



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

DEC - 4 2009

Mr. Bruce Miles
Engineering Manager, Policy & Validation
Blue Bird Corporation
402 Blue Bird Blvd.
Fort Valley, GA 31030

NVS-214gtb
DP09-006

Dear Mr. Miles:

On November 30, 2009, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) opened a Defect Petition (DP09-006) to investigate allegations that Blue Bird Campaign remedies administered under Campaign 07V-586 pertaining to certain 2005 – 2007 model year Blue Bird Wanderlodge Model M450 motor homes (marketed as “450 LXi”) manufactured from March 10, 2004, through September 27, 2006, were inadequate.

ODI summarized owners’ complaints in the opening resume for this investigation, and a copy of which is available in the public file under DP09-006.

This inquiry does not request a list of affected vehicle owners because ODI had previously verbally requested, and Blue Bird has provided, this list. Earlier this week (December 2 - 4, 2009), ODI issued 30 e-mail inquiries to those owners for which an e-mail address was provided/available.

Information Requested -

In order for my staff to evaluate this issue, ODI is requesting that Blue Bird provide certain information as requested below.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- Subject Vehicle(s): Model year 2005-2007 Blue Bird Wanderlodge Motor Homes that were the subject of Blue Bird Campaign 07V-586.
- Blue Bird Corporation “Blue Bird”: All of its past and present business units and officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and



other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee to a consultant) by or under the control of Blue Bird, who are or, in or after 2004 were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits;
 - d. Communication to, from, or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers; or
 - e. Any litigation involving Blue Bird's products.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Blue Bird, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph

originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response.

After Blue Bird's response to each request, identify the source of the information and indicate the last date the information was gathered.

- (1) Provide a list that identifies the menu (choices) of remedial actions that Blue Bird deployed to correct/mitigate the defects identified in Campaign 07V-586.
- (2) For each remedial action identified in response to Request No. 1 above, identify by VIN which vehicle(s) received each remedy action(s).
- (3) For each remedial action identified in response to (1) above, describe the effect(s) that that action had on vehicle operation including, but not limited to, cargo carrying capacity and/or load placement limitations and/or restrictions.
- (4) Describe the compromises, if any, which have been imposed on owners whose on-board generators had been relocated.
- (5) Identify all other compromises in vehicle use, function, and/or operation, if any, which have been imposed on owners by the remedial action(s) associated with 07V-586.
- (6) Describe the process that Blue Bird followed when weighing the subject vehicles (a) before and (b) after implementing the corrective actions identified in response to Request No. 1.

This description should include, but not limited to, a summary of the measured, assumed, applied, simulated, and/or calculated loads applied to the vehicle when weighed.

This letter is being sent to Blue Bird pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Blue Bird's failure to respond promptly and fully to this letter could subject Blue Bird to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$16,050,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 69 Fed. Reg. 57864 (Sep 28, 2004)). This includes failing to respond to ODI information requests.

If Blue Bird cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Blue Bird does not submit one or more requested documents or items of information in response to this information request, Blue Bird must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

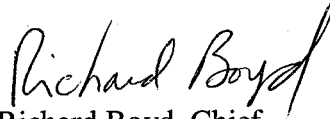
Blue Bird's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office December 21, 2009.

Please refer to DP09-006 in Blue Bird's response to this letter. If Blue Bird finds that it is unable to provide all of the information requested within the time allotted, Blue Bird must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Blue Bird is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Blue Bird then has available, even if an extension has been granted.

If Blue Bird claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Blue Bird must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-110), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue SE, Washington, D.C. 20590. Blue Bird is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Tom Bowman of my staff, at (202) 366-2583.

Sincerely,

A handwritten signature in black ink that reads "Richard Boyd". The signature is written in a cursive style with a large, looped "R" and a stylized "B".

Richard Boyd, Chief
Medium and Heavy Duty Vehicle Division
Office of Defects Investigation