



Press Release  
For immediate release

## **PrevoSt Service Network Increases To More Than 100 Locations**

**Sainte Claire, Quebec, November 6, 2009** - PrevoSt is proud to announce that the PrevoSt service network now includes more than 100 PrevoSt Service Providers across North America. The PrevoSt network accommodates all PrevoSt vehicles, including PrevoSt and Volvo brand coaches. Coach operators and motor home owners benefit from the expanded network, which complements the well established PrevoSt Service Center locations.

Thomas Munds, PrevoSt Service Provider Development Manager, points out, "PrevoSt is constantly seeking to improve service to its customers, and the additional service provider locations will reduce customers' travel time required to obtain high quality service."

PrevoSt qualifies and carefully chooses each of its service providers. The PrevoSt Service Provider must comply with strict guidelines in order to become PrevoSt certified. Level One Certified Service Providers are specialists in power train repairs, offering maintenance and repair services for Volvo engines and transmissions. In addition, PrevoSt provides more extensive training to Level Two Service Providers, who are certified to offer maintenance and repair services for the entire vehicle. Mechanics receive initial training from PrevoSt's own service experts, and then are required to receive on-going training.

All service providers are specially trained by the PrevoSt team in order to meet the requirements of the North American customer. Training Managers Robert Buchwalter and Robert Hitt have developed complete training sessions that focus on more than mechanics. PrevoSt history is reviewed, a coach is literally taken apart, and all systems such as the multiplex, the ESP (Electronic Stability Program), and the DPF (Diesel Particulate Filter) vertical installation are thoroughly analyzed.

Mechanics must successfully complete several tests before a PrevoSt Service Provider certification is awarded. PrevoSt certified mechanics must update the certification process on a yearly basis. In addition to the regular training, PrevoSt Service Providers have continuous access to an extranet for mechanical updates, training information and parts ordering.

PrevoSt Service Providers offer the customer other advantages which are unique in the industry. They automatically handle all warranty issues, which means no further claim work is required between the customer and PrevoSt. In addition, service providers follow the PrevoSt Red Carpet Policy, ensuring that all customers receive the highest quality service in the industry.

"They have an excellent crew working there and they did everything they could to accommodate my every request," says Bob Short, a customer of the PrevoSt Service Provider in Nanaimo, BC. "I will not hesitate to bring my coach back there."

## **About Prevost**

Prevost is a leading manufacturer of premium intercity touring coaches and the world leader in the production of bus shells for high-end motorhome and specialty conversion. Owned by Volvo Bus Corporation, it has access to the financial strength, research capability, and manufacturing expertise of the group. Volvo Bus Corporation is part of the Volvo Group, the world's largest manufacturer of heavy-duty diesel engines. Prevost has its main manufacturing facilities in Sainte-Claire, Quebec, Canada and has seven Parts and Service Centers located in Canada and the United States.

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

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