

Press release
For immediate release



PREVOST INTRODUCES BLOCK OF HOURS, AN INDUSTRY-LEADING SERVICE PROGRAM

(February 16, 2021, Ste. Claire, QC) PrevoSt recently introduced Block of Hours, a brand new program allowing operators with any sized fleet to reserve a regularly scheduled time slot in a PrevoSt service center for service from preventive maintenance to unexpected stops.

An industry first, Block of Hours is designed to help operators increase uptime, plan ahead, and keep coaches on the road where they belong.

“PrevoSt is committed to providing effective solutions for our customers’ needs, and we recognize maintenance costs can be some of the largest expenses for operators in both time and money,” said Randy Castillo, PrevoSt service network director. “Block of Hours can be tailored for any sized fleet and was developed specifically to ease budgeting and allow operators to more effectively plan for expected and unexpected maintenance.”

The PrevoSt Block of Hours program guarantees regularly scheduled bay time for all services, from preventive maintenance to emergency repairs. The program is available for all major coach makes and models, and can be scheduled for weekly or bi-weekly visits. A Block of Hours agreement includes discounted rates for both parts and service.

Gray Line Tennessee, a Nashville-based charter and tour company, was one of the first to pilot the Block of Hours program. After only two months of utilizing the program, Gray Line recognized the benefits of having guaranteed bay time available each week, and increased the number of hours in their block.

“Implementing Block of Hours has allowed our maintenance team to focus on more complex, rigorous tasks with confidence in PrevoSt as a premium, high-caliber maintenance facility,” said Chuck Abbott, president & CEO – Gray Line Tennessee. “Since starting the program, we’ve lost zero dollars of revenue due to a coach being down.”

For more information about the PrevoSt Block of Hours program, contact your local PrevoSt [service center](#) or PrevoSt [customer support manager](#).

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Caption: PrevoSt recently introduced Block of Hours, a brand new program allowing operators with any sized fleet to reserve a regularly scheduled time slot in a PrevoSt service center for service from preventive maintenance to unexpected stops.

About PREVOST

PrevoSt has provided coach solutions for nearly a century with an uncompromising commitment to quality, a drive for constant innovation and improvement, and dedication to safety and sustainability in every business aspect. Today, PrevoSt is one of North America's largest producers of premium intercity touring coaches, and is the world leader in the production of high-end motorhome and specialty conversion coaches. Customer support is secured via the largest service network in the motorcoach industry with 17 OEM-owned and operated service centers across North America, a specialized customer support team with more than 260 years of industry experience, and 60 mobile service vans. PrevoSt manufacturing facilities are located in Sainte-Claire, Quebec, Canada.

PrevoSt is part of the Volvo Group, one of the world's leading manufacturers of buses, trucks, construction equipment, power solutions for marine and industrial applications, financing and services that increase customer uptime and productivity. For more information, please visit www.volvogroup.com.

About Gray Line Tennessee

Native to Nashville, Gray Line Tennessee has been the local transportation and sightseeing expert for more than four decades. Known as an industry thought leader, Gray Line Tennessee strives to provide innovative solutions for the transportation industry. Currently, the Gray Line Tennessee team operates Private Charter Transportation Services, Black Car Services, Sightseeing & Tourism, Public Transportation, and School Bus Services. Gray Line Tennessee strives for the best in safety, quality, and customer service in transportation. For more information about Gray Line Tennessee, visit GrayLineTN.com

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