



Service After the Sale

by Randy J. Castillo

Photos courtesy of Prevest Car except where noted

Prevest Service Centers can be found at six convenient locations from coast to coast. These service centers not only handle work on Prevest's commercial seated and private conversion coaches but will also work on other makes and some conversion equipment. Newer locations have parking and hook-ups for converted coaches as shown by this photo taken at the Fort Worth facility. NBT PHOTO.

Editor's Note: Over the years, Prevest has developed an impressive group of six service centers in the United States and Canada. While all of them provide warranty work, most offer a great deal more. Most of these facilities also house a full service parts department as well as coach service and repairs. Some provide office space for sales staff and other departments. Prevest Service Centers also provide service and repairs on other makes of coaches.

What is noteworthy is that the newer Prevest Service Centers provide a home away from home for converted coach owners seeking service and repairs. Most of these locations offer converted coach parking, many offer electrical hook-ups and a dump station, and some even have laundry facilities.

Randy J. Castillo from Prevest graciously provided the following information on these Service Centers along with detailed information on each.

Prevest Car has been a premier provider of coaches for more than 75 years. What about service after the sale? Prevest not only offers the finest motorcoach available in the industry, but we also provide the greatest service available anywhere. Prevest cur-

rently has six service centers strategically located around the United States and Canada. From the moment that you walk into one of our facilities you will know that you are in a different class of service. Although Prevest caters to their own customers, it is not uncommon to see coaches from another manufacturer in one of our service bays. We offer the same great service to everyone.

When walking into one of our service centers, you will always be greeted with a smiling face. Typical amenities at one of our facilities include a customer lounge with cable television. You can even wash a load of clothes if you need to as many of our facilities have a washer and dryer for your use. We also have ready shore power available just in case you might be staying for a few days and need to plug in.

Prevest prides themselves on the cleanliness of their facilities. The last thing that you want to do is step in a pile of grease when walking through the shop. Our technicians are factory-trained and are continually getting updated on the latest technological advances in the industry. All of our service centers also provide a full service

parts department so that you can pick up any extra items you might want to carry with you. Prevest service centers offer two working shifts for the shop which means you are able to get service from 8 a.m. to 11 p.m. We also have emergency call-in for both parts and service for evenings and weekends.

Whether you use your bus for business or pleasure, there is no better way to have a peace of mind than getting your coach serviced by the professionals at Prevest. We offer a full range of services from oil changes to structural repair. All of our repairs are guaranteed.

Here is a list of Prevest Service Centers in the United States and Canada with information on location and services offered.

Mira Loma, California

While you are traveling out West you can visit our facility in Mira Loma, just outside of Ontario, California. The facility is easily accessible off two major highways Interstate 10 and I-15. Take the I-10 highway east from the I-10/I-15 junction to Etiwanda Avenue/Valley Boulevard, turn south onto Etiwanda Avenue. Follow Etiwanda Avenue south to Hopkins Street. Turn east onto Hop-



Prevo's six service centers are shown on this map. Actual locations are as follows: 1 – Mira Loma, California, just east of Los Angeles. 2 – Fort Worth, Texas, immediately south of Dallas-Fort Worth International Airport. 3 – Slightly south of Jacksonville, Florida. 4 – White's Creek, Tennessee, a little north and west of Nashville. 5 – Lyndhurst, New Jersey, across the river from New York City and just north of Newark. 6 – St. Nicholas, Quebec, just outside of Quebec City.

kins Street, then turn South onto De Forest Circle. The facility is located at 3384 De Forest Circle.

Mira Loma is one of our largest facilities, sitting on 5.5 acres. We have more than 27,000 square feet of building that encompasses our full-service center. You will find our new coach sales, pre-owned coach sales and even our vice president of our Motor Home Division working out of this office.

We have a full-service shop with a total of six bays to accommodate all of your service needs. Services at this center include: three-axle alignments, air conditioning service, engine and transmission service, and minor and major accident repairs. We

also do limited converter work such as service on your generator. Our parts department includes more than 9,000 square feet of inventory designed to stock the necessary parts to keep your coach on the road. You can reach us at (800) 421-9958 to make a service appointment with Nathan or talk with one of our parts specialists.

If you are staying with us for a few days, we have plenty of room with 66 parking spots. Sixteen of our spots are equipped with electrical service. We even have a dump station right on the facility.

Fort Worth, Texas

While you are in the Southwest, you can stop by our facility in Ft. Worth, Texas, which

is located only a few minutes south of Dallas-Fort Worth International Airport. Take Texas Route 183 and watch for the Amon Carter Boulevard exit which is located between the airport and Highway 360. Turn south on Amon Carter Boulevard and go approximately 800 feet to Faa Boulevard. Make a left turn on Faa Boulevard and go southeast for approximately one mile. At Fleetwood Road make a right turn, go south for approximately 0.4 miles to a "T" intersection with Frye Road. The Prevo facility is located approximately 800 feet to your left at 15200 Frye Road.

Ft. Worth is our newest and largest facility sitting on more than seven acres of nicely landscaped property. This center is just more than 25,000 square feet and sits in the middle of Centerpoint, a nicely developed business complex. This is also a full-service facility with five service bays. Services at this center include engine and transmission service, minor converter work, air conditioning service, and minor and major accident repairs. We have 10,000 square feet of parts inventory. Phone us at (866) 773-8678 and talk with Don to make a service appointment or talk with one of our parts specialists.

There is plenty of parking here. With 100 slots for bus parking and 14 electrical plugs, you are sure to find a spot. We also have a dump station and a covered wash bay.

Whites Creek, Tennessee

Moving East, you may find yourself at our facility just outside Music City in Whites Creek, Tennessee. Take I-24 West from Nashville a few exits past the I-65/I-24 split. Get off at exit 40 which is Tennessee Route 45 and Old Hickory Boulevard, then

Prevo's Mira Loma, California facility is located in the eastern suburbs of Los Angeles. It is one of Prevo's largest service centers with a 27,000-square foot building located on 5.5 acres. Some Prevo offices are also at this location.



turn east. Almost immediately, you will make a left turn into Hickory Hills Boulevard. Continue north to the Prevost Facility which is located at 520 Hickory Hill Boulevard.

Prevost's Nashville facility is situated on 4.3 acres and houses an 18,000-square foot repair facility. There are five service bays to address all your service needs. This facility provides all of the needed services such as alignments, engine and transmission service, wheel balancing, air conditioning service and all types of accident repairs. In addition, this facility even has a night shift which will work long into the night to get you going.

There is a comfortable waiting lounge where you can pass the time while your coach is being worked on. We have 6,000 square feet of parts warehouse to serve all of your parts needs. You can contact Jeff to set up a service appointment or one of our knowledgeable parts specialists by phoning (877) 299-8881.

Prevost's Nashville Service Center has a dump station and covered wash pad as well as 20 parking spots. We have six spaces available with electrical power and some nice grassy area if you want to have a picnic.

Jacksonville, Florida

If you are ever in the sunshine state come visit our Florida facility which is located just south of Jacksonville.

Take I-95 South of Jacksonville to "Exit 98 US-1" and go southwest for 0.2 miles. Turn left on Phillips Highway, Florida Route 5, US Route 1, and go southeast for 2.2 miles. Turn left on Business Park Boulevard and go northeast for 0.6 miles to the Prevost facility at 6931 Business Park Blvd N.

Prevost's Jacksonville facility is located on eight acres. We have a 40,000-square foot



The Fort Worth facility is Prevost's newest service center. It is located south of Dallas-Fort Worth International Airport in a modern industrial park. There is plenty of room here with more than 100 bus parking slots and 14 spots with plug-ins for converted coaches.

center to get you back on the road quickly. There are a total of six service bays to handle all of your service needs. A list of services at this facility include alignment, wheel balancing, air conditioning service, accident repair, limited conversion work and of course all of your regular maintenance tasks such as engine and transmission service, brakes and shocks.

We have electrical power inside of the shop so if you need to stay plugged in there is no problem. We have after hours emergency call-in service for both parts and the shop. Our parts department has 8,500 square feet of warehouse stocked full of the parts that you need. Phone (800) 874-7740 to schedule an appointment or talk with one of our parts specialists.

The Jacksonville Service Center has 20 parking spots with six electrical hookups and a dump station.

Lyndhurst, New Jersey

As you move up north up the coast you find yourself at our facility in Lyndhurst, New Jersey which is just north of Newark and only a few minutes from New York City. Take New Jersey Route 21 to Exit 8. Continue to the ramp for Park Avenue and turn right on Kingsland Avenue, CR 28. Go 0.9 miles and turn left on Route 17, Ridge Road. Follow Ridge Road northeast for approximately one-half mile and then turn right on Valley Brook Avenue to the Prevost facility at 862 Valley Brook Avenue.

Lyndhurst was the first of the facilities in the United States. This is the home of Prevost's corporate office in the US. Here, you will find our new and used coach sales as well as our parts and service department. We currently have more than seven acres with a 14,000-square foot facility. We have four service bays in our shop.

The Whites Creek, Tennessee facility is located a short drive north and east of Nashville. It is very convenient to get to because it is almost adjacent to Interstate 24.



Prevost's facility in Jacksonville, Florida, is located just south of the city. It has a 40,000-square foot building on eight acres. There are six service bays to get you back on the road again.



This facility does the traditional routine maintenance on your coach as well as air conditioning service and minor accident repairs. Parking space is limited with only 12 spots and one electrical hookup. Our parts department has 5,200 square feet of parts full of what you need for your coach. Phone (800) 421-9958 to schedule an appointment or talk with one of our parts specialists.

Look for announcements on our new location coming soon.

St. Nicholas, Quebec

As you continue to head North and cross the border into Canada, you will find our facility in St. Nicholas, Quebec, just outside of beautiful Quebec City. From Quebec City, take Route 73 southeast to Autoroute 20. Follow Route 20 a short distance southwest to the Rue De L'arena exit and turn left on Ch. Saint Joseph. Go 1,000 feet and then make a left turn on an access road and then approximately 0.3 miles on Ch. Olivier to the Prevest facility at 850 Chemin Olivier. Here you will find our state-of-the-art facility located on four acres. Our director of after-sales service, warranty administration and technical publications is also located at this site.

We can handle the biggest to the smallest job from structure replacement to your routine maintenance. All services are provided from routine maintenance to air conditioning service. We have 20 parking spaces with no other services available. We do not have retail parts at this facility, but our main distribution warehouse is located a few miles



The facility in Lyndhurst, New Jersey is Prevest's oldest service center. In addition to offering parts and service, the building also houses Prevest's corporate office in the United States. It is located just north of Newark and just across the river from New York City.

down the road. Phone Roland at (418) 831-2046 for a service appointment.

All of our service centers provide after-hours, call-in service and after hours parts availability. With the exception of St. Nicholas and New Jersey, all locations provide a customer lounge. All service centers perform warranty repairs.

PASS, which is our emergency breakdown assistance program, does have a list of preferred repair facilities that we have developed over the years to coordinate repairs. PASS which stands for Prevest Action Service System is our 24-hour, roadside assistance program that can be used to provide technical assistance, locate a technical representative or schedule service for you. This service is available to any of our Prevest customers by phoning (800) 463-7738. □

Prevest's Service Center at St. Nicholas is only a short drive from Quebec City. It is located on four acres and provides all services other than retail parts. Prevest's main parts distribution center is only a few miles away.



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9698 W. Judson Road
Polo, Illinois 61064
(815) 946-2341

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