



PREVOST
THE ULTIMATE EXPERIENCE

Service & Support

Prevost Stuff

West Palm Beach
02/11/2020

Prevost Technical Institute™



Take the ultimate Challenge

Agenda



- Prevost Service Support
- The Network
- Who To Call
- Preventive Maintenance
- Service Contracts
- Michelin Support

UNMATCHED SERVICE NETWORK

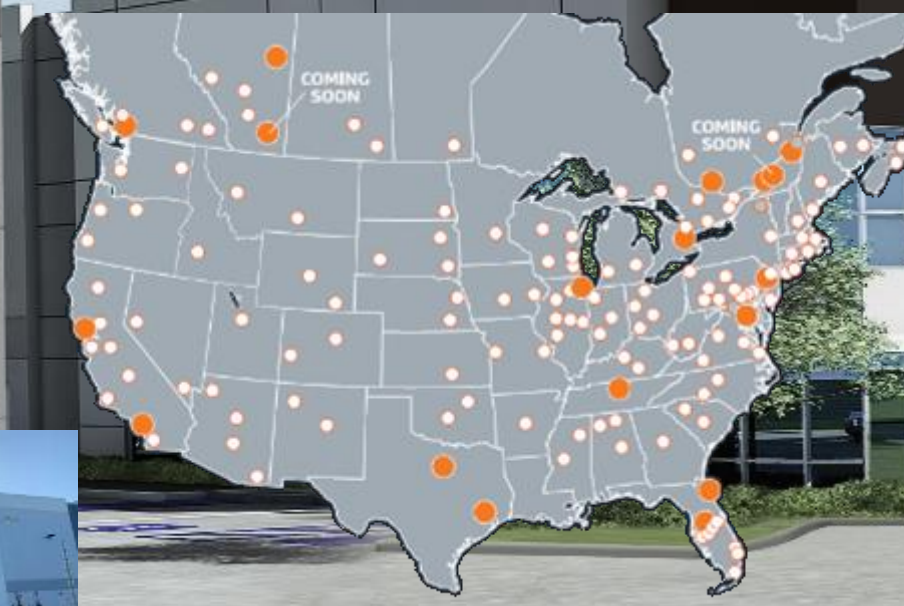
At Prevest, we share your passion for excellence. Our relentless pursuit of perfection continues long after a new coach heads off for a lifetime of service.

- ❑ 17 Prevest Service Centers + Growing
- ❑ More than 175 Prevest-trained and certified service providers
- ❑ Team of regional Customer Support Managers for urgent response
- ❑ The largest service network of any manufacturer in the industry
- ❑ Team of technical trainers to help keep your staff up to date



LARGEST SERVICE NETWORK IN THE INDUSTRY

- **20** service centers by 2020
- **68** Service Trucks
- **One Stop Shop**



Canada

- Alberta - Calgary
- Alberta - Ft McMurray
- Richmond - B.C.
- Ontario - Mississauga
- Quebec - St Nicolas
- Quebec - Montreal

Future sites:

- Ontario - Ottawa
- Ontario - Toronto
- Washington - Seattle
- DC - Washington

USA

- | | |
|-------------------------------|------------------------|
| California - Bay Area | Nashville - Tennessee |
| California - Mira Loma | Florida - Jacksonville |
| Illinois - Chicago | Florida - Orlando |
| New Jersey - South Plainfield | Texas - Fort Worth |
| New Jersey - Secaucus | Texas - Houston |





Grand Opening of Hayward CA Service center Nov 2019 !

- 67,000 square feet
- Our Largest Service Center
- Next Up new locations:
 - ✓ Washington D
 - ✓ Seattle, WA





PREVOST

The National
Aftermarket Network

SERVICE
1-800-463-7738

SERVICE

NOVABUS

VOLVO
After Sales

PASS
1-800-463-7738
PREVOST ON-SITE SERVICE

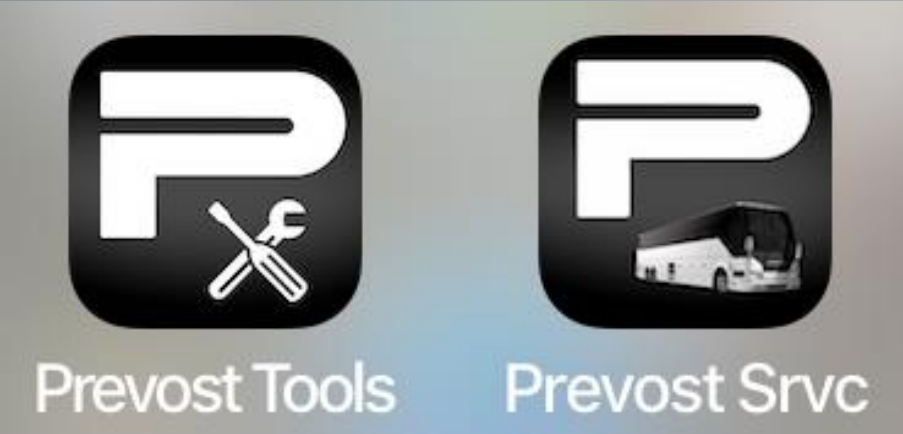
PREVOST



Customer Support Team



Prevost APPS



Prevost Technical institute

- PTI Online
- Knowledge Assessments & Tracking
- Webinars
- Class trainings registration

The screenshot displays a web browser window with the following elements:

- Browser Tabs:** "Violin" and "Welcome - Realize Your Potential".
- Address Bar:** `volvogroup.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67&tab_id=-1`
- Navigation Bar:** Home icon, search icon, shopping cart icon (with 1 item), settings gear, and a hamburger menu icon.
- Main Content Area:**
 - Greeting:** "Hello Marco" in large white text.
 - Sub-greeting:** "Welcome to Volvo Group Navigator" in smaller white text.
 - Navigation Buttons:** "My Page" (with a document icon) and "Learn" (with a lightbulb icon).
 - Image:** A detailed close-up of a mechanical component, likely a wheel hub or axle assembly.
 - Logo:** The "PREVOST" logo with the tagline "THE ULTIMATE EXPERIENCE" in the bottom right corner.
- Footer:** "Prevost Technical Institute™" centered at the bottom.

SERVICES TRAINING TEAM

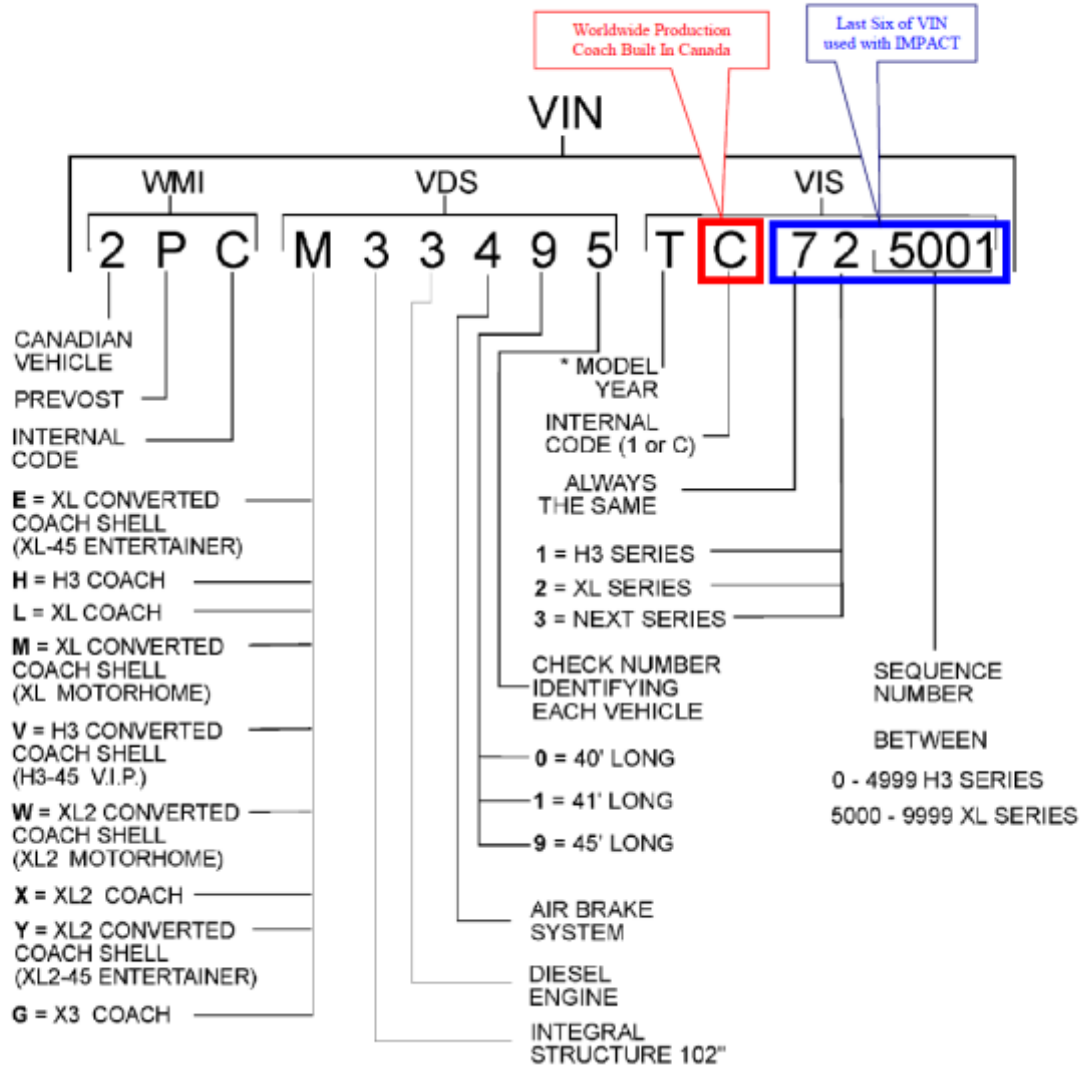


Service Recommendations



HOW TO READ A PREVOST VIN NUMBER

VIN Changes with Introduction of Volvo Engine



HOW TO READ A PREVOST VIN NUMBER

TABLE 1: CHARACTER IDENTIFYING THE VEHICLE MODEL TYPE (4th POSITION IN THE VIN)

Series	Bus shell (Motorhome)	Bus shell (Entertainer)	Passenger coach
Le Mirage XL	M	E	L
Le Mirage XLII	W	Y	X
H3	V	---	H

TABLE 2: CHARACTER IDENTIFYING THE VEHICLE MODEL YEAR (10th POSITION IN THE VIN)

Year	Code	Year	Code	Year	Code	Year	Code
1980	A	1990	L	2000	Y	2010	A
1981	B	1991	M	2001	1	2011	B
1982	C	1992	N	2002	2	2012	C
1983	D	1993	P	2003	3	2013	D
1984	E	1994	R	2004	4	2014	E
1985	F	1995	S	2005	5	2015	F
1986	G	1996	T	2006	6	2016	G
1987	H	1997	V	2007	7	2017	H
1988	J	1998	W	2008	8	2018	J
1989	K	1999	X	2009	9	2019	K

Volvo Engine

OPERATING CONDITION

Use the information that follows to determine the operating condition and usage applicable to your vehicle

Heavy

Between 5 mpg and 6 mpg
Between 39 L/100 km and 50 L/100 km

Normal

Greater than 6 mpg
Less than 39 L/100 km

LUBRICATION AND SERVICING SCHEDULE

H3 Series coaches

X3 Series coaches

H3 VIP commercial use

X3 VIP commercial use

The maintenance procedures are found in their respective section of the maintenance manual

A red stripe in the left margin of the schedule highlights the latest changes

PROCEED TO MAINTENANCE OPERATION EVERY

Proceed to maintenance operation at miles, km, months or hours whichever comes first

Item	Month	6 250 mi / 10 000 km	12 500 mi / 20 000 km	31 250 mi / 50 000 km	50 000 mi / 80 000 km	100 000 mi / 160 000 km	106 000 mi / 170 000 km	125 000 mi / 200 000 km	150 000 mi / 240 000 km	185 000 mi / 300 000 km	250 000 mi / 400 000 km	300 000 mi / 500 000 km	500 000 mi / 800 000 km	600 000 mi / 960 000 km	Lubricant / Fluid ¹

Engine oil service interval by emissions level

2000 – 2006 -- 12,500 DDC

2007– 2010 – 30,000 DDC

2010 – 2016 -- 35,000 Volvo

2017 – 2019 -- 35,000 to 45,000 Volvo VDS 4.5

2020 – Volvo VDS 5 5W-30



12 Month Service + 6 month Pit Stop
24 Month Service + 6 month Pit Stop
36 Month Service + 6 month Pit Stop
48 Month Service + 6 month Pit Stop
60 Month Service + 6 month Pit Stop

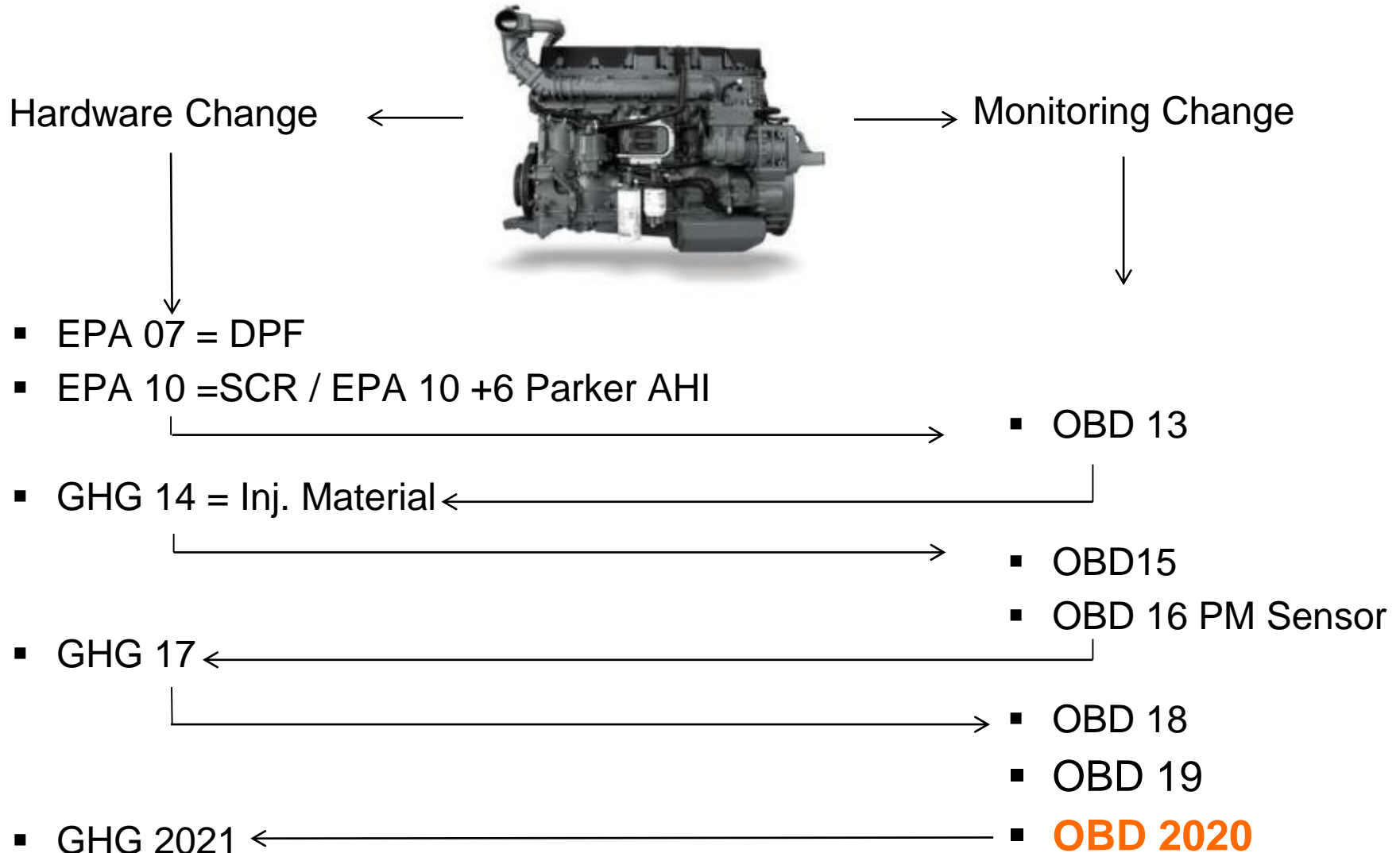


	LEVEL I	LEVEL II
Change Engine Oil	•	•
Change Engine Oil Filter(s)	•	•
Replace Fuel Filters	•	•
Inspect Engine Air Filter	•	•
Inspect Main Engine Coolant Levels	•	•
Check Coolant PH Level & Freeze Point	•	•
Inspect Wheel Seals (All Axles)	•	•
Grease Drive Line U-Joints	•	•
Grease Front Axle King Pins	•	•
Grease ISS A-Arm Ball Joints		•
Grease Steering Linkage		•
Grease Brake Components as Required		•
Grease Tag Axle Lifting Rod		•
Grease Tie Rods Ends		•
Inspect Shocks for Leaks		•
Check Differential Fluid Level		•
Change Coolant Filter		•

SERVICE MENU

SM01.0 D-V-G	LEVEL ONE ENGINE LUBE SERVICE Change engine oil filters and oil. Change fuel filters. Check Engine Coolant Level, PH Level and freeze point. Inspect Engine air filter. Inspect all belts. Grease drive line U-joints. Grease Kingpins. Grease Tie rod ends. Note: Detroit engine with generic filters -\$55.00
SM01.1 D-V-G	LEVEL TWO ENGINE LUBE SERVICE Includes Level One Service items plus: Check Differential Fluid Level. Change Coolant Filter. Check Power Steering Fluid Level. Check Fan Gear Box Fluid Level. Grease ISS A-Arm Ball Joints. Grease Steering Linkage. Grease Brake Components As Required. Grease Tag Axle Lifting Rod. Inspect Wheel Seals Inspect Shocks For Leaks. Note: Detroit engine with generic filters -\$55.00
SM12.3	AIR SERVICE Empty moisture from wet, park, and service air tanks, empty moisture from acc and kneeling tanks, replace air dryer cartridge, check for air leaks, check service brakes system, check park brake system, check air compressor discharge line for chaffing or rubbing, check air compressor governor, check kneeling system, check hi-lo buoy operation, check brake application, check tag axle lift operation, check all brake hoses, check PRIME system, reset dryer service
SM05.0	COOLANT FLUSH Drain coolant and dispose accordingly, use cleaning solvent, flush out coolant system, replace coolant filter, refill with fresh coolant, burp system.
SM06.0	CHARGING SYSTEM INSPECTION/SERVICE Check and clean all battery cable connections and battery terminals. Check and clean all starter cables and connections. Check all cable routing to prevent chaffing and rubbing. Check all connection at voltage regulator if applicable. Check all connection at voltage regulator if applicable. Check Bosch alternator brushes. Check Wire connections at all main breakers.
SM16.0	SUSPENSION INSPECTION Check Radius Rod Bushings. Check for front, drive, and tag shock absorber. Check ISS A-Arm bushing. Check Tie Rod ends. Check for abnormal tire wear if alignment is required.
SM01.01	TENSIONER AND PULLEY INSPECTION (remove belts to inspect) Remove and replace worn or torn wiper blades for maximum visibility and safety. Inspect operation of windshield washer unit and top off fluid as needed
SM14.06	POWER STEERING SERVICE Drain, flush and replace power steering fluid. Remove and replace power steering reservoir filter. Check power steering hoses for leaks and chaffing.
SM07.1	ALLISON TRANS SERVICE Check Transmission for Glycol Contamination. Remove and replace transmission fluid and filters. Check transmission to oil cooler hoses. Check Sensor harness connections. Check transmission output shaft for seal leakage. Note: Price includes Transynd transmission fluid.
SM12.4	BRAKE INSPECTION (tires removed all axle) Remove all tires and perform brake system inspection and record readings for brakes, and rotors. Check brake chambers, brake hoses, and calipers. Check for wheel seal leaks. Inspect all tires and check tire pressures on all three axles. Check and/or torque wheel nuts on all axles. Inspect all wheel rims for cracks or defects. Inspect all tires for damages on the walls and premature tire wear.
SM01.3	VALVE ADJUSTMENT – VOLVO ENGINE Valve adjustment is required on Volvo engines after the first 150,000 miles/12 months and then every 300,000 miles/24 months thereafter. Note: Shims needed for proper valve adjustment additional charge.
SM18.6 SM18.6V	WINDSHIELD INSTALLATION Prices for H3 and XL models. Prices for 9700 model. Remove wiper arms of the affected windshield, remove rubber locks as needed. Replace necessary windshield. Test wipers and washer fluid.
SM04.0	DPF SERVICE Note: Please call your local branch for pricing.
SM11.0	DIFFERENTIAL SERVICE Check and/or replace diff fluid, diff shaft seal, banjo gasket
SM23.0	GENERATOR SERVICE Change engine oil, oil filter, primary fuel filter, secondary fuel filter, and air filter. Inspect all belts and check coolant level.
SM18.0	LUBRICATION SERVICE (CHASIS) Check and Lube front axle kingpins, ISS A-Arm, steering linkage, entrance door lower and upper hinge, front bumper mechanism, steering wheel column, driving shaft u-joints at both ends, tag axle lifting mechanism, and cooling fan idler arm. Check hub caps oil level, repair as needed.

DESIGNATORS FOR THE CHANGES D13 F, H, J, & M



Service Agreements

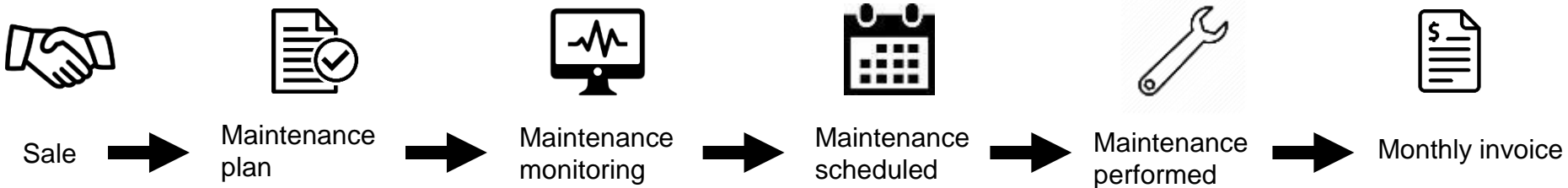


Prevast Uptime | Preventive Service Agreement



**KEEP YOUR VEHICLE
ON THE ROAD**

Seamless process



Service Contracts

- **Prevost UPTIME Maintenance Service Agreements are designed to help you:**
 - Maximize UPTIME, and reduce unplanned stops
 - Lower total cost of ownership
 - Improve cost control – lower risks
 - Ease budgeting by fixed costs
 - Reduce administration
 - Higher vehicle residual value
 - Focus on enjoying your lifestyle



PrevoSt Uptime® - Service Contracts (English)





MICHELIN



<https://www.michelinrvtires.com/>



MICHELIN NORTH AMERICA RV TIRES

TIRES REFERENCE MATERIALS DEALER & SERVICE LOCATOR

CONTACT US

SIGN IN



LANG: ENUS

Home

Reference Materials

Videos

RV Tire Videos, RV Tire Training Videos and More

Watch helpful tips and demos, and learn about motorhomes, campers and RV tires from the Michelin experts



RV: The Critical Factor

Learn the key techniques for maintaining the control of your RV when you suffer a blowout on the road



What Every RV Owner Should Know





**THE ULTIMATE
EXPERIENCE**

PREVOST