicle repaired at the shop of your choosing; however, the insurance company is only obligated to pay for repairs based on the lowest estimate that provides for the satisfactory repair of your vehicle. As an ambulance and collision repair center, this is where VCI excels!

If you have **any** questions, please consult with your sales representative.

Customer:

Truck:

Production#:

Sales Representative:

Phone: