

PREVOST
THE ULTIMATE EXPERIENCE

WARRANTY PROCEDURES

Customer
User Guide

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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 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.warranty@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

WARRANTY POLICIES/ LIMITATIONS

All warranty policies are available on our website at 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 criteria:

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.

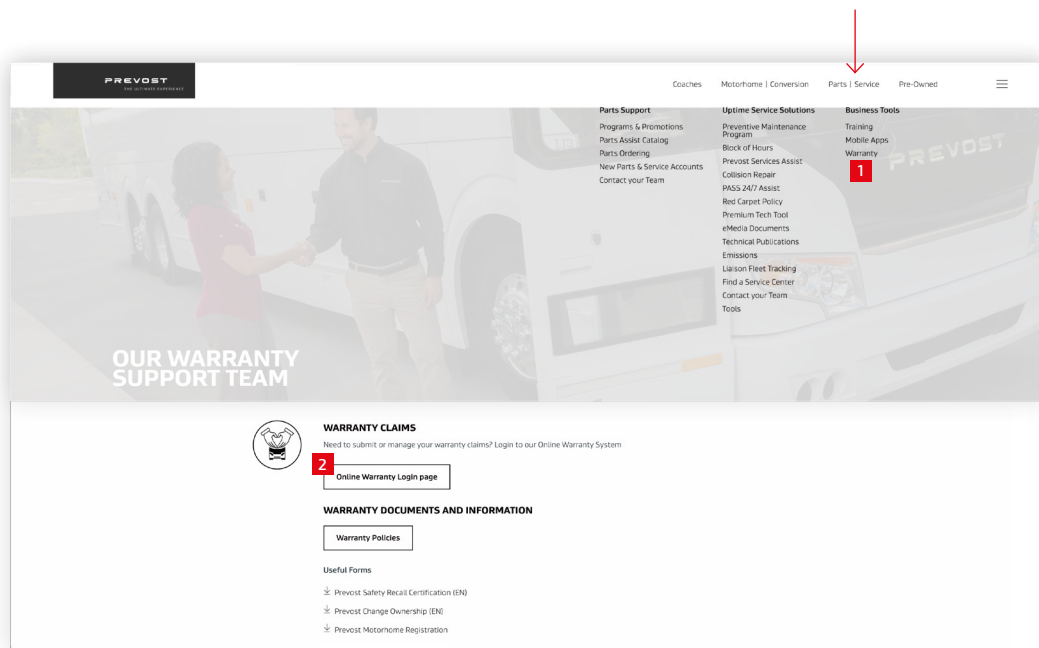
Other Costs reimbursement policy:

- 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 www.prevostcar.com and log in to the Online Warranty Portal using your user ID (M123456) and personal password.

- 1- You will find the Warranty section under the Service section of the top menu
- 2- 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.warranty@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

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

Online warranty 

Identification

User id

Password

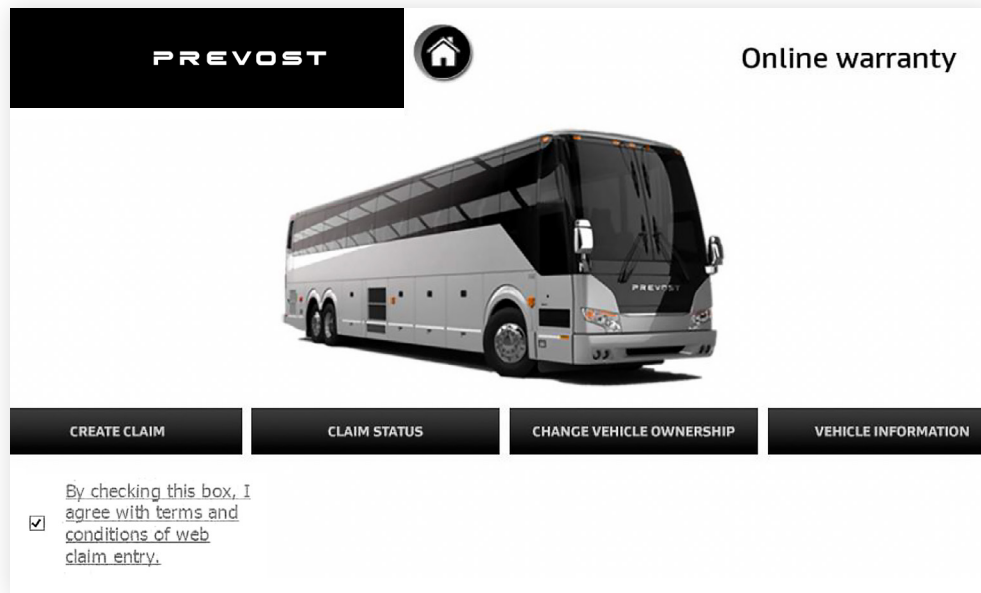
N.B. : After two login attempts, if you were not able to access this site, it could mean your password is expired or you have forgotten your password. In that case, click on Reset Password button and follow the instructions

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



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

PREVOST

Cancel

Warranty claim type

Vehicle (24 months) *

Vehicle Infos

Serial number 2 *

or

Unit Number

Mileage 3 * Digits only

Mileage unit MI *

Failure date 4 * 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 PreVost 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	Veh. std warranty start date	2017/05/29
Unit Number	Veh. std warranty end date	2019/05/28
Lot #	Failure date	2018/04/20
Mileage	Repair order #	<input type="text"/> 3
Breakdown (non-drivable) <input type="checkbox"/> No <input type="checkbox"/> Yes *	Causal part#	<input type="text"/> 4

Complaint * **5**

Cause * **6**


Correction * **7**

Special instructions **8**

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 closest 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 for any additional information or special request you might have.

CLAIM TYPE: POWERTRAIN & EXTENDED WARRANTY

PREVOST  **Online warranty**

Extended warranty Previous

1	Type	Kilometers	Miles	Beg.date	End date	Status

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

PREVOST

Online warranty

Bulletin / Recall

Cancel Attachments Previous

Bulletin or Recall choice

AFA #	Bulletin/Recall #	Description
1	2	

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

PREVOST
?
Online warranty

Parts

Cancel

Attachments 1

Previous

Next

Failure description

Serial number

Unit Number

Lot #

Mileage

Invoice 1st purchase *

Invoice 2nd purchase

Veh. std warranty start date / /

Veh. std warranty end date / /

Failure date / /

Date installed 3 * yyyy/mm/dd

Repair order # *

Causal part# 4

Complaint * 5

Cause * 6

Correction * 7

Special instructions 8

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 Repair order #

Lot #

Unit

Part Number	Quantity	Unit	Description	Price unit	Extended price	Delete


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

Previous
Next

Labor/Other Costs

Unit Number
Serial number
Labor /hours

Lot #
Repair order #
Rate Part Freight \$

Miscellaneous				
Description	Quantity	Price unit	Extended price	Delete
				🗑️

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 Prevost 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.

PREVOST ? Online warranty

Vehicle (24 months)

Cancel Submit **7** **6** Previous

Claim summary

Remit to: **1** Customer:

Veh #: Serial number: **4**
 Unit Number: Lot #:
 Warranty start date: / / To / /
 Months in service:
 Veh. under warranty:
 Fail date: / / Mileage: **5**
 Repair order #

2 Description of failure

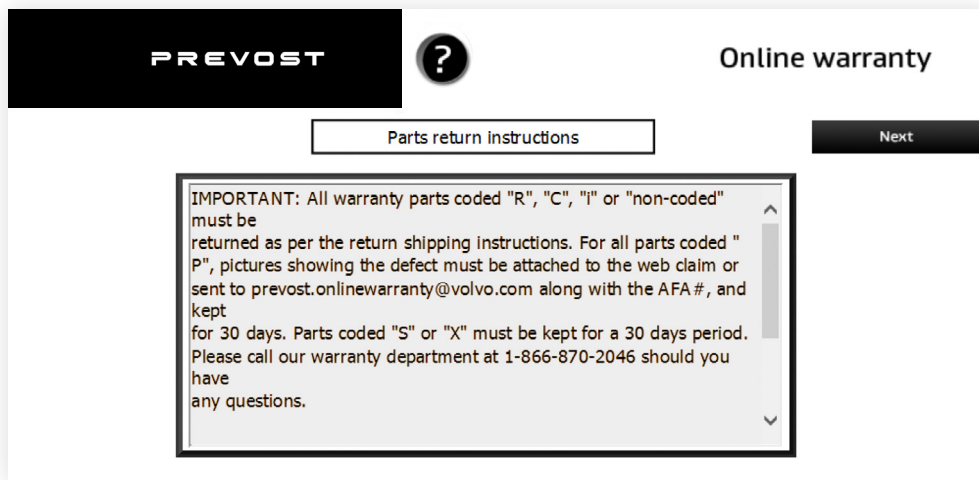
Claim summary					
PD	Part Number	Description	Quantity	Price unit	Extended price
3 Parts total					
Labor total					

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 sections
- 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 PreVost Online Warranty System interface. At the top left is the PreVost logo. To its right is a question mark icon. The page title is "Online warranty". Below the logo and question mark is a tab labeled "Parts return instructions". To the right of this tab is a "Next" button. A large text box contains the following information:

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)

New claim same job

5

AFA #: 1

Status: 1

Remit to:

Customer:

Veh #: Serial number:

Unit Number: Lot #:

Warranty start date: / / To / /

Months in service:

Veh. under warranty: Tech. Pub.#

Fail date: Mileage:

Reference: Repair order #

Description of failure

Claim summary								
PD	Part Number	Description	Quantity	Price unit	Extended price	Tx1	Tx2	Total

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

- 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 'PREVOST' logo at the top left. Below it is a 'Cancel' button. To the right is a question mark icon and the text 'Online warranty'. Below that is a 'Next' button with a red square labeled '2' next to it. The main form area is titled 'Vehicle infos' and contains the following fields:

- Serial number *
- or
- Unit Number
- Mileage *
- Mileage unit **MI** ▾*
- Failure date * yyyy/mm/dd

A red bracket labeled '1' spans the Serial number, Unit Number, Mileage, and Mileage unit 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).

PREVOST

?

Online warranty

Extended warranty

Previous

Serial number :	Equipment number :
Unit Number :	Technical ID number :
Material :	Owner :
Start std. warranty :	End std. warranty :

Type	Kilometers	Miles	Beg.date	End date	Status

⏪ ⏩ Page: 1/1

AFA #	Bulletin/Recall #	Description

⏪ ⏩ Page: 1/1

N.B. You may open the campaign PDF document to access the detailed instructions. the field is empty, there are neither campaigns nor safety recalls to be performed on the vehicle.

HOW TO FIND A CLAIM STATUT AND REPRINT AN AFA

1

CREATE CLAIM CLAIM STATUS

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

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

PREVOST Menu ? Garantie en ligne

AFA Information

AFA #

Repair order #

Serial number

Unit Number

Date from yyyy/mm/dd To yyyy/mm/dd

Continue

2- 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:

Choose your AFA number				
AFA #	Reference	Claim status	Serial number	Repair order #
<input type="text"/>				

Page 1 of 1

Previous

3- 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.

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.warranty@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.warranty@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.warranty@volvo.com