



VEHICLE FACTORS ATTACHMENT

Prevost Warranty Claims

Highland, IL

HWY23MH015

(45 pages)



<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 12/04/2013 Mileage 00055621 MI Fail code 25.00 DC 41 Lot # GREY7-90 Causal part 862986 PENDANT, W FG 9449 DISP R Breakdown No Authorization Notification 300475612 Delivery 83081731</p>
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Received date: 12/09/2013 Warr. Processed date: 01/25/2014 Payment date: 01/25/2014 Credit# [REDACTED]

CLAIMED					PAID						
LABOR											
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)		
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]		
PARTS											
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	862986	PENDANT, W/COILED	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
TOTAL											
					CLAIMED(in USD)		PAID(in USD)				
					Bef. taxes		Bef. taxes		TX1	TX2	TOTAL
Claimed Labor					[REDACTED]		[REDACTED]		0.00	0.00	[REDACTED]
Parts					[REDACTED]		[REDACTED]		0.00	0.00	[REDACTED]
TOTAL					[REDACTED]		[REDACTED]		0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 pmi
 Cause :
 pendant broken
 Correction :
 replaced pendant

Entered by: [REDACTED] pmi

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 12/09/2013 Mileage 00057815 MI Fail code 25.00 DC 52 Lot # GREY7-90 Causal part UMISC MISC SHOP FG 000 DISP N Breakdown No Authorization Notification 300476480 Delivery</p>
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Received date: 12/23/2013 Warr. Processed date: 02/11/2014 Payment date: 02/11/2014 Credit# [REDACTED]

CLAIMED					PAID				
LABOR									
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	5.62	[REDACTED]	USD		5.62	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS									
PD Description	Qty	Price	Curr.		Qty	Price	Curr.	Prorate	Total(USD)
R transport time	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL									
		CLAIMED(in USD)			PAID(in USD)				
		Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Claimed Labor		[REDACTED]		[REDACTED]		0.00	0.00		[REDACTED]
Others		[REDACTED]		[REDACTED]		0.00	0.00		[REDACTED]
TOTAL		[REDACTED]		[REDACTED]		0.00	0.00		[REDACTED]

COMMENTS

Complaint :
 wheel chair ramp will not raise or retract
 Cause :
 found safety switch loose on ramp
 Correction :
 diagnosed circuits and switches,removed side panels to gain access to safety switch,refasten safety switch as needed,reinstalled panels,checked operation of wheel chair ramp,checked ok.
 Special instructions :
 transport time in other section

Entered by: [REDACTED] wheel chair ramp will not raise or retra

POLICY

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<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 01/28/2014 Mileage 00073511 MI Fail code 23.08 DC 41 Lot # GREY7-90 Causal part 068564 HARNESS, E FG 3711 DISP S Breakdown No Authorization Notification 300478880 Delivery</p>
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Received date: 02/04/2014 Warr. Processed date: 02/26/2014 Payment date: 02/26/2014 Credit# [REDACTED]

CLAIMED				PAID				
LABOR								
Type	Hrs	Rate	Curr.	Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	0.80	[REDACTED]	USD	0.80	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL								
	CLAIMED(in USD)			PAID(in USD)				
	Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Claimed Labor	0			[REDACTED]		0.00	0.00	[REDACTED]
TOTAL	[REDACTED]			[REDACTED]		0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 fss light on in dash
 Cause :
 found fss harness shorted
 Correction :
 sent techs to customer;s location,unit not there,unit came in shop
 diagnosed unit,labor only,unit was towed to Prevost for further repairs.

Entered by: [REDACTED] fss light on in dash

POLICY

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<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173</p> <p>Inv. # Contract</p> <p>Warranty start 07/20/2013 Warranty end 07/19/2015</p> <p>Fail date 06/13/2014 Mileage 00121133 MI</p> <p>Fail code 01.01 DC 61 Lot # GREY7-90</p> <p>Causal part 510991 BELT TENSI FG 3219 DISP S</p> <p>Breakdown No Authorization</p> <p>Notification 300494198 Delivery</p>
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Received date: 08/12/2014 Warr. Processed date: 08/29/2014 Payment date: 08/29/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	510991	BELT TENSIONNER	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 COACH IS OVERHEATING

Cause :
 BAD BEARINGS

Correction :
 REMOVE AND REPLACE

Entered by: [REDACTED] COACH IS OVERHEATING

POLICY

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<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 06/30/2014 Mileage 00129510 MI Fail code 22.04 DC 41 Lot # GREY7-90 Causal part 21216598 SOLENOID V FG 8743 DISP R Breakdown No Authorization Notification 300494207 Delivery 83086366</p>
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Received date: 08/15/2014 Warr. Processed date: 08/30/2014 Payment date: 08/30/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	21216598	SOLENOID VALVE	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED] 3			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
A/C IS INOPERABLE
Cause :
SOLENOID HAS INTERNAL PROBLEMS
Correction :
REMOVE AND REPLACE

Entered by: [REDACTED] A/C IS INOPERABLE

POLICY

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Received date: 08/18/2014 Warr. Processed date: 09/16/2014 Payment date: 09/16/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	901121	SUNSHADE FRONT ELE	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 DRIVER WRITE UP
 Cause :
 INTERNAL ISSUES
 Correction :
 REMOVE AND REPLACE

Entered by: [REDACTED] DRIVER WRITE UP

POLICY

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Received date: 08/15/2014 Warr. Processed date: 09/19/2014 Payment date: 09/19/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.10	[REDACTED]	USD		0.10	[REDACTED]	USD	[REDACTED]	[REDACTED]	
Claimed Labor	0.40	[REDACTED]	USD		0.40	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930330	LAMP, REAR (HI-MOU)	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
			CLAIMED(in USD)		PAID(in USD)					
			Bef. taxes		Bef. taxes			TX1	TX2	TOTAL
Claimed Labor			[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]
Parts			[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED] 5
TOTAL			[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 REGULAR CHECK OF LIGHTS

Cause :
 LED IS INOPERABLE

Correction :
 REMOVE AND REPLACE

As per our standard required time, the total of hours claimed to perform this repair is too high.

Labor adjusted to a more reasonable number of hours.

Please be sure to supply detailed information on particular circumstances.

Entered by: [REDACTED] REGULAR CHECK OF LIGHTS

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 07/16/2014 Mileage 00138116 MI Fail code 06.05 DC 41 Lot # GREY7-90 Causal part 563845 LAMP, ENGI FG 3544 DISP R Breakdown No Authorization Notification 300494581 Delivery 83086444</p>
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Received date: 08/21/2014 Warr. Processed date: 09/25/2014 Payment date: 09/25/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	563845	LAMP, ENGINE COMPA	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		TOTAL
	Bef. taxes		Bef. taxes	TX1 TX2	
Claimed Labor	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
Parts	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
TOTAL	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]

COMMENTS

Complaint :
 not working
 Cause :
 shorted out broken wires
 Correction :
 replaced cl#0000018677

As per our standard required time, the total of hours claimed to perform this repair is too high.
 Labor adjusted to a more reasonable number of hours.

Please be sure to supply detailed information on particular circumstances.

Entered by: [REDACTED] not working

POLICY

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<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/19/2014 Mileage 00160967 MI Fail code 05.04 DC 11 Lot # GREY7-90 Causal part 550987 FAN DRIVE FG 2632 DISP R Breakdown No Authorization Notification 300497339 Delivery 83087294</p>
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Received date: 09/29/2014 Warr. Processed date: 10/31/2014 Payment date: 10/31/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	5.00	[REDACTED]	USD		5.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	550987	FAN DRIVE TRANSFER	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]0
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]6
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 FAN CLUTCH IS NOISY
 Cause :
 OUT OF BALANCE OR INTERNAL PROBLEM
 Correction :
 REMOVE AND REPLACE

Entered by: [REDACTED] FAN CLUTCH IS NOISY

POLICY

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Received date: 10/13/2014 Warr. Processed date: 11/13/2014 Payment date: 11/13/2014 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	4.00	[REDACTED]	USD		4.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	950513	KIT UNLOADER HEAD	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS										
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	FREIGHT	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	950516/gasket	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	freon	26.00	[REDACTED]	USD	26.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	transport	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	pag oil	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		TOTAL
	Bef. taxes		Bef. taxes	TX1 TX2	
Claimed Labor	[REDACTED]	[REDACTED]	[REDACTED]	0.00 0.00	[REDACTED]
Parts	[REDACTED]	[REDACTED]	[REDACTED]	0.00 0.00	[REDACTED]
Others	[REDACTED]	[REDACTED]	[REDACTED]	0.00 0.00	[REDACTED]
TOTAL	[REDACTED]	[REDACTED]	[REDACTED]	0.00 0.00	[REDACTED]

COMMENTS

Complaint :
low a/c press diplayed on dash read out
Cause :
fou8nd unloader valve and cylinder head not releasing pressure internally,

Entered by: [REDACTED] low a/c press diplayed on dash read out

POLICY

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A.F.A. 9982 SET# Credit Type Commercial Goodwill Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 08/25/2014 Mileage 00156731 MI Fail code 22.05 DC 31 Lot # GREY7-90 Causal part 950513 KIT UNLOAD FG 8743 DISP R Breakdown Yes Authorization Y-DL14076 Notification 300496130 Delivery
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Received date: 10/13/2014 Warr. Processed date: 12/20/2014 Payment date: 12/20/2014 Credit# [REDACTED]

CLAIMED				PAID					
OTHERS									
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	FREIGHT	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL									
		CLAIMED(in USD)			PAID(in USD)				
		Bef. taxes			Bef. taxes			TOTAL	
Others		[REDACTED]			[REDACTED]			0.00 0.00	
TOTAL		[REDACTED]			[REDACTED]			0.00 0.00	

COMMENTS

Complaint :
 low a/c press diplayed on dash read out
 Cause :
 fou8nd unloader valve and cylinder head not releasing pressure internally,
 Correction :
 diagnosed a/c system,checked wiring to unloader,checked ok,removed and replaced unloader and cylinder head assembly,refilled a/c as needed ran unit,checked a/c checked ok.
 Special instructions :
 tranport time in other section

REFERENCE AFA 300496130
 Previously credited with [REDACTED] on 2014/11/13

Freight charges approved by [REDACTED] - DL14076

This amount is an additional credit for a reimbursement of the freight.

Entered by: [REDACTED] low a/c press diplayed on dash read out

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 9982 SET# Credit	VIN: 2PCG33495EC735508 (X3 COACH) Veh. E5508
Type Commercial Goodwill	Customer #2173
Status APPROVED	Inv. # Contract
Remit to #222343	Warranty start 07/20/2013 Warranty end 07/19/2015
ALLTRUCK & EQUIPMENT INC.	Fail date 08/25/2014 Mileage 00156731 MI
26 REAR MYSTIC AVENUE	Fail code 22.05 DC 31 Lot # GREY7-90
MEDFORD MA 02155	Causal part 950513 KIT UNLOAD FG 8743 DISP R
	Breakdown Yes Authorization Y-DL14076
	Notification 300496130 Delivery

Received date: 10/13/2014 **Warr. Processed date:** 12/20/2014 **Payment date:** 12/20/2014 **Credit#** [REDACTED]

December 16th, 2014

[REDACTED] | Prevost
Technicienne Service Après-ventes # After Sales Service Technician | S: 581-[REDACTED] | T: 1-866-[REDACTED] | F: 418-[REDACTED]
[REDACTED]@volvo.com

Entered by: [REDACTED] low a/c press displayed on dash read out

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 12/26/2014 Mileage 00195163 MI Fail code 06.05 DC 41 Lot # GREY7-90 Causal part 930399 LAMP BACK- FG 3566 DISP R Breakdown No Authorization Notification 300509201 Delivery 83089722</p>
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Received date: 01/14/2015 Warr. Processed date: 01/21/2015 Payment date: 01/21/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930399	LAMP BACK-UP, 6 LE	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 left back up light defective
 Cause :
 lens on light missing
 Correction :
 replaced light

Entered by: [REDACTED] left back up light defective

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 01/01/2015 Mileage 00197313 MI Fail code 23.10 DC 41 Lot # GREY7-90 Causal part 563199 ALARM, BAC FG 3624 DISP R Breakdown No Authorization Notification 300509203 Delivery</p>
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Received date: 01/14/2015 Warr. Processed date: 01/21/2015 Payment date: 01/21/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	563199	ALARM, BACK-UP	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		TOTAL
	Bef. taxes		Bef. taxes	TX1 TX2	
Claimed Labor	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
Parts	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
TOTAL	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]

COMMENTS

Complaint :
 back up alarm inop
 Cause :
 alarm burnt out
 Correction :
 replaced alarm

As per our standard required time, the total of hours claimed to perform this repair is too high.
 Labor adjusted to a more reasonable number of hours.

Please be sure to supply detailed information on particular circumstances.

Entered by: [REDACTED] back up alarm inop

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 01/02/2015 Mileage 00197960 MI Fail code 06.05 DC 41 Lot # GREY7-90 Causal part 930416 LAMP ID & FG 3531 DISP R Breakdown No Authorization Notification 300509204 Delivery 83089724</p>
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Received date: 01/14/2015 Warr. Processed date: 01/21/2015 Payment date: 01/21/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.35	[REDACTED]	USD		0.35	[REDACTED]	USD	[REDACTED]	[REDACTED]	
Claimed Labor	0.40	[REDACTED]	USD		0.40	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930416	LAMP ID & CLEAR -	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]

TOTAL						
	CLAIMED(in USD)		PAID(in USD)			
	Bef. taxes		Bef. taxes	TX1	TX2	TOTAL
Claimed Labor	[REDACTED]		[REDACTED]	0.00	0.00	[REDACTED]
Parts	[REDACTED]		[REDACTED]	0.00	0.00	[REDACTED]
TOTAL	[REDACTED]		[REDACTED]	0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 front id lamp inop
 Cause :
 leds dim
 Correction :
 replaced id lamp

As per our standard required time, the total of hours claimed to perform this repair is too high.
 Labor adjusted to a more reasonable number of hours.

Please be sure to supply detailed information on particular circumstances.

Entered by: [REDACTED] front id lamp inop

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 12/26/2014 Mileage 00195163 MI Fail code 22.09 DC 41 Lot # GREY7-90 Causal part 871250 TIMER 7 DA FG 8763 DISP R Breakdown No Authorization Notification 300509202 Delivery 83089723</p>
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Received date: 01/14/2015 Warr. Processed date: 01/23/2015 Payment date: 01/23/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	1.50	[REDACTED]	USD		1.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	871250	TIMER 7 DAYS	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 webasto inop
 Cause :
 timer for webasto burnt out
 Correction :
 replaced timer

Entered by: [REDACTED] webasto inop

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 11/14/2014 Mileage 00179549 MI Fail code 06.05 DC 44 Lot # GREY7-90 Causal part 930366 LAMP 6 LED FG 3531 DISP R Breakdown No Authorization Notification 300508139 Delivery 83089443</p>
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Received date: 01/02/2015 Warr. Processed date: 01/24/2015 Payment date: 01/24/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.80	[REDACTED]	USD		0.80	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930366	LAMP 6 LED REAR BR	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 12 K INSP REAR LOWER BRAKE LIGHT DIM
 Cause :
 LEDS HALF BURNT OUT
 Correction :
 REPLACED LIGHT ASSY

Entered by: [REDACTED] 12 K INSP REAR LOWER BRAKE LIGHT DIM

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 12/30/2014 Mileage 00196326 MI Fail code 23.10 DC 44 Lot # GREY7-90 Causal part 563199 ALARM, BAC FG 3624 DISP R Breakdown No Authorization Notification 300508846 Delivery</p>
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Received date: 01/13/2015 Warr. Processed date: 01/27/2015 Payment date: 01/27/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.30	[REDACTED]	USD		0.30	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	563199	ALARM, BACK-UP	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 pmi
 Cause :
 back up alarm not working
 Correction :
 replaced back up alarm

Entered by: [REDACTED] pmi

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 05/03/2015 Mileage 00250723 MI Fail code 06.05 DC 44 Lot # GREY7-90 Causal part 930444 LAMP, SIDE FG 3551 DISP S Breakdown No Authorization Notification 300519376 Delivery</p>
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Received date: 05/05/2015 Warr. Processed date: 06/12/2015 Payment date: 06/12/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.18	[REDACTED]	USD		0.18	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930444	LAMP, SIDE MARKER	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 regular check of coach
 Cause :
 led is inop
 Correction :
 remove and replace

Entered by: [REDACTED] regular check of coach

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





<p>A.F.A. Type Vehicle warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 05/25/2015 Mileage 00258929 MI Fail code 06.05 DC 41 Lot # GREY7-90 Causal part 066526 LAMP, ID & FG 3551 DISP R Breakdown No Authorization Notification 300523050 Delivery 83093114</p>
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Received date: 06/02/2015 Warr. Processed date: 09/22/2015 Payment date: 09/22/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.50	[REDACTED]	USD		0.50	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930415	LAMP ID & CLEAR -	3.00	[REDACTED]	USD	3.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 pmi
 Cause :
 lamps burned out
 Correction :
 replaced lamps

Entered by: [REDACTED] pmi

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300532563 Type Vehicle warranty Status APPROVED Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 07/07/2015 Mileage 00275446 MI Fail code 06.12 DC 41 Lot # GREY7-90 Causal part 901191 SOUND AMPL FG 000 DISP S Breakdown No Authorization Repair order 2516627 Delivery 83095772
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Received date: 09/07/2015 Warr. Processed date: 11/14/2015 Payment date: 11/14/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	901538	SOUND AMPLIFIER FI	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	901191	SOUND AMPLIFIER ON	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 PA SYSTEM NOT WORKING
 Cause :
 BURNT SMELL INSIDE OF AMP
 Correction :
 REMOVED OLD AMP AND REPLACED

Entered by: [REDACTED] PA SYSTEM NOT WORKING

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300532564 Type Vehicle warranty Status APPROVED Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 07/07/2015 Mileage 00275446 MI Fail code 06.05 DC 41 Lot # GREY7-90 Causal part 930365 LAMP 42 LE FG 3531 DISP R Breakdown No Authorization Repair order 2516627A Delivery 83095771
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Received date: 09/07/2015 Warr. Processed date: 11/14/2015 Payment date: 11/14/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	0.30	[REDACTED]	USD		0.30	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	930365	LAMP 42 LED REAR F	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 TURN SIGNAL LIGHT OUT
 Cause :
 L.E.D BURNT OUT
 Correction :
 REPLACED L.E.D TURN SIGNAL

Entered by: [REDACTED] TURN SIGNAL LIGHT OUT

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300532566 Type Vehicle warranty Status APPROVED Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 07/07/2015 Mileage 00275446 MI Fail code 05.07 DC 24 Lot # GREY7-90 Causal part 21528785 CAP, RADIA FG 2613 DISP S Breakdown No Authorization Repair order 2516627C Delivery
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Received date: 09/07/2015 Warr. Processed date: 11/14/2015 Payment date: 11/14/2015 Credit# [REDACTED]

CLAIMED					PAID						
LABOR											
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)		
Claimed Labor	0.30	[REDACTED]	USD		0.30	[REDACTED]	USD	[REDACTED]	[REDACTED]		
PARTS											
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	21528785	CAP, RADIATOR	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
TOTAL											
					CLAIMED(in USD)		PAID(in USD)				
					Bef. taxes		Bef. taxes		TX1	TX2	TOTAL
Claimed Labor					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]
Parts					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]
TOTAL					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 BAD COOLANT CAP
 Cause :
 WORN O-RING (SEAL)
 Correction :
 REPLACED COOLANT CAP

Entered by: [REDACTED] BAD COOLANT CAP

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300532567 Type Vehicle warranty Status APPROVED Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 07/07/2015 Mileage 00275446 MI Fail code 06.01 DC 47 Lot # GREY7-90 Causal part 564119 ALTERNATOR FG 3211 DISP I Breakdown No Authorization Repair order 2516627D Delivery
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Received date: 09/07/2015 Warr. Processed date: 11/14/2015 Payment date: 11/14/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	1.30	[REDACTED]	USD		1.30	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	564119	ALTERNATOR 24V 1	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
		CLAIMED(in USD)			PAID(in USD)					
		Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
Parts		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 ALT #1 OPEN CIRCUIT
 Cause :
 ALT #1 BURNT UP
 Correction :
 REPLACED ALT #1

Entered by: [REDACTED] ALT #1 OPEN CIRCUIT

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300534401 Type Ext. Contr. Warranty 30 months Prevost Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/11/2015 Mileage 00312250 MI Fail code 22.05 DC 41 Lot # GREY7-90 Causal part 950974 CLUTCH (W/ FG 8749 DISP R Breakdown Yes Authorization Repair order 10712-4 Delivery 83096473
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Received date: 09/30/2015 Warr. Processed date: 11/30/2015 Payment date: 11/30/2015 Credit# [REDACTED]

CLAIMED					PAID					
LABOR										
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	3.23	[REDACTED]	USD		3.23	[REDACTED]	USD	[REDACTED]	[REDACTED]	
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	950974	CLUTCH (W/O CONNEC	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	950509	SEAL SHAFT	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS										
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	507340/bearings	2.00	[REDACTED]	USD	2.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	r134a/freon	15.00	[REDACTED]	USD	15.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
R	transport unit	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		TOTAL
	Bef. taxes		Bef. taxes	TX1 TX2	
Claimed Labor	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
Parts	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
Others	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
TOTAL	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]

COMMENTS

Complaint :
a/c system inoperative
Cause :
found a/c clutch failing internally and seal leakage
Correction :
diagnosed a/c system, removed a/c clutch, replaced, replaced a/c

Entered by: [REDACTED] a/c system inoperative

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300534401 Type Ext. Contr. Warranty 30 months Prevost Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/11/2015 Mileage 00312250 MI Fail code 22.05 DC 41 Lot # GREY7-90 Causal part 950974 CLUTCH (W/ FG 8749 DISP R Breakdown Yes Authorization Repair order 10712-4 Delivery 83096473
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Received date: 09/30/2015 Warr. Processed date: 11/30/2015 Payment date: 11/30/2015 Credit# [REDACTED]

compressor shaft seal, replaced 2 bearings for a/c pulleys, re-assembled as needed, vacuummed and re-charge system, ran unit, a/c checked ok.

Special instructions :
transport time in other section.

Parts bought from Prevost Parts can be reimbursed at the (CURRENT) regular retail price only.

Service Providers have a discount from Prevost Parts. The mark-up allowed is the difference between your cost at Prevost Parts and the (CURRENT) retail sale price.

[REDACTED]
After Sales Service Technician
Divisions Nova Bus & Prevost
Téléphone: 581-[REDACTED] | 1-866-[REDACTED]
Fax: 418-[REDACTED]
E-mail: [REDACTED]@volvo.com

Entered by: [REDACTED] a/c system inoperative

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300533382 Type UE-30U - Refer to Customer Contract Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/11/2015 Mileage 00312250 MI Fail code 01.00-2 DC 39 Lot # GREY7-90 Causal part 85141063 TURBO KIT FG 2559 DISP R Breakdown Yes Authorization Repair order 10712 Delivery
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Received date: 09/16/2015 Warr. Processed date: 12/02/2015 Payment date: 12/02/2015 Credit# [REDACTED]

CLAIMED					PAID				
LABOR									
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	15.60	[REDACTED]	USD		15.60	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS									
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	85141063/turbo	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	85141063-c/core	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	70396486/hose	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	24010/loctiite	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21007187/gasket	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21634021/sensor	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	83ax872	2.00	[REDACTED]	USD	2.00	[REDACTED]	USD	[REDACTED]	[REDACTED]

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		
	Bef. taxes		Bef. taxes	TX1	TX2
Claimed Labor	[REDACTED]		[REDACTED]	0.00	0.00
Others	[REDACTED]		[REDACTED]	0.00	0.00
TOTAL	[REDACTED]		[REDACTED]	0.00	0.00

COMMENTS

Complaint :
turbo spooling internally
Cause :
found internal problem with turbocharger assembly
Correction :
diagnosed codes,removed radiator to gain access to work area,removed and replaced turbo,oil pressure sensor,cac hose,reassembled as needed,road test unit,cleared codes,checked ok.

Entered by: [REDACTED] turbo spooling internally

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300534402 Type UE-30U - Refer to Customer Contract Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/11/2015 Mileage 00312250 MI Fail code 04.04-1 DC 31 Lot # GREY7-90 Causal part 21470436 MUFFLER, H FG 2586 DISP S Breakdown Yes Authorization Repair order 10712-2 Delivery
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Received date: 09/30/2015 Warr. Processed date: 12/04/2015 Payment date: 12/04/2015 Credit# [REDACTED]

CLAIMED	PAID
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LABOR									
Type	Hrs	Rate	Curr.	Hrs	Rate	Curr.	Prorate	Total(USD)	
Claimed Labor	9.27	[REDACTED]	USD	9.27	[REDACTED]	USD	[REDACTED]	[REDACTED]	

OTHERS									
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	SUBLET CATALYST	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	504737/ties	10.00	[REDACTED]	USD	10.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21048511/o-ring	2.00	[REDACTED]	USD	2.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21048521/clamp	2.00	[REDACTED]	USD	2.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21095721/gasket	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	21095726/gasket	4.00	[REDACTED]	USD	4.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	8070165/clamp	4.00	[REDACTED]	USD	4.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	8071156/clamp	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	83ax872/clamp	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
R	SUBLET DPF CLEANING	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]

TOTAL					
	CLAIMED(in USD)		PAID(in USD)		TOTAL
	Bef. taxes		Bef. taxes	TX1 TX2	
Claimed Labor	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
Others	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]
TOTAL	[REDACTED]		[REDACTED]	0.00 0.00	[REDACTED]

COMMENTS

Complaint :
 dpf codes present on display
 Cause :
 found dpf clogged
 Correction :

Entered by: [REDACTED] dpf codes present on display

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300534402 Type UE-30U - Refer to Customer Contract Status APPROVED Remit to #222343 ALLTRUCK & EQUIPMENT INC. 26 REAR MYSTIC AVENUE MEDFORD MA 02155	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/11/2015 Mileage 00312250 MI Fail code 04.04-1 DC 31 Lot # GREY7-90 Causal part 21470436 MUFFLER, H FG 2586 DISP S Breakdown Yes Authorization Repair order 10712-2 Delivery
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Received date: 09/30/2015 Warr. Processed date: 12/04/2015 Payment date: 12/04/2015 Credit# [REDACTED]

diagnosed dpf, removed, disassembled, cleaned as needed, re-assembled, reinstalled, regenned engine as needed, road tested checked ok.

Entered by: [REDACTED] dpf codes present on display

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300609544 Type Bulletin Status APPROVED Remit to #220132 SBD HOLDING CO. LLC DBA ALBANY MACK SALES 90 HARTS LANE ALBANY NY 12204	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 03/31/2018 Mileage 00675649 MI Fail code 06.27-2 Tech.Pub.# EC.0017 DC 49 Causal part 3092091 SOFTWARE / FG 000 DISP N Breakdown No Authorization Repair order 100622 Delivery
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Received date: 04/09/2018 Warr. Processed date: 05/24/2018 Payment date: 05/24/2018 Credit# [REDACTED]

CLAIMED					PAID				
LABOR									
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	0.75	[REDACTED]	USD		0.75	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS									
PD Description	Qty	Price	Curr.		Qty	Price	Curr.	Prorate	Total(USD)
decal 85152363	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL									
		CLAIMED(in USD)			PAID(in USD)				
		Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Claimed Labor		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]
Others		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

EC-0017: Emission Campaign EC0017 completed ecm software updated as per instructions

Entered by: [REDACTED] EC-0017: Emission Campaign EC0017

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300621312 Type Recall Status APPROVED Remit to #220132 SBD HOLDING CO. LLC DBA ALBANY MACK SALES 90 HARTS LANE ALBANY NY 12204	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 03/31/2018 Mileage 00675649 MI Fail code 18.08 Tech.Pub.# SR17.28 DC 09 Causal part 032904 SUPPORT, F FG 230 DISP N Breakdown No Authorization Repair order 100622.3 Delivery
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Received date: 04/09/2018 Warr. Processed date: 05/24/2018 Payment date: 05/24/2018 Credit# [REDACTED]

CLAIMED					PAID				
LABOR									
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	1.50	[REDACTED]	USD		1.50	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS									
PD Description	Qty	Price	Curr.		Qty	Price	Curr.	Prorate	Total(USD)
sr17-28	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL									
		CLAIMED(in USD)			PAID(in USD)				
		Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Claimed Labor		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]
Others		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]
TOTAL		[REDACTED]		[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

SR17-28: Fuel Tank Cradle Mounting Bolts completed fuel tank mounting bolts replace as per instructions and returned parts

Parts bought from Prevost Parts can be reimbursed at the(CURRENT)regular retail price only.

Service Providers have a discount from Prevost Parts. The mark-up allowed is the difference between your cost at Prevost Parts and the (CURRENT)retail sale price.

Entered by: [REDACTED]

SR17-28: Fuel Tank Cradle Mounting Bolts

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.





A.F.A. 300630720 Type Bulletin Status APPROVED Remit to #220132 SBD HOLDING CO. LLC DBA ALBANY MACK SALES 90 HARTS LANE ALBANY NY 12204	VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 03/31/2018 Mileage 00675649 MI Fail code 06.15 Tech.Pub.# WB17.16 DC 09 Causal part 068131 HARNESS, E FG 3651 DISP N Breakdown No Authorization Repair order 100622.2 Delivery
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Received date: 04/09/2018 Warr. Processed date: 06/06/2018 Payment date: 06/06/2018 Credit# [REDACTED]

CLAIMED					PAID				
LABOR									
Type	Hrs	Rate	Curr.		Hrs	Rate	Curr.	Prorate	Total(USD)
Claimed Labor	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS									
PD Description	Qty	Price	Curr.		Qty	Price	Curr.	Prorate	Total(USD)
wb17-16a	1.00	[REDACTED]	USD		1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL									
		CLAIMED(in USD)			PAID(in USD)				
		Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Claimed Labor		[REDACTED]			[REDACTED]		0.00	0.00	[REDACTED]
Others		[REDACTED]			[REDACTED]		0.00	0.00	[REDACTED]
TOTAL		[REDACTED]			[REDACTED]		0.00	0.00	[REDACTED]

COMMENTS

WB17-16: C15 & C58 BYPASS
 completed part A only as per wb17-16a instructions

Parts bought from Prevost Parts can be reimbursed at the(CURRENT)regular retail price only.

Service Providers have a discount from Prevost Parts.
 The mark-up allowed is the difference between your cost at Prevost Parts and the (CURRENT)retail sale price.

Entered by: [REDACTED] WB17-16: C15 & C58 BYPASS

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 900771306



<p>A.F.A. 300699681 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/24/2019 Mileage 00851276 MI Fail code 01.01 DC 14 Lot # GREY7-90 Causal part 510991 BELT TENSI FG 3219 DISP S Breakdown No Authorization Repair order 607132 Delivery</p>
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Received date: 10/10/2019 Warr. Processed date: 10/23/2019 Payment date: 10/23/2019 Credit# [REDACTED]

CLAIMED					PAID					
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	510991	BELT TENSIONER	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
			CLAIMED(in USD)		PAID(in USD)					
			Bef. taxes		Bef. taxes		TX1	TX2	TOTAL	
Parts			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]	
TOTAL			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]	

COMMENTS

Complaint :
 Belt bearing making noise.
 Cause :
 Bearing is bad.
 Correction :
 Replaced bearing.

Entered by: [REDACTED] Belt bearing making noise.

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 901383387



<p>A.F.A. 300733347 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/01/2021 Mileage 01068577 MI Fail code 01.04 DC 32 Lot # GREY7-90 Causal part 22719941 HUB, WATER FG 2631 DISP S Breakdown No Authorization Repair order 965975 Delivery</p>
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Received date: 09/08/2021 Warr. Processed date: 09/17/2021 Payment date: 09/17/2021 Credit# [REDACTED]

CLAIMED					PAID						
PARTS											
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	22719941	HUB, FAN ASSY	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
TOTAL											
			CLAIMED(in USD)			PAID(in USD)					
			Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Parts			[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL			[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 Hub Fan Asm locked up
 Cause :
 Premature wear.
 Correction :
 Replaced Hub Fan Asm

Entered by: [REDACTED] Hub Fan Asm locked up

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 901257872



<p>A.F.A. 300733348 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/01/2021 Mileage 01068577 MI Fail code 01.01 DC 61 Lot # GREY7-90 Causal part 550925 BELT TENSIONER FG 2634 DISP S Breakdown No Authorization Repair order 965975 Delivery</p>
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Received date: 09/08/2021 Warr. Processed date: 09/17/2021 Payment date: 09/17/2021 Credit# [REDACTED]

CLAIMED					PAID					
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	550925	BELT TENSIONER, A	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
			CLAIMED(in USD)			PAID(in USD)				
			Bef. taxes			Bef. taxes			TOTAL	
Parts			[REDACTED] 8			[REDACTED]			0.00 0.00	
TOTAL			[REDACTED]			[REDACTED]			0.00 0.00	

COMMENTS

Complaint :
 Belt Tensioner spinning.
 Cause :
 Possible bad bearings.
 Correction :
 Replaced Belt Tensioner

Entered by: [REDACTED] Belt Tensioner spinning.

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 901320043



<p>A.F.A. 300733349 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/01/2021 Mileage 01068577 MI Fail code 01.04 DC 32 Lot # GREY7-90 Causal part 550985 CROWNED PU FG 2634 DISP S Breakdown No Authorization Repair order 965975 Delivery</p>
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Received date: 09/08/2021 Warr. Processed date: 09/17/2021 Payment date: 09/17/2021 Credit# [REDACTED]

CLAIMED					PAID					
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	550985	CROWNED PULLEY	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
			CLAIMED(in USD)		PAID(in USD)					
			Bef. taxes		Bef. taxes		TX1		TX2	TOTAL
Parts			[REDACTED]		[REDACTED]		0.00		0.00	[REDACTED]
TOTAL			[REDACTED]		[REDACTED]		0.00		0.00	[REDACTED]

COMMENTS

Complaint :
 Belts and pullies locked.
 Cause :
 Crown Pulley locked up
 Correction :
 Replaced all belts/pullies.

Entered by: [REDACTED] Belts and pullies locked.

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 901184411



<p>A.F.A. 300733470 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 09/01/2021 Mileage 01068577 MI Fail code 01.04 DC 32 Lot # GREY7-90 Causal part 8149875 PULLEY,10K FG 2631 DISP S Breakdown No Authorization Repair order 965975 Delivery</p>
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Received date: 09/08/2021 Warr. Processed date: 09/17/2021 Payment date: 09/17/2021 Credit# [REDACTED]

CLAIMED					PAID						
PARTS											
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	8149875	PULLEY,10K, DW= 167	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
TOTAL											
			CLAIMED(in USD)			PAID(in USD)					
			Bef. taxes			Bef. taxes			TX1	TX2	TOTAL
Parts			[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]
TOTAL			[REDACTED]			[REDACTED]			0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 Pullies all stopped working.
 Cause :
 All pullies locked up.
 Correction :
 Replaced ALL Pullies/Belts.

Entered by: [REDACTED] Pullies all stopped working.

POLICY

IMPORTANT: All warranty parts coded "R", "C", "i" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 901941859



<p>A.F.A. 300774884 Type Parts warranty Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508 Customer #2173 Inv. # Contract Warranty start 07/20/2013 Warranty end 07/19/2015 Fail date 01/18/2023 Mileage 01143814 MI Fail code 04.04-1 DC 491 Lot # GREY7-90 Causal part 22303391 SENSOR NOX FG 2846 DISP R Breakdown No Authorization Repair order 1032533 Delivery</p>
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Received date: 01/19/2023 Warr. Processed date: 02/14/2023 Payment date: 02/14/2023 Credit# [REDACTED]

CLAIMED					PAID					
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	22303391	SENSOR NOX post	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
TOTAL										
			CLAIMED(in USD)			PAID(in USD)				
			Bef. taxes			Bef. taxes		TX1	TX2	TOTAL
Parts			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]
TOTAL			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.00	0.00	[REDACTED]

COMMENTS

Complaint :
 ENGINE CODES
 Cause :
 NOX SENSOR FAIL-NON WORKING PROPERLY, PULLED CODES, ENGINE LIGHT ON
 Correction :
 INSTALLED NEW NOX SENSOR 22303391
 Special instructions :
 CORE PART 22303391
 VIN #2PCG33495EC735508

Entered by: PARTS [REDACTED] ENGINE CODES

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.



Inv.1: 902071133



<p>A.F.A. 300779051</p> <p>Type Parts warranty</p> <p>Status APPROVED</p> <p>Remit to #217368 GREYHOUND LINES, INC. 350 NORTH ST. PAUL STREET DALLAS TX 75201</p>	<p>VIN:2PCG33495EC735508 (X3 COACH) Veh. E5508</p> <p>Customer #2173</p> <p>Inv. # Contract</p> <p>Warranty start 07/20/2013 Warranty end 07/19/2015</p> <p>Fail date 03/17/2023 Mileage 01158845 MI</p> <p>Fail code 04.04-1 DC 203 Lot # GREY7-90</p> <p>Causal part 85013590 PUMP UNIT FG 2581 DISP R</p> <p>Breakdown No Authorization</p> <p>Repair order 1126325 Delivery 83172451</p>
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Received date: 03/23/2023 Warr. Processed date: 04/18/2023 Payment date: 04/18/2023 Credit# [REDACTED]

CLAIMED					PAID					
PARTS										
PD	Part #	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)
R	85013590	PUMP UNIT - REMAN	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]
OTHERS										
PD	Description	Qty	Price	Curr.	Qty	Price	Curr.	Prorate	Total(USD)	
R	2% WEB REBATE	1.00	[REDACTED]	USD	1.00	[REDACTED]	USD	[REDACTED]	[REDACTED]	
TOTAL										
			CLAIMED(in USD)		PAID(in USD)					
			Bef. taxes		Bef. taxes			TOTAL		
Parts			[REDACTED]		[REDACTED]			0.00		
Others			[REDACTED]		[REDACTED]			0.00		
TOTAL			[REDACTED]		[REDACTED]			0.00		

COMMENTS

Complaint :
 CHECK ENGINE LIGHT ON; PULLED SEVERAL AFTERMARKET TREATMENT CODES;
 NEEDED UREA PUMP AND HARNESS LEAKING FROM PUMP CONNECTORS.

Cause :
 CHECK ENGINE LIGHT ON; PULLED SEVERAL AFTERMARKET TREATMENT CODES;
 NEEDED UREA PUMP AND HARNESS LEAKING FROM PUMP CONNECTORS.

Correction :
 INSTALLED NEW PUMP CLEARED CODES.

Special instructions :
 CORE PART 85013590
 2PCG33495EC735508

Entered by: PARTS [REDACTED] CHECK ENGINE LIGHT ON; PULLED SEVERAL AF

POLICY

IMPORTANT: All warranty parts coded "R", "C", "I" or "N" must be returned as per the return shipping instructions. For parts coded "P", pictures showing the defect must be attached to the web claim or sent to prevost.warranty@volvo.com along with the AFA#, and kept for 30 days. Parts coded "S", should NOT be returned but must be kept at your facilities for 30 days. Parts coded "X" should be immediately discarded locally. Please call our warranty department at 1-866-870-2046 should you have any questions.

