

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 20-NOV-2008	Repository ☐ Reference No. 10249433

OWNER INFORMATION (Type or Print)			
Name _____		Daytime Telephone Number _____	
Address _____		E-mail Address _____	
City MOUNT VERNON	State IA	Zip Code _____	
Evening Telephone Number <i>Same</i>			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO In the absence of an authorized signature, provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____			

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S7MT9K09R		Make BLUE BIRD	Model BMC
		Model Year 1995	
Date Purchased 4/06	Dealer's Name and Telephone Number <i>Private Party</i>		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type <i>Allison 6 spd</i>	☒ Antilock Brakes	Powertrain	Multiple Failure:
	☒ Cruise Control		Incident Date(s) 07-JUL-2006

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 160000 STRUCTURE		Failure Mileage
		Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)				
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available). TL*THE CONTACT OWNS A 1995 BLUE BIRD BMC MOTOR COACH. THE CONTACT DROVE THE VEHICLE TO A WEIGHING STATION TO MAKE SURE THE LOAD WAS DISTRIBUTED PROPERLY. HE DISCOVERED THAT THE VEHICLE WEIGHED 3,000 LBS. OVER THE GROSS VEHICLE WEIGHT RATIO. (THE AXLES WERE RATED TO ENSURE THAT THEY WERE NOT OVERLOADED.) UPON WEIGHING THE VEHICLE, THE REAR AXLES WERE RATED AT 19,000 AND THE FRONT AXLES WERE RATED AT 12,000. THERE HAD BEEN NO FAILURE TO DATE. THE CURRENT MILEAGE WAS 69,870. <i>→ This statement is incorrect. The axle on rear axle in the production vehicle is under-rated for the load it was produced to carry + the tires at the pressures recommended are overloaded in the front + rear.</i>				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY				

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

MANY SUPPORTING DOCUMENTS ARE ATTACHED

To: NHTSA

The basis of my complaint is that, I am certainly overweight by a big margin based on the original axle installed in this motor home, and when I brought this to the attention of the Blue Bird Corporation, the original manufacturer, they refused to remedy the safety problem. Although they had fixed several of these previously when apparently some owners complained or threatened to sue them, they did not act in "good faith" at that time and notify other owners who were not aware of the problem. Instead they chose to wait it out, hoping no problems would occur, until their 10 year legal responsibility was over. Surely that approach by a manufacturer who has already demonstrated responsibility by fixing some, is not the intent of the "10 year responsibility Statute"

Although I have not had a problem to date, I am on the edge in terms of tires and rear axle, and am worried that as the components age, a serious problem may occur.

Many supporting documents, as I tried to have this potential problem remedied, are attached. I have had some discussions with Tom Bowman of the NHTSA who is familiar with the problem. Thanks for your interest in this situation.

Mt Vernon, IA _____

This is the short version.

12/23/08 (Longer version - more info)

This is the basis of my complaint. Other documents and discussions and correspondence are referenced in some of the supporting information.

I wanted to report what I believe is a serious safety problem with my motor home. I purchased a 37 foot 1995 BMC (Bluebird Motor Coach) in April of 2006. I subsequently had it weighed a few months later, and to my surprise given Bluebird's reputation for building strong, quality buses, I found it was about 3000 pounds over the GVWR. I didn't even have an inordinate amount of weight loaded in it; in fact the bays and cabinets were not even full. I did not have heavy toolboxes, tray slides, or many of the other substantial items sometimes carried in these coaches. My coach has a front axle rated for 12,000 pounds and a rear axle rated for 19,000 pounds for a total of 31,000 pounds. The overweight problem was primarily over the rear axle.

After finding out I had what I considered a serious safety problem, I contacted the Bluebird Corporation to find out the CCC (Cargo Carrying Capacity) of this coach and they were either unable or unwilling to give me that information. They couldn't even give me the base or "wet" weight of the vehicle loaded with only full fuel and fresh water tanks. I'm not sure this motor home has any cargo carrying capacity at all over the "wet" weight with the 19,000 pound rated rear axle and originally equipped running gear. And if you put bays and cabinets on a motor home, the concept of "implied warranty" implies you should be able to carry a reasonable amount of weight in them.

After my original weighing and contacting Bluebird, I did a little research on one of the online forums. I determined that after these coaches were built, apparently concerned about the safety problem with the underweight rear axles, Bluebird instituted a very low profile recall (it was actually called a "silent recall" by the owners on the forum) to upgrade and replace the rear axles at Bluebird's expense on some of the 1994 and 1995 37 foot BMCs. I do not know how they determined which ones to upgrade, but the former owner of my motor home was never contacted. I suspect they only fixed the ones for owners who complained at that time.

After uncovering this information, I talked with Bluebird again and the people I contacted denied ever having done any axle upgrades. However, I followed up and talked directly with several people whose motor homes received the upgrade during that time period, so Bluebird's statement to me was patently untrue. Interestingly enough, Bluebird later fixed the problem on subsequent production models in 1996 and 1997 by increasing the rear axle weight carrying capacity from 19,000 pounds to I think 22,000 pounds and 23,000 pounds over those 2 years. I do not know how many BMCs were produced in 1994 and 1995 with the deficient rear axles, but I believe several are out there on the highways in an unsafe condition. The BMC apparently was only in production for four years and I believe only the 1994 and 1995 production models have the lower rated rear axles.

As a result of my original weighing I also found that the tires put on the coach by Bluebird when it was built (and later replaced when appropriate by new ones of the same rating) were also deemed to be a safety problem unless they were inflated higher

than the maximum cold tire pressure for that grade of tire. And if the original "G" rated tires were replaced with higher load rated "H" rated tires, the inflation capacity of the aluminum wheels on the motor home (original) could possibly be exceeded.

I have spent over a year trying to work with the Bluebird people in attempt to get this safety problem alleviated and have them take care of the appropriate remedial work. This was not warranty work originally and would not be now. As I understand it there is 10 year legal responsibility for the original manufacturer to fix safety issues. However, it appears to me that the Blue Bird Corporation was not acting in good faith when it did not notify the owners who were unaware of this problem so that they could have it fixed. It seems that Blue Bird was just doing nothing except for the few that complained or threatened to sue hoping to "run out the clock" on the others. Surely the "10 year statute" does not condone this course of action as appropriate behavior.

One difficulty I encountered is that the company has recently changed owners, so I first contacted the new owners, Bluebird Coachworks (part of Complete Coach Works in Riverside CA) . They said liability for these kinds of things stayed with the original builders (I'm not sure if that's true) so they referred me back to the Bluebird Corporation of Fort Valley Georgia, and investment company of Cerberus (the people I had been talking with after identifying the problem originally). The point person there has been Scott Bauer at 478-822-2563. Apparently the earlier Bluebird Company finally uncovered some records of the upgrades they had done previously, as Scott said they were reviewing them before making a decision. He also mentioned that the last person in their organization to review the situation was their General Counsel, Don Commons, I assume to evaluate their risk and potential liability if nothing was done. After spending several months reviewing the situation (and going to Mr. Commons) they finally came back to me saying that since so much time had passed, and since I had not had problems they were unwilling to take the remedial action of upgrading the rear axle and running gear on my motor home to what seemed to me to be reasonable safety margins as they had done for other some owners of 1994 and 1995 BMCs earlier. The fact that no serious issue has occurred so far may have something to do with the fact that the previous owner only used it for two short camping weekends in four years and didn't put anything in the cargo areas.

Fortunately my tires are relatively new, and since the original weighing I have increased the air pressure to the maximum allowable so I have not had any serious problems to date, but as the tires continue to age I am worried that situation may change. Unfortunately based on the 19,000 pound rear axle and the load capacity of the "G" rated tires (even with higher inflations), I am concerned about still being overweight, even though I have tried to eliminate carrying any unnecessary items, and many other things that would be nice to have available at times. (My cabinets are still not full).

Since this is a production safety defect, and not a warranty issue, it is basically the same situation as the recent front axle Bluebird Wanderlodge NHSTA prompted recalls for the 450 LXI's to remedy weight problems with their front axles. I have attached a copy of Bluebird's notice to owners concerning that recall. Please note in paragraph 3 of that recall the section referring to being overloaded at manufacture or under reasonable loading conditions. That is the exact situation with my 1995 BMC. In fact, much of the information (like weight tickets at loaded "wet" weight) requested by Blue Bird in that 450LXI recall) was submitted by me to them. It's obvious I have essentially the same problem, even down to the grade or rating of the tires. The only difference is the time

factor, and that would not have been an issue if this unit had been fixed with the others when the "silent recall" had been done originally.

Obviously these are heavy vehicles, and the potential for serious issues in the event of an accident on the highway at even normal speeds in regard to damage to us and other vehicles is significant. There are numerous articles in the public domain concerning the problems with overloaded tires and the potential for serious accidents. Hopefully you can help me to resolve this problem. I do not know how many other BMCs were not fixed in that silent recall, so I can not help you with the number out there that still are being driven around in this unsafe condition but I do know of a few that have asked them to contact you. I'm sure Bluebird has records of the "silent recall" and what they did at the time, and how many were actually produced in 1994 and 1995.

Here is the first page of the 450LXI NHSTA recall notice Bluebird sent out recently on those units with a similar problem. I believe they should do the same with the 1994 and 1995 Bluebird Motor Coaches (BMCs)



R08MW

March 14, 2008

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Blue Bird Body Company ("Blue Bird") has decided that a defect which relates to motor vehicle safety exists in certain 2005 through 2007 model year Blue Bird Wanderlodge M450 LXi motor homes manufactured from March 10, 2004, through September 27, 2006.

On certain motor homes, the tie rod assemblies may not meet design specifications. On some motor homes, the front axle curb weight may have exceeded the 16,000 pound front axle weight rating at the time of manufacture, or, it may subsequently exceed 16,000 pounds while in service under reasonable loading conditions.

Blue Bird has determined that separately or in concert, at higher mileage (over 100,000 miles) the existing tie rod assemblies may not perform as designed and may deform or fracture which may reduce steering control and may result in a vehicle crash.

In addition, Blue Bird has become aware that owners may not be operating their motor homes with the proper tire inflation pressure, and/or, the front suspension not in proper alignment. Insufficient front tire pressure will reduce the weight rating of the front tires on your motor home. Improper alignment of the front suspension can cause premature tire wear and degrade the structural integrity of the affected tires. Under either of these conditions a tire failure may occur which could result in a vehicle crash.

Therefore, Blue Bird is directing that the actions described in Attachment I be performed immediately.

It is imperative that the front tire pressure be increased to 130 psi and maintained to insure proper tire performance.

Your motor home affected by recall R08MW is identified by body serial number on the enclosed yellow reply sheet. If you no longer own the subject motor home, please complete the appropriate section of the reply sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

BLUE BIRD CORPORATION

402 Blue Bird Blvd. PO Box 937 • Fort Valley, Georgia 31030
(478) 825-2021

This e-mail was sent to Macy Neshati the VP of Sales for Complete Coach Works who did not produce this vehicle but recently bought the Motor Coach assets from the Blue Bird Corporation who did produce it in 1995 . I started working on this problem when I became aware of it when I weighed my coach in July of 2006

Mr. Neshati said he would try to help get this taken care of by the original company. He was ultimately unsuccessful in that attempt. I believe you will see in the correspondence that the Blue Bird Corporation who produced this coach originally did not operate in "good faith" when, after remedying the problem on several coaches at Blue Bird's expense, they did not inform the other owners of the potential problem so that it could be taken care of at the time. They basically "laid low" and it appears were trying to run out the 10 year clock on legal responsibility.

From:

Sent: Sunday, November 04, 2007 7:02 PM

To: Macy Neshati

Subject: 1995 BMC 37 Rear Axle Problem

Macy,

First let me say how much we enjoyed the Rally in the Valley this year. As new Bluebird owners it was our first time there and we were impressed with the people and all the information we learned. And the race brick is really cool!

I wanted to follow up on our conversation about our 1995 37 foot BMC. Sorry this note is so long, but I wanted you to have the whole picture. As I mentioned when we talked, we started traveling full time about 3 years ago in a 34 foot Airstream travel trailer. (We thought quality products were important even then). We decided to move up to a motor home and initially were considering a 1995 Beaver Marquis, their top of the line motor home at the time. In doing our research we were told that it was better to buy a "bus" as they were stronger, more solid, and better built. As a result we shelled out quite a bit more money and bought the 95 BMC about 18 months ago. We moved all the stuff from our Airstream and pickup truck to the motor home and took off again. Imagine my surprise when at our first FMCA rally we had the BMC weighed (full water and fuel, empty black and gray tanks) and found we were over 3500 pounds in excess of the GVWR. I couldn't believe that a "bus" wouldn't carry what we had in our previous Airstream travel trailer and pickup. I called Bluebird and asked what the cargo carrying capacity (CCC) was for the BMC. No one could (or wanted to) tell me. I later surmised that being overweight was a common problem for early BMC's that no one at Bluebird wanted to acknowledge. Some research on the web later revealed that Bluebird had what owners called a "silent recall" and upgraded the rear axles on several of the early BMC's (I believe through 1996) from 19,000 pounds to 23,000 pounds at Bluebird's expense. They obviously recognized the problem because the 1997 BMC's, which were basically the same coaches as the previous years had a rear axle that was rated at 23,000 pounds, up from 19,000 pounds.

My bus when new was originally used by an Amway distributor just to go to rally's, and a later owner only used it twice in four years for long camping weekends. When we bought it from him the bays were practically empty. I feel sure it was never weighed by any of the former owners so no one knew at the time to even talk to Bluebird about the

weight problem "recall". They probably thought as I did that weight would never be a problem with a Bluebird "bus". After finding out about the "silent recall", I called Bluebird about it and was told by Mike Burkett and another person named Bob (sorry, I can't remember his last name) who was supposedly there during the years of the "recall" that it never happened. That apparently was patently untrue.

I have to say that besides being a safety issue, living as a full timer with a Bluebird with almost no cargo carrying capacity is a real problem. I can't believe Bluebird really built a "bus" like this. Due to our safety concerns about the rear axle, we have unloaded weight until we are at the point that we have to leave out stuff that although not absolutely necessary, would make living in the bus much more pleasurable, and that is certainly important for this lifestyle. And we are still about 1000 pounds overweight. You can imagine what we had to leave out to "drop" 2500 pounds. No one wants to be "roughing it" all the time.

As I understand it, the previous owner of Al Johnson's BMC took advantage of the "silent recall". [redacted] also had his axle upgraded and paid for by Bluebird, and he will send you his VIN and chassis number information. I believe there have been several others, who I will try to find, but it is a little harder to do at this point, although I suspect Bluebird has a record of all of them that they may not want to talk about.

I realize that this is an older bus, but safety issues are still real whether the motor home is older or newer. I also feel that if the recall had been publicized, the former owners of this bus would have availed themselves of the repair at that time. I feel it was not a responsible course of action to avoid correcting safety issues in a timely manner by not informing all the owners about the problem at the time. I appreciate your offer to help me with this problem and trust someone will step up to the plate and take the appropriate action.

My BMC VIN number is 4S7MT9K0XR [redacted] and my Spartan Mountain Master chassis number is [redacted]. The rear axle number is [redacted]. These numbers came from the plate up over the dash. From the back plate by the engine it says my Bluebird Body number is [redacted] and the Bluebird Body Service number is [redacted]. If you need any other numbers (or if I have read any of these from the plates incorrectly) please let me know.

Macy, it was a pleasure meeting you. Except for the overweight problem, we love this coach. Thanks again for your help.

[redacted]

Copy of an e-mail sent to Scott Bauer of the Blue Bird Corporation August 29, 2008 after we had several phone conversations concerning the overweight safety problem and he requested copies of weight information.

Scott,

Here is the weight information form the Family Motor Coach Association Rally we went to in Gillette Wyoming in July of 2006. We bought the BMC in April as I recall.

The first picture is of the whole sheet. RVSEF weighs coaches for FMCA at all these rallies to help people inflate their tires properly and make sure they are under the GVWR and have the weight distributed properly. They also do a safety seminar on the whole weight situation. They, as you can see, do each tire independently. The coach is weighed with empty black and gray tanks and full fresh water and fuel. (Apparently in today's terms that is what is considered base weight). The next pictures are close ups of different parts of the sheet so you can read the figures. The first one is the Ratings which is what the coach is rated for on each wheel. The second part is the actual weights of each wheel. The third part is the "Margins" and as you can see, I had no margins. I was a total of 3,075 pounds overweight. (And believe it or not, I moved the stuff into the BMC from a 34 foot Airstream trailer that only weighed 10,000 lbs total). I was stunned and dismayed. Who would have thought a Bluebird built bus would have a problem like this. At that point the RVSEF person reviewed the Michelin tire book with me and pointed out that I could not inflate the tires enough to carry that much load. The next 3 pictures are the page from the Michelin book in case you do not have that handy.

The 2 pictures at the end are where I had the coach weighed at a CAT scale last year. I could not weigh each wheel, only front and back. At this point I was only carrying about 20 gallons of fresh water (I don't fill up unless I am driving to a place that has no water hook up, but unfortunately we do that reasonably often. So I am not carrying about 600 lbs of water I am supposed to be able to carry. Also, as I pointed out in my other note, I had stripped down as much as I could on weight, carrying at least a couple of hundred hundred

pounds of stuff in the car we are towing and leaving out all sorts of things that would make the full time lifestyle life a lot better. The motor home magazines say the average full timer carries 3000 lbs of stuff. I suspect that's close to what we had on the original weighing (and in the Airstream) , but by this point had "slimmed down" by at least 800-1000 lbs. Not fun I can tell you. Even with almost no fresh water and the slim down program, we were still about 1400 lbs overweight (would have been 2000 overweight with full fresh water) and were not carrying a lot of things we wanted to have with us.

So, you can see the problem. As I said, this may not be a problem with weekenders, although I suspect the coach with full water and fuel with nothing in it doesn't have much Cargo Carrying Capacity anyway. But, it probably is enough for them. I know a lot of full timers are out there, although I have not met any BMC owners other than us who are full time. So we may be the only unit of concern.

In order to feel comfortable and safe I think this BMC should be able to carry and weigh with a safety margin what I had in it in Wyoming. And, as you know, by 1997 they had upgraded to a 23000 lb rear axle so the GVWR with that axle would have been 35000 lbs so I would have had almost a 1000 lb margin of safety.

So that's the situation. Hopefully this information will help solve this problem. I wince every time I hit a big bump in the road, or go over a rough railroad track. You can imagine, I'm sure. So far nothing bad has happened, but I feel as I said that I am on borrowed time and I will end up with some kind of equipment fatigue problem or a tire or wheel problem eventually.

Scott, thanks for your help.

Best,

This is my letter to Blue Bird Corporation after several e-mails and telephone discussions after which they rejected my request for them to act in good faith and fix my potential safety problem (the overweight rear axle and tire problem). After no response, I sent the complaint to the NHTSA

October 10, 2008

Scott Bauer
Blue Bird Corporation
402 Blue Bird Blvd.
P O Box 937
Fort Valley, GA 31030

Scott,

Re: My request for remedy of a safety defect on my 1995 BMC

I just wanted to review our discussions concerning my 1995 BMC overweight rear axle problem.

Your recent phone call to me indicated that your management, including your Corporate Counsel, has decided to reject my request and renege on your company's responsibility to remedy the production safety defect on my 1995 BMC. As you are aware these 1995 units were produced with this production safety defect as several were ultimately fixed by your company under what was known by the owners as a "silent recall". This was not a warranty situation, as original equipment failure was not the problem. The original rear axles were replaced by axles that were rated for significantly higher loads. It seems apparent this was done to build in a weight safety margin that was not there in the original 1995 units. You are of course also aware that the 1996 and 1997 production units had rear axles that were rated higher to solve this problem. By 1997 the rear axle on production units was rated at 23,000 pounds instead of the 19,000 pound "original equipment" axles on the 1995. I assume that was also to remedy an "implied warranty" situation whereby if you put cabinets and bays on these units, they are warranted to be used for carrying things in them.

I do not know why mine was not included in that original recall, but I have made you aware of the situation and still expect you to remedy the original safety defect. And as you know, with the weight on these units, there is obviously a safety issue with the ratings and grade of the original wheels and tires as well.

I have contacted several owners of these units who are willing to testify if needed that their 1995 BMCs were upgraded by the Bluebird Company at company expense to remedy this production safety defect. I have sent you all the information you requested to show that the problem still exists with my BMC. Since this is a production safety defect, and not a warranty issue, it is basically the same situation as the front axle Bluebird Wanderlodge NHSTA prompted recalls for the 450 LXI's you handled recently

to remedy weight problems with their front axles. I have attached a copy of that recall. Please note in paragraph 3 of that recall the section referring to being overloaded at manufacture or under reasonable loading conditions. That is the exact situation with my 1995 BMC. In fact, much of the information (like weight tickets at loaded "wet" weight" requested by Blue Bird in that 450LXI recall) was submitted by me as well at your request. It's obvious I have essentially the same problem, even down to the grade or rating of the tires. The only difference is the time factor, and that would not have been an issue if this unit had been fixed with the others when the "silent recall" had been done originally. And, as I understand it, when it comes to recalls, there is no time limit on safety issues. *(I later found out they could wait 10 yrs to escape legal responsibility)*

In fact, looking at your website I noticed a whole section devoted to school bus safety messages, so it's obviously an issue you feel is important. It's time to step up the plate on this safety issue as well. I am not interested in being hard-nosed or confrontational about this, and I believe you will agree all of our discussions to this point have been very cordial, but I believe it is a serious problem that needs to be corrected. Therefore, if your company is not willing to reconsider its decision, and I do not hear from Blue Bird in the next 30 days, I will have no choice but to bring this to the attention of the NHSTA for resolution.

Regards,

Mount Vernon. IA

.cc Bob Shaughnessey, President and CEO, Blue Bird Corporation
Mike Horne, Executive VP and COO, Blue Bird Corporation
Roger Howsmon, SR. VP and Chief Marketing Officer, Blue Bird Corporation
Bill Cooper, Bill Cooper, SR. VP and General Manager, Blue Bird Corporation
Thomas W. Rhodes, Attorney, Smith, Gambrell, and Russell

This was a follow up letter to Steve Clark, the Risk Manager for Blue Bird. He was not copied on my other letter to Scott Bauer where I copied Blue Bird Corporation management people.

October 22, 2008

Steve Clark
Director Quality and Risk Management
Blue Bird North Georgia
1198 Shattuck Industrial Blvd,
LaFayette, Georgia 30728

Steve,

I met several additional BMC owners at the Bluebird Rally in Branson, MO and one said be sure to send a copy of my correspondence concerning my overweight safety defect issue on my original 1995 BMC (Bluebird Motor Coach) that your company produced. I currently own one of the 1995 BMC's that was left out of the original "silent recalls" as the owners referred to them.

In case you have not seen the correspondence, I have been dealing with Scott Bauer as the "point man" on this issue and therefore addressed the attached letter to him.

As I noted in my letter to Scott, I do not intend to be hard-nosed or confrontational, in fact, all my discussions with Scott so far have been very cordial and he has represented your company in a quality manner. However, as the Risk Manager you should be aware that I am not going away, and bringing this to the attention of the National Highway Safety Traffic Administration is the next step if your company refuses to remedy the safety problem.

Regards,

Mount Vernon, IA