

# PREVOST WARRANTY PROCEDURES

CUSTOMER USER GUIDE

IT230011 - Rev. 2  
WARRANTY DEPARTMENT (Latest update: August 2018)

# TABLE OF CONTENTS

PREVOST WARRANTY PROCEDURES.....	1
TABLE OF CONTENTS .....	2
HELP/WARRANTY CONTACTS.....	3
WARRANTY PROCESS DESCRIPTION .....	4
WARRANTY POLICIES/LIMITATIONS .....	5
CLAIM REIMBURSEMENT POLICY .....	6
ACCESS THE ONLINE WARRANTY SYSTEM .....	7
ONLINE WARRANTY SYSTEM - LOG IN .....	8
ONLINE WARRANTY SYSTEM - SYSTEM OPTIONS.....	9
ONLINE WARRANTY SYSTEM – CREATE NEW CLAIM .....	10
CLAIM TYPE: VEHICLE STANDARD WARRANTY.....	11
CLAIM TYPE: POWERTRAIN & EXTENDED WARRANTY.....	12
CLAIM TYPE: CAMPAIGN CLAIM.....	13
CLAIM TYPE: PARTS WARRANTY .....	14
CLAIM TYPE: PARTS WARRANTY .....	15
CLAIM TYPE: PARTS WARRANTY - PARTS ENTRY .....	16
ONLINE WARRANTY SYSTEM - LABOR & OTHER COSTS .....	17
ONLINE WARRANTY SYSTEM - CLAIM SUMMARY .....	18
ONLINE WARRANTY SYSTEM - CLAIM CONFIRMATION .....	19
ONLINE WARRANTY SYSTEM - CLAIM CONFIRMATION .....	20
SHIPPING INSTRUCTIONS .....	21
VEHICLE WARRANTY & CAMPAIGNS INFORMATION .....	22
VEHICLE WARRANTY & CAMPAIGNS INFORMATION .....	23
HOW TO OBTAIN A SAFETY RECALL CLEARANCE LETTER .....	26
VEHICLE OWNERSHIP OR ADDRESS CHANGE .....	27

# HELP/WARRANTY CONTACTS

Our Prevost warranty team will be happy to respond swiftly and knowledgeably to any questions or concerns you may have about warranty.

You may contact our warranty department by:

- Going on website <http://www.prevostcar.com> to find the assigned after-sales technician for your state/province;
  - You will find the *Warranty* section under the *Service* section of the top menu
- Phone: 418-831-2046 / Toll Free 1-866-870-2046;
- Email: [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com)

# WARRANTY PROCESS DESCRIPTION

This document will help you understand the Prevost warranty process to get reimbursement for any failure covered by warranty.

Here are the steps to follow upon finding warrantable failure:

- Order replacement part through the closest Prevost Parts distribution center. We recommend using the VIN (ex: A-1234; *i.e.* A (Model Year) – 1234 (last 4 digits of the VIN) as the PO of your order;
  - Prevost Parts USA 1-800-621-5519 / Prevost Parts Canada 1-800-463-8876
- Perform the repair;
- Submit the warranty claim using the online warranty system to obtain the claim reference number;
- Print a copy of the claim summary (AFA) for the warranty parts return. You may also save a PDF copy of the claim on your computer or print a copy for your reference;
- Individually tag the warranty parts with the AFA number, genuine part number, VIN, quantity and date using Prevost tags beforehand ordered with part number QF230237;
- All warranty parts must be safely packaged to avoid any transportation damages.
- Always include a copy of the AFA in a plastic envelope along with the warranty parts;
- All warranty parts must be returned to our Technical Material Analysis Center (TMAC) once a week as per the Prevost Shipping Instructions.

Payment:

- Our warranty department will credit your Prevost account within 30 days from the date that the claim is receivable; *i.e.* when all the information required to process the claim will be received (part reception, sublet invoice, labor breakdown). The 30 days does not start at claim submission date.
- You must contact the credit department to request a check for the warranty payments by phone at 1-800-803-0715 or by email at [prevostcar.credit@volvo.com](mailto:prevostcar.credit@volvo.com)

# WARRANTY POLICIES/LIMITATIONS

All warranty policies are available on our website at [www.prevostcar.com](http://www.prevostcar.com)

- You will find the *Warranty* section under the *Service* section of the top menu

Here are the published warranty policies:

- Standard Prevost vehicle warranty
- Standard Volvo 9700 vehicle warranty
- Standard Volvo powertrain warranty
- Extended Volvo powertrain warranties
- Parts Warranty

Other contractual warranties are not published on our website

Some components are subject to limitations/pro-rate during the vehicle warranty. Refer to our Standard Warranty policies to learn more about limitations/exclusions.

- Adjustments are covered for 3 months;
- Some components have limited 6 and 12 months and mileage limitations;
- The warranty does not cover the normal wear of covered parts or are subject to pro-rate (ex: brake rotor);
- Some components are not covered by warranty (ex: wiper blade).

# CLAIM REIMBURSEMENT POLICY

Our warranty department will reimburse the warranty claims according to the following criterias:

## Labor reimbursement policy:

- The labor will be paid at the pre-defined labor rate of your state/country unless you have a special contractual agreement.
- The labor time will be paid according to our SRT (standard repair time) unless justified in the claim description. We recommend indicating the labor breakdown in the Correction field of the claim description to justify the repair time.

## Parts reimbursement policy:

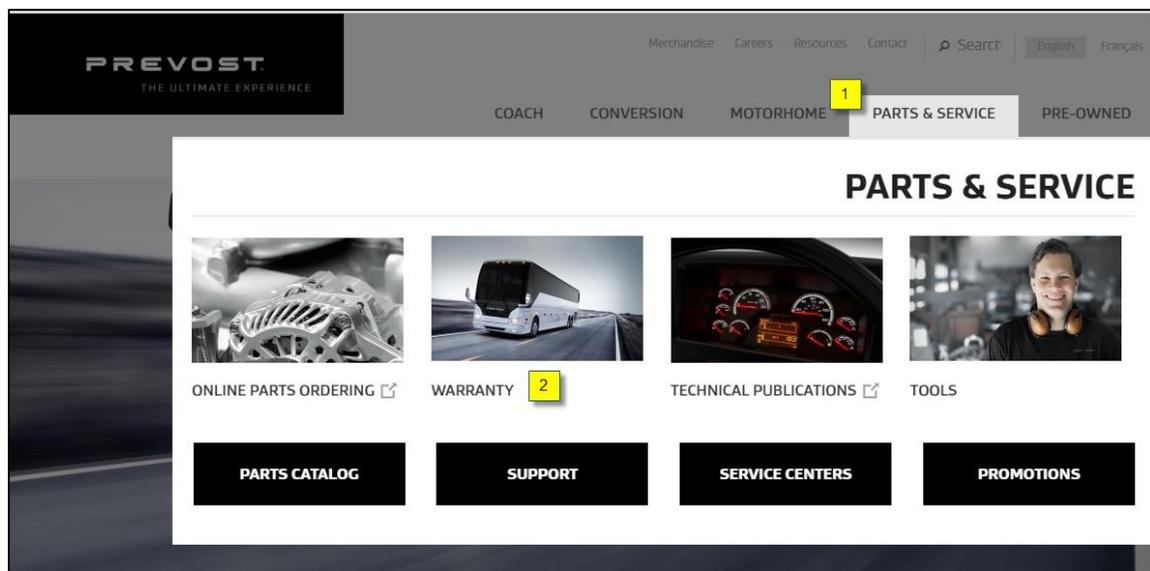
- All replacement parts have to be purchased from Prevost Parts (genuine parts) unless not available. However if a part is back order at Prevost Parts and prevent the vehicle from being operational (breakdown), it is allowed to use non-genuine parts.
- All parts will be reimbursed at your cost
- Cores will be credited if paid for at Prevost Parts.
- Freight will only be paid for non-drivable situation during the first 24 months of the warranty.

## Other Costs reimbursement policy:

- All "other costs" will be reimbursed at your cost
- Shop Supplies are not allowed
- If a non-genuine part has to be used, a copy of the invoice of the vendor has to be attached to the warranty claim.
- Sublet: a copy of the invoice of the vendor has to be attached to the warranty claim.

# ACCESS THE ONLINE WARRANTY SYSTEM

- Go on our website at <http://www.prevostcar.com> and log in to the Online Warranty Portal using your user ID (*M123456*) and personal password.
  - You will find the *Warranty* section under the *Service* section of the top menu
  - There will then be a hyperlink to the Online Warranty System



- If your account has not been set up yet, you may either request its opening by email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com) or via the phone, by calling us at 1-866-870-2046
  - You should receive your USER ID and Password within 24 hours during business days.

# ONLINE WARRANTY SYSTEM - LOG IN

Our Online Warranty System is accessible on our website  
[www.prevostcar.com](http://www.prevostcar.com)

- You will find the *Warranty* section under the *Service* section of the top menu.

Online warranty 

Identification

User id  1

Password

2

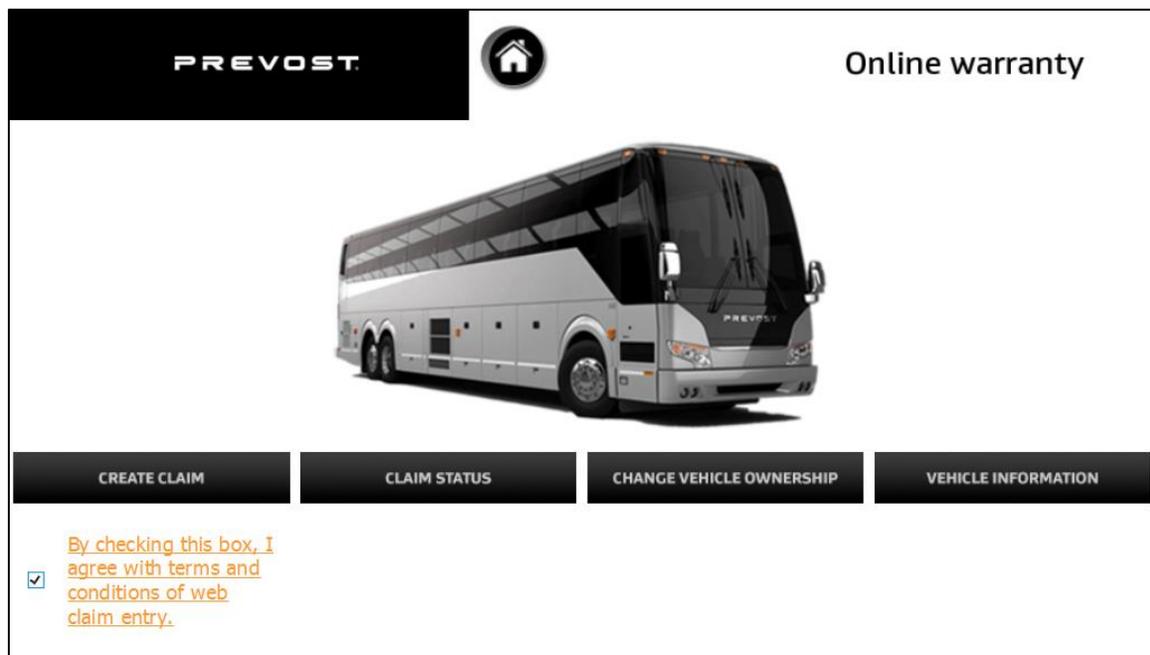
N.B. : After two login attempts, if you were not able to access this site, it could mean your password is expired or you have forgotten your password. In that case, click on Reset Password button and follow the instructions

Steps to follow:

1. Enter your User ID and Password
2. Click on *Continue* to enter the system

*N.B.* You should change your initial password for security reasons.

# ONLINE WARRANTY SYSTEM - SYSTEM OPTIONS



PREVOST

Online warranty

CREATE CLAIM CLAIM STATUS CHANGE VEHICLE OWNERSHIP VEHICLE INFORMATION

By checking this box, I agree with terms and conditions of web claim entry.

*N.B.* You must accept the terms and conditions before going any further.

- Use *Create Claim* to submit a new warranty claim;
- Use *Claim Status* to see the status of the last 12 months' claims or any claim summary and save the result as a PDF document;
- Use *Change Vehicle Ownership* to inform PrevoSt of any ownership and/or address change;
- Use *Vehicle Information* to get the information about:
  - Vehicle/Powertrain standard and extended warranty;
  - Outstanding campaigns.

# ONLINE WARRANTY SYSTEM – CREATE NEW CLAIM

VIN section can be left blank if the vehicle is neither a Prevast, a Novabus nor a Volvo, under Parts Warranty ONLY. For all the other claim types, VIN section is mandatory.

**PREVOST**

Cancel

Warranty claim type  
Vehicle (24 months) \*

Vehicle infos

Serial number **2PCH33499HC713844** \*

or

Unit Number

Mileage **84892** \* Digits only

Mileage unit **MI** \*

Failure date **2018/04/20** \* yyyy/mm/dd

**Online warranty**

Steps to follow:

1. Select the appropriate *Claim Type*
2. Enter the 17 digits VIN **OR** enter the customer vehicle fleet number - only if beforehand entered in Prevast system.
3. Indicate the vehicle's mileage and the consequent unit when failure occurred.
4. Select the fail date from the calendar.

Depending on the selected Claim Type, the next screens might vary. Refer to the following pages for details:

- Vehicle Standard Warranty Claim
- Powertrain & Extended Warranty Claim
- Campaign Claim
- Part Warranty Claim

# CLAIM TYPE: VEHICLE STANDARD WARRANTY

**PREVOST**

Online warranty

**Vehicle (24 months)**

Cancel

Attachments 1

Previous

Next

Failure description

Serial number	XXXXXXXXXXXXXXXXXXXX	Veh. std warranty start date	2017/05/29
Unit Number	XXXXXXXXXXXX	Veh. std warranty end date	2019/05/28
Lot #	XXXXXXXXXX	Failure date	2018/04/20
Mileage	XXXXXXXXXX	Repair order #	XXXXXXXXXX * <span style="background-color: yellow; border: 1px solid black; padding: 2px;">3</span>
Breakdown (non-drivable)	<span style="border: 1px solid black; padding: 2px;">No</span> * <span style="background-color: yellow; border: 1px solid black; padding: 2px;">2</span>	Causal part #	XXXXXXXXXX * <span style="background-color: yellow; border: 1px solid black; padding: 2px;">4</span>

Complaint *	XXX <span style="background-color: yellow; border: 1px solid black; padding: 2px;">5</span>
Cause *	XXX <span style="background-color: yellow; border: 1px solid black; padding: 2px;">6</span>
Correction *	XXX <span style="background-color: yellow; border: 1px solid black; padding: 2px;">7</span>
Special instructions	

Steps to follow:

1. You may attach PDF or JPEG document(s) to the claim to provide additional information (sublet invoice, picture, etc.)
2. You must indicate if the vehicle could be driven or not to the closet repair shop
3. The repair order number is your internal reference number
4. The Causal P/N is the part that caused the failure. The P/N is not necessary the replacement P/N.
5. The complaint is the (short) description of the problem's symptoms, usually reported by the driver.
6. The cause is the mechanic's findings. Do not use only the words *Failed*, *Defective* or any similar words.
7. The correction is the description of the repair justifying the repair labor time.

8. The special instructions field can be used to request you might have.

# CLAIM TYPE: POWERTRAIN & EXTENDED WARRANTY

PREVOST Online warranty

Extended warranty Previous

Type	Kilometers	Miles	Beg.date	End date	Status
Power Train / Debit code 14 - Spec. deviation	99999999	99999999	2014/05/01	2015/04/30	UNAVAILABLE
Power Train / Debit code 15 - Prod. deviation	99999999	99999999	2014/05/01	2015/04/30	UNAVAILABLE
Power Train / Volvo Engine Emiss. Comp. Std warr.	161000	100000	2015/03/31	2020/03/30	UNAVAILABLE
Power Train / Allison B500 and B500R Ext. 5 yrs	0	0	2015/03/31	2020/03/30	UNAVAILABLE
Power Train / Volvo Engine Major Comp. Std Warr.	805000	500000	2015/03/31	2020/03/30	AVAILABLE
Power Train / Std Volvo P. train Warr, Volvo 9700	402500	250000	2015/03/31	2017/03/30	UNAVAILABLE
Power Train / UE-5514 - ULTIMATE Warranty	805000	500000	2015/03/31	2020/03/30	AVAILABLE

Page: 1/1

### Steps to follow:

1. Select the appropriate and available warranty. Carefully choose the warranty type; otherwise your claim might be denied. If the appropriate warranty is not available, it is either because it has expired in time or mileage. The *Status* column indicates the status of the warranty.

The following warranties that can be found in this section:

- Extended Vehicle Warranty (after the standard 24 months warranty)
- Standard Powertrain Warranty (including Emission & Major Components)
- Powertrain Extended Warranty
- Any other contractual vehicle or powertrain warranties

# CLAIM TYPE: CAMPAIGN CLAIM

The screenshot shows the 'Online warranty' interface. At the top, there is a 'PREVOST' logo and a question mark icon. Below this, the title 'Bulletin / Recall' is centered. There are three buttons: 'Cancel', 'Attachments', and 'Previous'. A search bar labeled 'Bulletin or Recall choice' is present. Below the search bar is a table with the following data:

AFA #	Bulletin/Recall #	Description
[REDACTED]	WB17-02	ADDITION OF AN EXTENSION TO THE LINEAR
[REDACTED]	WB17-14	ALTERNATOR POWER CABLE STUD ADAPTER

Below the table are navigation arrows: <<, <, >, >>.

Steps to follow:

1. Select the appropriate campaign for the claim by clicking on the AFA number.
2. Click on the Bulletin/Recall number to get more information about the campaign.

When submitting a claim for an open campaign, you must select the right one, since your action will close the campaign, once completed. **This can become a safety issue if you close the wrong Safety Recall.** If the campaign you have performed is not in the list, the possible reasons are:

- The campaign does not apply for the VIN entered previously;
- The campaign has already been performed.

**\*\*\*Please communicate with our warranty department before submitting a campaign claim, if it's not listed\*\*\***

# CLAIM TYPE: PARTS WARRANTY

The claim type “Parts Warranty” is often misunderstood. Before submitting a claim, you must make sure that the claim respects the following pre-requisites:

- Parts warranty starts at the date of purchase, not the installation date
- You must have two purchases of the failed component in your Prevost’s account
- You must have paid for both purchases (not previously paid by Prevost warranty)

## Parts Warranty Policy

- All parts sold by Prevost Parts will be warranted to be free from defects in material and workmanship for a period of minimum 6 months. Any repairs performed in a Prevost branch will be covered for a period of minimum 12 months including parts & labor.
- Some components may have coverage beyond the above. Please contact our warranty department for coverage details.
- Subsequent damages of a failed component are only covered if installed by an authorized Prevost service shop.

The following examples are **NOT** a “Parts Warranty” claims

- Transportation damages
  - You must contact Prevost Parts directly to get a replacement part
- Incorrect part received
  - You must contact Prevost Parts directly to get a replacement part
- Missing parts at vehicle delivery
  - You must contact the sales department to have the parts shipped at no charge
- Part failure for vehicle out of warranty
  - Only the part previously replaced at customer’s expense are covered by parts warranty

# CLAIM TYPE: PARTS WARRANTY

Cancel		Attachments		Parts		Previous		Next	
Failure description		1							
Serial number	XXXXXXXXXXXX			Veh. std warranty start date	2013/12/02				
Unit Number				Veh. std warranty end date	2015/12/01				
Lot #	PWT2013-30			Failure date	2018/06/13				
Mileage	123456			Date installed	3	2018/01/01 *  yyyy/mm/dd			
Invoice 1st purchase	XXX		2	Repair order #	12345 *				
Invoice 2nd purchase	XXX			Causal part#	4	54321			
Complaint *	XXX 5								
Cause *	XXX 6								
Correction *	XXX 7								
Special instructions									

Steps to follow:

1. You may attach the document(s) of the initial and replacement purchase invoices and/or your internal repair order showing the initial installation that was paid for.
2. You must indicate the initial purchase invoice number (mandatory), and the replacement purchase invoice number (optional).
3. Indicate the initial installation date of the failed component using the calendar.
4. The repair order number is your reference. The Causal P/N is the part that caused the failure. The P/N is not necessary the replacement P/N.
5. The complaint is the (short) description of the problem's symptoms, usually reported by the driver.
6. The cause is the mechanic's findings. Do not use only the words *Failed*, *Defective* or any similar words.
7. The correction is the description of the repair justifying the repair labor time.
8. The special instructions field can be used for any additional information or special request you might have.

# CLAIM TYPE: PARTS WARRANTY - PARTS ENTRY

**PREVOST**

?

Online warranty

**Vehicle (24 months)**

Cancel

Attachments

Previous

Next

Parts Entry

Serial number XXXXXXXXXXXX Repair order # XXXXXXXXXX

Lot #

Unit 2

Part Number	Quantity	Unit	Description	Price unit	Extended price	Delete
310489	1	EA	DOOR, P/R 1654 MM WITHOUT LOCK	322.97	322.97	🗑️

⏪ ⏩ ⏴ ⏵ Page 1 of 4

Steps to follow:

1. Enter the Prevost P/N and Quantity. Then, you may press *Enter* to get the part cost. If the part is shown as *Invalid*, you may either verify the P/N or enter the part in the *Other cost* section.
2. You can delete the line if an error occurs.

There is a total of 4 pages to enter the warranty parts. The remaining parts can be entered in the *Other Costs* section if needed.

# ONLINE WARRANTY SYSTEM - LABOR & OTHER COSTS

**PREVOST**

?

Online warranty

**Vehicle (24 months)**

Cancel

Attachments

1

Previous

Next

Labor/Other Costs

Unit Number

Lot #

Serial number XXXXXXXXXX

Repair order # XXXXXXXXXX

Labor 4.00 2 /hours

Rate 45.00

Part Freight \$ 4

Miscellaneous				
Description	Quantity	Price unit	Extended price	Delete
Part description <span style="border: 1px solid black; padding: 0 5px; background-color: yellow;">3</span>	1.000	5.00	5.00	🗑️

Steps to follow:

1. You must attach either a PDF or JPEG copy showing the cost for any *other costs* item for validation.
2. Enter the labor time. The pre-defined labor rate will automatically appear.
3. Enter, line by line, any *other costs* with its related quantity and unit price. If used for a P/N considered as invalid in the previous section, part description must include the Prevest P/N and a description of the part.
4. You may enter the Part Freight, if any. Remember that the part freight can only be claimed when the vehicle cannot be driven to the closest repair shop.

# ONLINE WARRANTY SYSTEM - CLAIM SUMMARY

The claim summary is the final step before submitting the claim.

**Vehicle (24 months)**

Cancel
Submit 7
6
Previous

Claim summary

Remit to: XXXXXXXXXXXXXXXXXXXX  
1 850 CHEMIN OLIVIER  
 LEVIS, QC, G7A 2N1  
 CA

Customer: XXXXXXXXXXXXXXXXXXXX Owner  
XXXXXXXXXXXX  
 Veh #: XXXXXXXXXX Serial number: XXXXXXXXXXXXXXXXXXXX 4  
 Unit Number: Lot #:  
 Warranty start date: 2017/05/29 To 2019/05/28  
 Months in service: 11  
 Veh. under warranty: Yes  
 Fail date: 2018/04/20 Mileage: 84892 MI 5  
 Repair order # XXXXXXXXXX

Description of failure

Complaint  
 XXX  
 Cause 2  
 XXX  
 Correction  
 XXX

Claim summary

PD	Part Number	Description	Quantity	Price unit	Extended price
S	310489	DOOR, P/R 1654 MM WITHOUT LOCK	1.000	322.97	322.97
<b>Parts total</b>					<b>322.97</b>
	I20	Claimed Labor <span style="border: 1px solid black; padding: 2px;">3</span>	4.000	45.00	180.00
<b>Labor total</b>					<b>180.00</b>

Steps to follow:

1. Verify the *Remit to* account where the credit will be done
2. Verify the *Description of failure* section
3. Verify the *Claim summary* - Labor, Parts, Other costs and Claim total.
4. Verify the VIN
5. Verify the mileage
6. You can use the *Previous* button to make a correction to any previous section
7. Once the claim has been revised, you may submit it and a claim reference number will automatically be generated.

# ONLINE WARRANTY SYSTEM - CLAIM CONFIRMATION

Once submitted, an informative message will come up. Make sure you read it and then press the *Next* button to access the claim confirmation.

The screenshot shows the 'Online warranty' interface. At the top left is the 'PREVOST' logo. To its right is a circular icon with a question mark. Further right is the text 'Online warranty'. Below these elements is a box labeled 'Parts return instructions'. To the right of this box is a dark button labeled 'Next'. The main content area contains a scrollable text box with the following text: 'IMPORTANT: All warranty parts coded "R", "C", "i" or "non-coded" must be returned as per the return shipping instructions. For all parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.onlinewarranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S" or "X" must be kept for a 30 days period. Please call our warranty department at 1-866-870-2046 should you have any questions.'

# ONLINE WARRANTY SYSTEM - CLAIM CONFIRMATION

Shipping instruction

4

**Vehicle (24 months)**

5

New claim same job

2

AFA #: [REDACTED] 1

Status: AFA:In process

Remit to: [REDACTED] 3  
850 CHEMIN OLIVIER  
LEVIS, QC, G7A 2N1  
CA

Customer: [REDACTED]

Veh #: [REDACTED] Serial number: [REDACTED]

Unit Number: Lot #:

Warranty start date: 2017/05/29 To 2019/05/28

Months in service: 11

Veh. under warranty: Yes Tech. Pub.#

Fail date: 2018/04/20 Mileage: 84892 MI

Reference: [REDACTED] Repair order # [REDACTED]

**Description of failure**

Complaint
XXX
Cause
XXX
Correction
XXX

**Claim summary**

PD	Part Number	Description	Quantity	Price unit	Extended price	Tx1	Tx2	Total
S	3 489	DOOR, P/R 1654 MM WITHOUT LOCK	1.000	322.97	322.97	0.00	0.00	0.00
<b>Parts total</b>					<b>322.97</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

## Steps to follow:

1. The AFA number, also known as the claim number, will automatically appear. It will be used to tag the warranty parts.
2. This *Shipping information* button will allow you to access the shipping instructions for the parts that need to be returned.
3. The part disposition will announce if the part has to be returned, or not.
  - 'Blank': Return
  - R: Return
  - C: Return
  - P: Pictures must be sent by email; part to be kept for 30 days.
  - S: Part can be disposed of after 30 days
4. You then can print the claim afterwards.
5. For the completion of a further claim, click on *New claim same job*. It will allow the creation of a new claim for the same VIN, the same failure date and mileage.

# SHIPPING INSTRUCTIONS

All warranty material must be returned for claim validation and quality analysis. Prevost will pay for transportation charge as long as the documentation has been filled in correctly.

The shipping instructions can be found on our website at [www.prevostcar.com](http://www.prevostcar.com)

- You will find the warranty section under the service section of the top menu
- Then you will find the link to the warranty document on the left section of the page

Return the material to the Prevost TMAC (technical material analysis center) in your country.

- Never ship the material across the border unless instructed otherwise. If so, make sure to obtain the proper customs document before shipping across the border.

Return the material using the right carrier based on the shipment weight.

ALWAYS ship third party billing indicating our account on the bill of lading.

- Never ship “collect” as the shipment will be denied and returned to your location (at your expense + admin fees)

# VEHICLE WARRANTY & CAMPAIGNS INFORMATION

You may find the complete vehicle warranty & campaigns information online by connecting to the online system and clicking on Vehicle Infos:

The screenshot shows the 'Online warranty' interface. At the top left is the 'PREVOST' logo and a help icon (question mark). Below the logo is a 'Cancel' button. On the right side, there is a 'Next' button and a yellow box with the number '2'. The main section is titled 'Vehicle infos' and contains several input fields: 'Serial number' (with a redacted value and a yellow box with '1'), 'Unit Number' (blank), 'Mileage' (with a redacted value), 'Mileage unit' (set to 'MI'), and 'Failure date' (with a redacted date and a calendar icon). The text 'or' is placed between the 'Serial number' and 'Unit Number' fields.

## Steps to follow:

1. Identify the search criteria:
  - Insert the full 17-digit VIN
  - Always leave the *Unit Number* blank
  - Do not use any punctuation signs for the mileage section
  - Identify the mileage unit
  - The failure date is required. You can select the appropriate date by clicking on the calendar icon.
2. Click on next to access the results (see next page for details)...

# VEHICLE WARRANTY & CAMPAIGNS INFORMATION

You may find the complete vehicle warranty & campaigns information online by connecting to the online system and clicking on *Vehicle Infos*:

The results include the information about the start and the beginning of the standard warranty, the extended vehicle warranty (if purchased), the standard powertrain warranty and the extended powertrain warranty (if purchased).





Online warranty

Extended warranty

Previous

Serial number : <span style="background-color: red; color: black;">XXXXXXXXXXXX</span>	Equipment number : <span style="background-color: red; color: black;">XXXXXXXXXXXX</span>
Unit Number :	Technical ID number : <span style="background-color: red; color: black;">XXXXXX</span>
Material : H345	Owner : <span style="background-color: red; color: black;">XXXXXXXXXX</span>
Start std. warranty : <span style="background-color: red; color: black;">2016/09/08</span>	End std. warranty : <span style="background-color: red; color: black;">2016/09/08</span>

Type	Kilometers	Miles	Beg.date	End date	Status
Power Train / Debit code 14 - Spec. deviation	99999999	99999999	2015/11/09	2016/11/08	UNAVAILABLE
Power Train / Debit code 15 - Prod. deviation	99999999	99999999	2015/11/09	2016/11/08	UNAVAILABLE
Power Train / Volvo Engine Emiss. Comp. Std warr.	161000	100000	2018/09/09	2021/09/08	UNAVAILABLE
Power Train / Allison B500 and B500R Ext. 5 yrs	0	0	2021/09/09	2021/09/08	UNAVAILABLE
Power Train / Volvo Engine Major Comp. Std Warr.	805000	500000	2018/09/09	2021/09/08	UNAVAILABLE
Power Train / Std Volvo P. train Warr, Prevost	99999999	99999999	2016/09/09	2018/09/08	AVAILABLE
Power Train / UE-5514 - ULTIMATE Warranty	805000	500000	2018/09/09	2021/09/08	UNAVAILABLE

Page: 1/1

AFA #	Bulletin/Recall #	Description
<span style="background-color: red; color: black;">XXXXXXXXXX</span>	WB17-02	WB17-02: ADDITION OF AN EXTENSION TO THE
<span style="background-color: red; color: black;">XXXXXXXXXX</span>	WB17-14	WB17-14: ALTERNATOR POWER CABLE STUD ADA

Page: 1/1

*N.B.* You may open the campaign PDF document to access the detailed instructions. If

the field is empty, there are neither campaigns nor safety recalls for this vehicle.

**PREVOST**  
THE ULTIMATE EXPERIENCE

# HOW TO FIND A CLAIM STATUS AND REPRINT AN AFA

- When the box is checked, you may click on *Claim Status*:

CREATE CLAIM CLAIM STATUS

By checking this box, I agree with terms and conditions of web claim entry.

1

- Then, enter the AFA number in the appropriate section. You may also search by unit number or date range. You will there find the specific claim and its related status:

PREVOST Menu ? Online warranty

AFA information

AFA # 200644030 2

Repair order #

Serial number

Unit Number

Date from 2017/06/26 yyyy/mm/dd To 2018/06/26 yyyy/mm/dd

Continue

- If you click on the AFA number, you'll be able to print it by clicking of the *Printer* icon. You will also have a *Save* button to save the claims submitted over the last 12 months.

Choose your AFA number

AFA #	Reference	Claim status	Serial number	Repair order #
000500011 3	000000003	Do not release	2-0153-15010-15011-200001	

Page 1 of 1

Previous

4

# HOW TO OBTAIN A SAFETY RECALL CLEARANCE LETTER

In order to obtain a safety recall clearance letter for a vehicle, all safety recalls must have been completed.

- How to find out if there is any outstanding safety recalls on a vehicle?
  - Follow the steps detailed on pages 22 and 23 of the actual procedure
  - Contact our warranty department by phone at 1-866-870-2046 or by Email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com)
  
- How to report a completed recall to Prevost in order to close it?
  - Fill-out the safety recall certification sheet and send it to our warranty department by Email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com)
  - Submit a claim using our Online Warranty System
  - Bring your vehicle to a Prevost Service Center for verification
  
- How to obtain the safety recall clearance letter?
  - Contact our warranty department by phone at 1-866-870-2046 or by Email at [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com)

# VEHICLE OWNERSHIP OR ADDRESS CHANGE

There are two easy ways of changing the vehicle ownership or address:

- Go on our website at [www.prevostcar.com](http://www.prevostcar.com) and fill-out the “Change of Address and Ownership” form and send the completed form by Email to [prevost.onlinewarranty@volvo.com](mailto:prevost.onlinewarranty@volvo.com)
  - You will find the *Warranty* section under the *Service* section of the top menu
  - You will then find the link to the PDF form under the section *Other Documents*
- Log onto the Online Warranty System and click on the “Change vehicle Ownership” button. You’ll then have access to the form shown below.
  - Once submitted, you’ll get a confirmation that the change of ownership has been successfully completed.
  - Make sure you fill all the required fields before submitting the form

<b>Change ownership</b>		Ownership transfer in date of : <b>2018/07/10</b> <small>yyyy/mm/dd</small>
Current owner account# : <b>XXXXXXXX</b>		
Current owner service account# :		
<b>Actual Address</b>	<b>New Address</b>	
Name	<b>XXXXXXXXXXXXXXXXXXXX LTD</b>	Name <input type="text"/> *
Address	<b>XXXXXXXXXXXXXXXXXXXX</b>	Address <input type="text"/> *
City	<b>XXXXXXXX</b>	City <input type="text"/> *
District	<b>BRITISH COLUMBIA</b>	District <input type="text"/>
Post office box		Post office box <input type="text"/>
Postal code / Zip code	<b>XXXXXX</b>	Postal code / Zip code <input type="text"/> *
Province / State	<b>BC</b>	Province / State <input type="text"/> *
Country	<b>CA</b>	Country <input type="text"/> *
Phone	<b>250 473 2235</b>	Phone <input type="text"/> *
Fax	<b>250 473 2311</b>	Fax <input type="text"/>
E-mail	<b>XXXXXXXXXXXX@XXXXXX</b>	E-mail <input type="text"/> *
<b>Submit</b>		

**PREVOST**  
THE ULTIMATE EXPERIENCE