



PREVOST.
THE ULTIMATE EXPERIENCE

PrevoSt Motorhome Expo

West Palm

Agenda

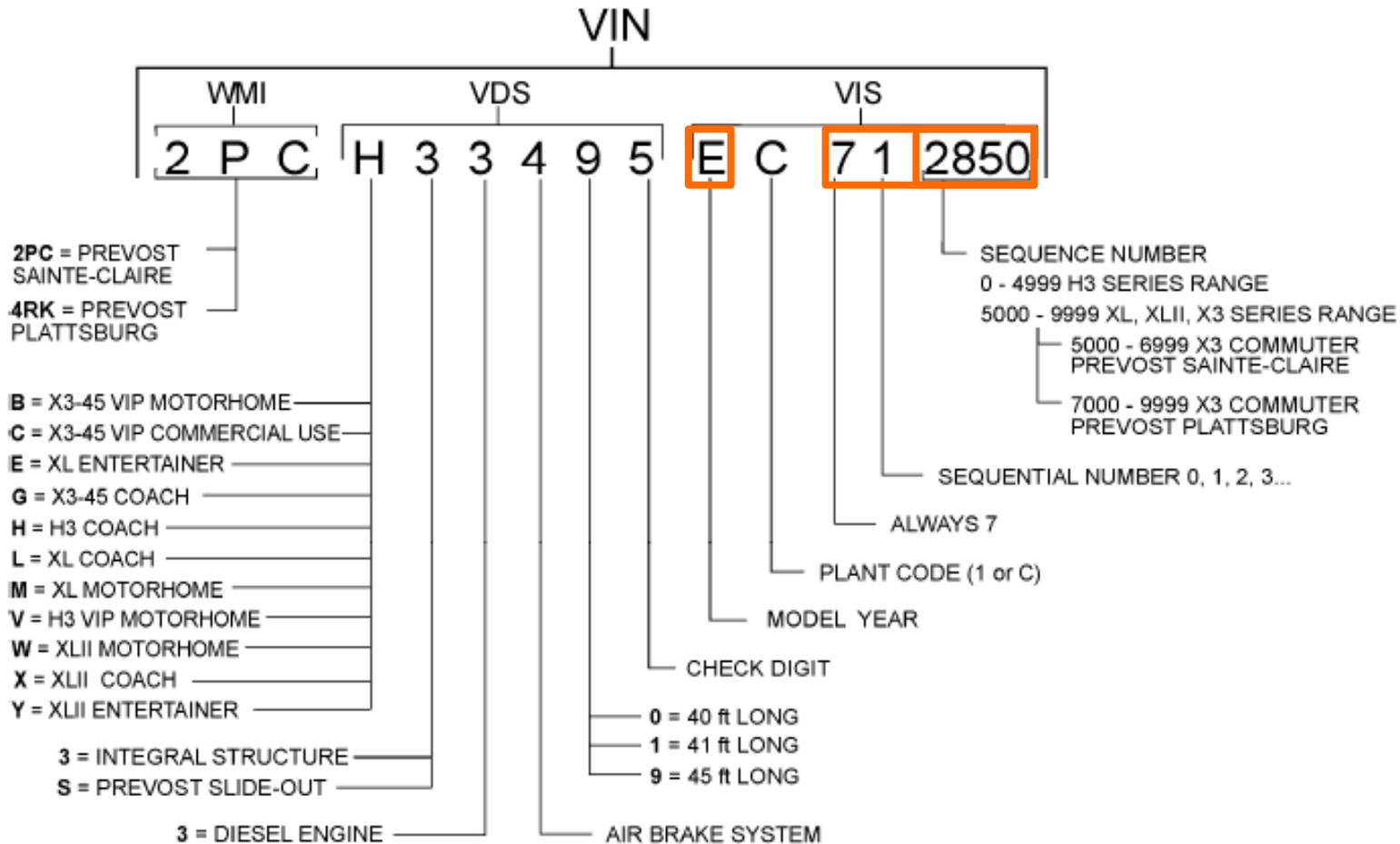


- Get to know your VIN
 - Scheduled maintenance
 - PrevoSt Service Network
 - Customer Support
 - PrevoSt APPS
 - PrevoSt Uptime

Service Maintenance Resources



VEHICLE IDENTIFICATION NUMBER (VIN)

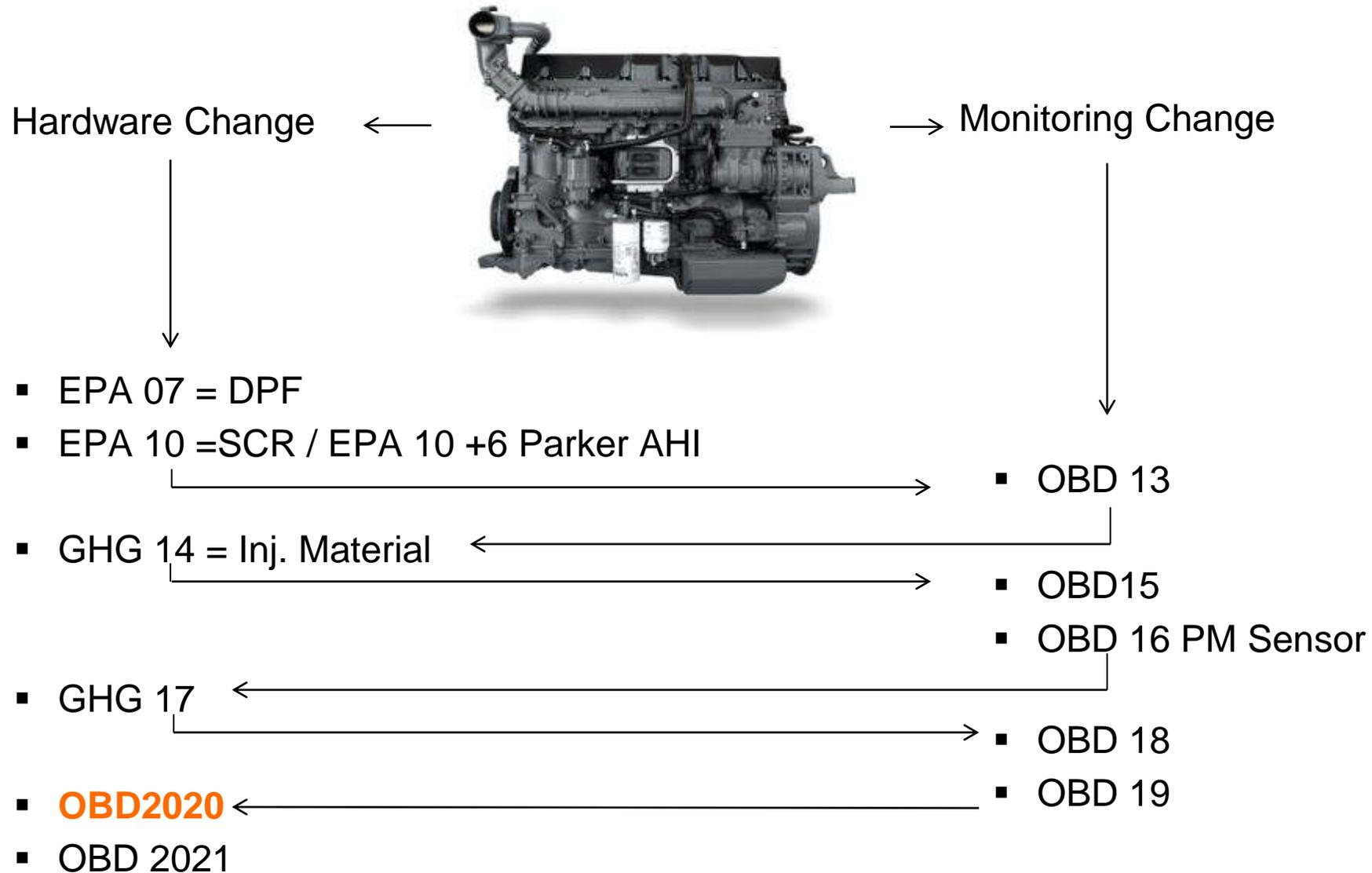


- **Prevost**
- Use for Tech Pubs & CatBase
- E-2850

- **Volvo**
- Use for IMPACT
- Chassis Series: PREVH
- Chassis ID: 712850

- **Chassis Series**
- PREVH – H3 Coaches
- PREVX – X3 Coaches
- B13R – Volvo 9700

DESIGNATORS D13: F, H, J, M, & N



SERVICE & MAINTENANCE

OPERATING CONDITION		Use the information that follows to determine the operating condition and usage applicable to your vehicle																				
Heavy		Normal																				
Between 5 mpg and 6 mpg		Greater than 6 mpg																				
Between 39 L/100 km and 50 L/100 km		Less than 39 L/100 km																				
LUBRICATION AND SERVICING SCHEDULE		PROCEED TO MAINTENANCE OPERATION EVERY																				
H3 Series coaches		Proceed to maintenance operation at miles, km, months or hours whichever comes first																				
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																						
GENERAL																						
1	Flexible hoses – thoroughly inspect all hoses, tighten the hose clamps to prescribed torque	12																				
01 ENGINE																						
1	Engine oil & filter – heavy operating condition, change every 40 000 mi / 65 000 km	24																				B
2	extended drains B Engine oil & filter – normal operating condition, change every 55 000 mi / 90 000 km	24																				B
3	extended drains A Engine oil & filter – heavy operating condition, change every 45 000 mi / 70 000 km	24																				A
4	(factory filled) Engine oil & filter – normal operating condition, change every 60 000 mi / 95 000 km	24																				A
5	Air cleaner – change filter element when indicated by restriction indicator or after a maximum of 2 years	29 30	24																			
6	Drive belts (all) – check tension, inspect for cracks or frayed material, change belt that display obvious wear or defects	6																				*
7	Valve & injector clearance – initial adjustment (2 500 hrs.)																					*
8	Valve & injector clearance – check & adjust (5 000 hrs.)																					*
9	Drive belt tensioners & idlers (water pump, fan, alternators) – remove belts, check for noisy bearings, play, bushing play	3																				*
10	Drive belt tensioners & idlers (water pump, fan, alternators) – change proactively																					*
03 FUEL																						
1	Primary & secondary fuel filters – change at every engine oil change	21 22																				
2	Preheater fuel filter – change	50	12																			
04 EXHAUST AND AFTERTREATMENT SYSTEM																						
1	Diffuser assembly, rain cap & drain tube – check proper functioning, clean	34	12																			
2	DEF pump filter – change (4 500 hrs.)	32	36																			
3	DEF tank – drain, clean with water, clean filler neck strainer (4 500 hrs.)	32	12																			
4	Aftertreatment Hydrocarbon Injector (AHI) nozzle – change (4 500 hrs.)																					
5	DPF filter – either clean or change filter cartridge every 400 000 mi /	33																				*

LUBRICATION AND SERVICING SCHEDULE		PROCEED TO MAINTENANCE OPERATION EVERY												
H3 Series coaches		Proceed to maintenance operation at miles, km, months or hours whichever comes first												
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														
650 000 km (10 000 hrs.)														
05 COOLING														
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	160 000 mi / 240 000 km	185 000 mi / 300 000 km	250 000 mi / 400 000 km	300 000 mi / 500 000 km	600 000 mi / 960 000 km	Lubricant / Fluid ¹
1	Coolant filter housing shut-off valve – rotate the handle periodically to keep the spindle rotation smooth	28	6											
2	Coolant surge tank – test coolant solution	27	12											*
3	Radiator – inspect exterior core & clean with low pressure water jet if necessary	40												
4	Coolant filter – change (Long-Life Filter without additives to be used with Extended Life Coolant)	28	12											
5	Coolant filter housing shut-off valve spindle – apply fresh grease	28	12											P
6	Cooling system – drain, flush & refill (Extended Life Coolant) every 750 000 mi / 1 200 000 km	27	96											* I/E

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
- ❑ Technical trainers to help keep your staff up to date



[COACH](#)

[CONVERSION](#)

[MOTORHOME](#)

[PARTS & SERVICE](#)

[PRE-OWNED](#)



Green = normal hours



Yellow = open with amended hours



Red = temporarily closed due to COVID-19



PREVOST SERVICES OFFERED

- Warranty repairs and campaigns execution.
- Routine Maintenance
- Detailed Mechanical Inspections
- **Volvo Engine Diagnostics and Repairs**
- Electronic Diagnostics
- HVAC Maintenance and Repairs
- Collision Repairs
- Retrofits
- Refurbishing Programs
- Fire Restoration and Refinishing
- Mobile Service
- Red Carpet Treatment
- Remanufactured Engines
- EFD retrofit



PREVOST PARTS



Prevost's experienced team provides technical support and fast, reliable delivery of quality parts, components and specialized tooling.

- Parts for all Prevost models and for most other motorcoaches
- 24/7 emergency parts ordering and shipping
- 24/7 online parts ordering with special discounts
- RF barcode technology for quick shipment
- Same day shipping of stock parts anywhere in the U.S. and Canada for orders received before 2 p.m.
- Online parts catalog



PREVOST

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

SERVICE

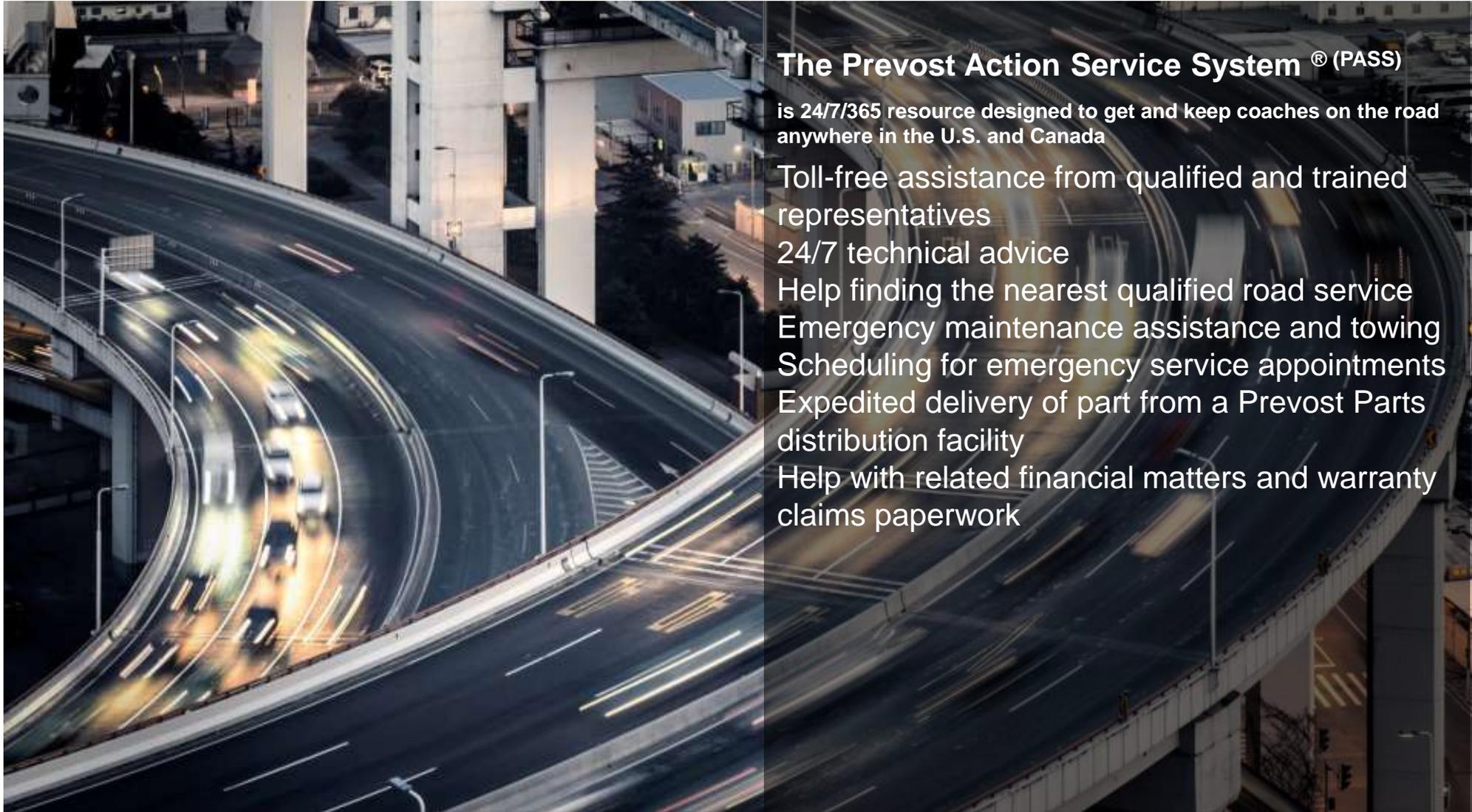
NOVABUS

VOLVO

PREVOST



24/7 ROADSIDE ASSISTANCE



The Prevest Action Service System[®] (PASS)

is 24/7/365 resource designed to get and keep coaches on the road anywhere in the U.S. and Canada

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 part from a Prevest Parts distribution facility

Help with related financial matters and warranty claims paperwork

Prevost Technical Institute™

Prevost Aftermarket Training





PREVOST.

PTI online ready when you are



Hello Robert

Welcome to Volvo Group Navigator



My Page



Learn



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Remember: Information about an individual is subject to privacy restrictions and must be managed accordingly.

Prevost Technical Institute™

Like and follow us!

Prevost @PrevostCoach · Sep 1

Prevost's service network, already the largest in the industry, is growing again with the announcement that its newest service location in Capitol Heights, MD, is now open for business.

prevostcar.com/news-and-media... #prevost #prevostcoach #theultimateexperience



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Prevost 6d · 🌐

"Surpassing 200 House Co-Sponsors for the CERTS Act, is a formidable accomplishment thanks to the grassroots advocacy of our unified motorcoach industry," United Motorcoach Association President & CEO Larry Killingsworth said today. "On behalf of our hardworking industry and its 3,000 mostly family-owned business, I want to convey our sincere gratitude to every Representative who has joined us on this bill that is so essential to our companies' survival."



BUSANDMOTORCOACHNEWS.COM
CERTS Act surpasses 200 House Co-Sponsors, drawing from both sides of the aisle - Bus & Motorcoach News

Prevost September 22 at 12:14 PM · 🌐

Have you registered for this week's Prevost Tip of the Week Webinar yet?

Join us for each Thursday to stay up to date on all things Prevost! This week, the team will continue discussing the ins and outs of the pneumatic system.

Register here: <https://bit.ly/33QYLKF> ... See More



PREVOST

DON'T MISS IT!
TIP OF THE WEEK WEBINARS
Thursdays at 1:00 p.m. EDT



Prevost APPS



Prevost Uptime[®]

Preventive Service Agreement

Uptime Agreements



SERVICE AT A GLANCE

PREVH, PREVX Model Year 2011 and newer (not applicable for Commuter Coaches)

D13 Engine EPA 2010 compliant engines and newer	Heavy 6 mpg or less 39 L / 100km or greater		Normal Greater than 6 mpg Less than 39 L / 100km	
	Engine Oil & Filters, Fuel Filters (Replace) Using Volvo Premium VDS-4.5 Motor Oil <i>If idle time is greater than 30%, use Heavy drain level</i>	Miles	45,000	Miles
	Km	70,000	Km	95,000
	Hours	1,300	Hours	1,700
Using Other Volvo Approved VDS-4.5 Motor oils <i>If idle time is greater than 30%, use Heavy drain level</i>	Miles	40,000	Miles	55,000
	Km	65,000	Km	90,000
	Hours	1,200	Hours	1,600
Using Volvo Premium VDS-4 Motor Oil <i>If idle time is greater than 30%, use Heavy drain level</i>	Miles	35,000	Miles	45,000
	Km	60,000	Km	75,000
	Hours	1,000	Hours	1,300
Air Filter Replace the air filter	Time	When indicated by the air restriction indicator. Maximum 24 months		
Coolant Extended Life Coolant: Can only be topped off with premixed 50/50 Extended Life Coolant when coolant level is low	Miles	750,000		
	Km	1,200,000		
	Time	96 months		
Coolant Filters Long Life Filter without additives to be used with Extended Life Coolant	Miles	150,000		
	Km	240,000		
	Time	12 months		
Valve Adjustment	Miles	150,000 / then every 300,000		
	Km	240,000 / then every 500,000		
	Time	12 months / then every 24 months		
Fan & Accessory Drive Belts Inspect at every preventive maintenance	Miles	31,250		
	Km	50,000		
	Time	12 months		
Radiator Fan Gearbox Check oil level, add if necessary	Miles	12,500		
	Km	20,000		
	Time	6 months		
Change oil and seals	Miles	106,000		
	Km	170,000		
Alternators Check alternator drive belt for wear and proper tension	Miles	31,250		
	Km	50,000		
	Time	3 months		

Exhaust Aftertreatment System		Heavy	Normal
Diesel Particulate Filter (DPF) Either clean the ash from the DPF or replace DPF	Miles	400,000	
	Km	650,000	
	Hours	10,000	
Aftertreatment Hydrocarbon Injector (AHI) MY 2011 to 2012, clean AHI nozzle MY 2012 and newer (Parker AHI) replace AHI nozzle	Miles	150,000	
	Km	240,000	
	Hours	4,500	
DEF, Pump & Tank Filler Neck Filter Drain DEF tank, Replace DEF pump main filter, Clean DEF tank neck filter	Miles	150,000	
	Km	240,000	
	Hours	4,500	

Transmission		Heavy	Normal
I-Shift Transmission	Miles	500 000 (Volvo I-Shift transmission Fluids or other Volvo approved oils)	
	Km	800 000 (Volvo I-Shift transmission Fluids or other Volvo approved oils)	
	Time	60 months (Volvo I-Shift transmission Fluids or other Volvo approved oils)	
Allison Transmission B500, B500R (retarder) With TES389 approved fluid and Prognostics mode disabled - change transmission fluid, Main & Lube filters	Miles	25 000 (12 000 B500R)	
	Km	40 000 (20 000 B500R)	
	Time	12 months (6 months B500R)	
With TranSynd or TES295 synthetic fluid only, no mixture and Prognostics mode disabled - change transmission fluid, Main & Lube filters	Miles	Fluid: 300 000 (150 000 B500R)	Filters: 75 000
	Km	Fluid: 480 000 (240 000 B500R)	Filters: 120 000
	Time	Fluid: 48 months	Filters: 36 months
With TranSynd or TES295 synthetic fluid only, no mixture and Prognostics mode enabled - change fluid & filters	Time	60 months or when indicated by TRANSMISSION SERVICE indicator	
With TES389 approved fluid with Prognostics mode enabled - change fluid & filters	Time	24 months or when indicated by TRANSMISSION SERVICE indicator	

Chassis		Heavy	Normal
Power Steering Check power steering fluid condition through visual inspection	Miles	100,000	
	Km	160,000	
	Time	12 months	
Change power steering fluid filter	Time	12 months	
Differential Check oil level, add if necessary	Miles	25,000	
	Km	40,000	
	Time	6 months	
Change oil and clean the breather, magnetic fill and drain plugs	Miles	100 000 / Synthetic Oil 250 000	
	Km	160 000 / Synthetic Oil 400 000	
	Time	12 months / Synthetic Oil 48 months	

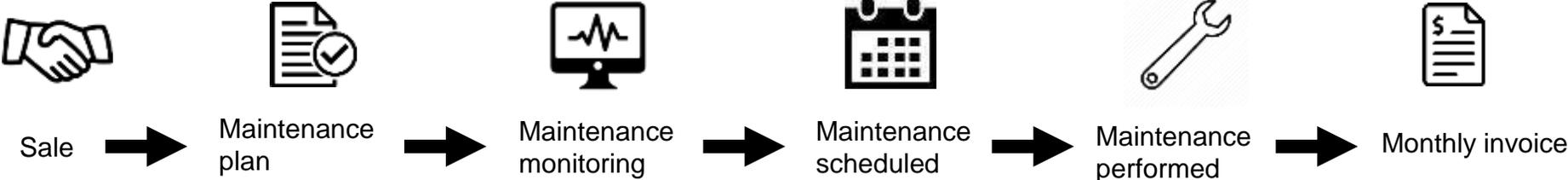
These maintenance intervals are general recommendations. Please refer to the appropriate maintenance and lubrication manual for your specific vehicle as the authoritative source for all details of a proper and complete inspection and maintenance plan for your vehicle.

Prevost Uptime

Preventive Service Agreement



Seamless process



Prevost UPTIME Maintenance Service Agreements are designed to help you

- Maximize UPTIME, and reduce unplanned stops
- Ease budgeting by fixed costs
- Prevost Uptime agreements follow the *Service at a Glance* guide
- Lock in parts and labor rates
- Allow us to remind you of Preventive maintenance services
- Focus on your life style



Prevost Uptime®

Calculator Example

VALID ONLY for 2021		Labor Rate	Oil Change Interval:	Annual Mi	Years:	Contract miles			Months	Units	Monthly Payment per Unit (USD)	Contract Price (USD)		Payment option per visit (4)
Branch														
FL - Orlando			45,000	10,000	2		20,000		24	1	\$280.18	\$6,724.27		\$1,681.07
Operation	Include?	Interval	Max months	Part no	Part quantity	Part price per unit or liter	Hours	# of Services	Average services per year	Labor cost (USD)	Material cost (USD)	Total cost life (USD)	USD/MI	
Preventive Maintenance Item														
Engine oil and Filters (Volvo D13)	Yes		12											
Engine Air Filter Replacement	Yes		24											
Coolant Filter	Yes		12											
Valve Adjustment	Yes		24											
Gear Box oil replacement	Yes		12											
Replace AHI and DEF filter Tune up	Yes		24											
Replace Transmission Fluid (Allison)	Yes		12											
Replace Transmission Filter (Allison)	Yes		36											
Replace Power Steering Filter	Yes		12											
Replace Transmission Cooler	No		24											
Replace Differential Oil	Yes		12											
Lube Steering and Suspension	Yes		6											
Generator Service (per unit)	No		12		2									
Perform Annual DMI	No		12											
Perform 3 Axle Alignment	No		24											
Annual A/C Inspection	Yes		12											
Annual Wiper Blade Replacement	Yes		12											
Air System Service	Yes		24											
Tensioner Pulley and Belt inspection	Yes		6											
Replace all belts annually	Yes		6											
Brake Lining Inspection (no Wheels Removed)	Yes		12											

Contact info

Craig Heaton

Prevostcar.com

craig.heaton@volvo.com

(732) 397-5514

SERVICE CENTER SURVEY



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EXPERIENCE**



PREVOST