

PREVOST PARTS  
AND SERVICE

**PREVOST**  
THE ULTIMATE EXPERIENCE

**THE ULTIMATE  
PEACE OF MIND**

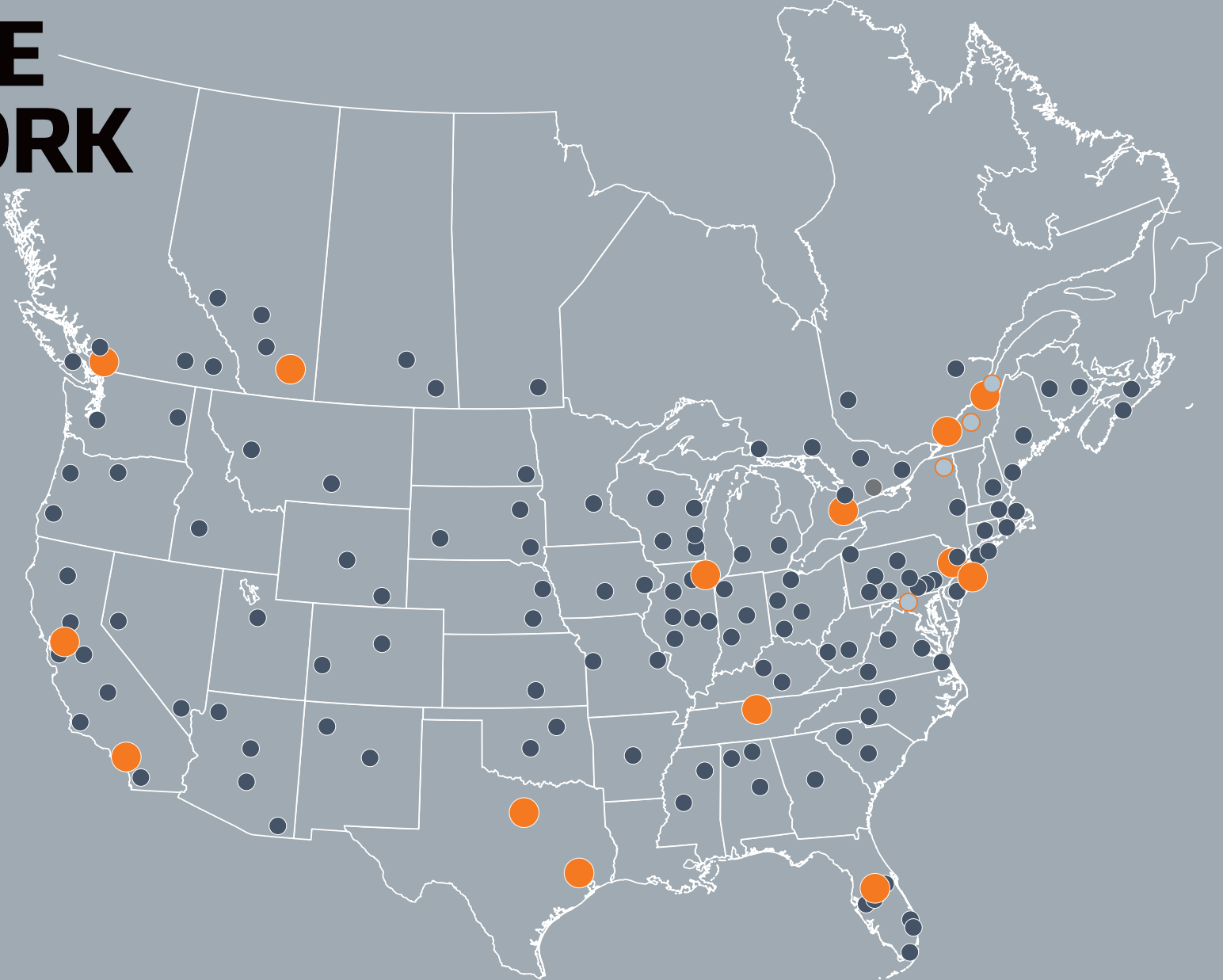


PREVOST

# KEEPING YOU ON THE ROAD IS OUR #1 PRIORITY

Prevost Red Carpet treatment means everyone receives the same outstanding service. We care for your vehicle as if it were our own and we take just as much pride in caring for you as well. You will see it in the details. From our “home away from home” customer lounges to our highly qualified team of professionals, our dedication to quality service gets you back on the road without delay.

# THE ULTIMATE SERVICE NETWORK





#### MOBILE SERVICE VANS

Unwavering in our commitment to deliver the ultimate aftermarket experience to coach operators across the US and Canada, PrevoSt has built the largest service network in the coach industry.

Our network includes PrevoSt Parts & Service Centers strategically located throughout the U.S. and Canada as well as more than 190 certified service providers in Volvo Trucks' North American network.

A fleet of more than 55 mobile service vans provide emergency roadside service as well as scheduled maintenance and warranty work at customer locations.

Based out of PrevoSt Parts & Service Centers, each vehicle is a fully-fitted mobile repair unit equipped with an assortment of commonly needed parts, necessary tools and equipment and is staffed by highly skilled, factory-trained PrevoSt service technicians.



#### CUSTOMER SUPPORT TEAM

Our dedicated field service team is available to all PrevoSt owners regardless of fleet size or age. Customer Support Managers assist with a breakdown or technical support problem; work with customers on warranty claims and recalls; and even assist with the installation of special options on customer coaches. Combined, team members represent more than 450 years of experience in the motorcoach industry.



# WE TRAIN YOUR TECHNICIANS TO BE AS EFFICIENT AS YOUR COACHES

## Prevost Technical Institute

Prevost Technical Institute (PTI) offers an extensive training program that can be customized to meet the individual needs of any customer. A three-pronged approach of Prevost-hosted events, instruction at customer locations, and online learning ensures the availability of Prevost expertise to all.

Each year, as many as 650 technicians complete one of the hands-on training sessions held at Prevost facilities throughout North America. These sessions, conducted by our factory-trained experts, range from high-level overviews to in-depth system teardown and component replacement. Customized sessions held at customer sites, taught by the same professional trainers, are also available.

For those unable to attend an in-person session, or who are interested in more specialized topics, a substantial library of Webinars is available. These online sessions provide up-to-date information on vehicle technology and cover a wide range of topics. Prevost webinars are offered free of charge and can be viewed any time, day or night. Our vast team of experts brings decades of motorcoach service experience to each facet of Prevost Technical Institute training.



**QUICK AND  
RELIABLE**







## Prevost Parts®

You can trust Prevost's experienced team for technical support and fast, reliable delivery of quality parts, components, and specialized tooling. Prevost Parts is the official distributor of all Prevost, Volvo 9700 and Volvo powertrain components and also supplies parts for most motorcoach and transit bus makes and models. Prevost Service is the only integrated motorcoach parts supplier with true bumper-to-bumper bus support (including engine).

- 24/7 emergency parts ordering and shipping
- 24/7 online parts ordering with a special discount
- Online parts catalog
- Coast-to-coast parts coverage leveraging our extensive service and parts network
- RF barcode technology for quick shipment of parts
- Same-day shipping of stock parts anywhere in the U.S. and Canada for orders received before 2 p.m. (*service center local time*)

## Prevost UPTIME®

Maintenance Service Agreements cover necessary preventive maintenance required to keep your vehicle in peak condition. Through planned inspections and regular maintenance conducted by trained, certified Prevost technicians, we help minimize the risk of your coaches coming to an unexpected standstill.

**NO MATTER  
WHERE  
YOU ARE**



## PASS

The Prevest Action Service System® (PASS) is a 24/7/365 resource designed to assist coach operators in managing their fleets more efficiently and conveniently.

### PASS BENEFITS INCLUDE –

- Toll-free assistance from qualified and trained representatives
- 24/7 technical advice
- Help finding the nearest qualified road service
- Emergency maintenance assistance and towing
- Scheduling for emergency service appointments
- Expedited delivery of parts from a Prevest Parts distribution facility
- Help with related financial matters and warranty claims paperwork

PASS Emergency Response comes to the aid of customers anywhere in the United States and Canada, helping to get their coaches back on the road fast! **PASS offers 24/7 availability 365 days a year—just call 1-800-463-7738.**

## APPS

Prevest offers mobile apps to help you in your day-to-day operations. Available in IOS and Apple versions. Go to your app store, search and download:



Prevest Service  
Locator



Prevest Delivery  
Track



Prevest Tools



Prevest OBD  
Code Converter



## The Prevost Ultimate Service Network

### USA

#### CALIFORNIA – BAY AREA

28702 Hall Rd  
Hayward, CA 94545  
Tel: 1-510-745-7515

#### CALIFORNIA – SOUTHERN

3384 De Forest Circle  
Mira Loma, CA 91752  
Tel: 1-800-421-9958  
Fax: 1-951-360-2560

#### FLORIDA – ORLANDO

1300 Green Forest Court  
Winter Garden, FL 34787  
Tel: 1-407-554-0196

#### ILLINOIS

3715 N. Carnation St.  
Franklin Park, IL 60131  
Tel: 1-847-778-7475

#### NEW JERSEY – SOUTH PLAINFIELD

201 South Avenue  
South Plainfield, NJ 07080  
Tel: 1-908-222-7211  
Fax: 1-908-222-7304

#### NEW JERSEY – SECAUCUS

57 County Avenue  
Secaucus, NJ 07094  
Tel: 1-201-867-2175  
Fax: 1-201-974-9367

#### TENNESSEE

800 South Cartwright St  
Goodlettsville, TN 37072  
Tel: 1-877-299-8881  
Fax: 1-615-299-8816

#### TEXAS – FORT WORTH

15200 Frye Road  
Fort Worth, TX 76155  
Tel: 1-866-773-8678  
Fax: 1-817-685-0460

#### TEXAS – HOUSTON

11851 Cutten Road  
Houston, TX 77066  
Tel: 1-877-602-0273  
Fax: 1-281-315-1571

#### WASHINGTON, D.C.

1700 Rochell Ave.  
Capitol Heights, MD 20743

### CANADA

#### ALBERTA – CALGARY

160-10 Stonehill Place NE  
Calgary, Alberta T3N 1T7  
Tel: 1-587-449-0200

#### BRITISH COLUMBIA

11911 No. 5 Road  
Richmond, British Columbia V7A 4E9  
Tel: 1-604-940-3306  
Fax: 1-604-940-3384

#### ONTARIO – MISSISSAUGA

7655 Tranmere Drive  
Mississauga, Ontario L5S 1L4  
Tel: 1-905-738-0881  
Fax: 1-905-738-0891

#### ONTARIO – SCARBOROUGH

25 Grand Marshall Dr  
Scarborough, Ontario M1B 5N6

#### QUEBEC – LÉVIS

850, Chemin Olivier  
Lévis, Quebec G7A 2N1  
Tel: 1-866-870-2046  
Fax: 1-418-831-7432

#### QUEBEC – MONTREAL

1275, Boulevard Hymus  
Dorval, Quebec H9P 1J5  
Tel: 1-514-687-6741



# PREVOST

THE ULTIMATE EXPERIENCE

[prevostcar.com](http://prevostcar.com)

## To order parts

### PREVOST US PARTS CUSTOMER SERVICE

201 South Avenue  
South Plainfield, New Jersey 07080  
Tel Eastern Region: 1-877-279-1224  
Tel Central Region: 1-877-279-1245  
Tel Western Region: 1-877-279-1219

### PREVOST CANADA PARTS CUSTOMER SERVICE

2955-A Avenue Watt  
Quebec City, Quebec G1X 3W1  
Tel: 1-800-463-8876