

DP09-006

Blue Bird

Submission - Owner 1

Tom Bowman
Room 48-330
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Ave. S E
Washington, D.C. 20590
202-366-2583
tom.bowman@nhtsa.dot.gov

Dear Sirs

Regarding petition request number DP09-006.

Regarding item:

1 [REDACTED]
1 [REDACTED]
2 [REDACTED]
3 San Marcos, CA [REDACTED]
4 [REDACTED]
5 [REDACTED]
6 [REDACTED]

2
2005 450Lxi
1BBCRBG845W [REDACTED]

3
April, 2 2007

4
52737.1 miles

5
Coach was purchased with the intended use being, extensive travel and probable full timing use. Unit was purchased with the advertised load capacity being in excess of 3200lb load carrying capacity, which is required for long term or extensive travel. Also, the 3 pass-through bays was a selling point. Now, bay 3 is 65-70 percent filled with moved items during recall and unusable other than the room for a toolbox and minimal storage. It also overloads the drive axle in its current state. Bay 2 has been encroached upon to some extent with recall moves of equipment and ducting and power control box for the generator. Stabilization while driving was better prior to air system changes. Coach does not self-level on tightly banked turns as it did prior to recall work. (Leans more in the opposite direction of the turn and was one of the selling points of the vehicle.) This is due to changes in the air system for the front airbags. (recall)

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Yes, extensive discussions during the month of March 2007 with Ronnie Lamb (salesman) and Fred Van Den Berg (sales manager) regarding intended extensive use and full timing with the coach. Vehicle was purchased from Bluebird Coachworks, as a pre-owned vehicle. Absolutely no information was given to regarding any overweight issues at the time of purchase. I flew back to view coach in March 2007 and spent 4 days going over all aspects of motorhome, prior to purchase in April of 2007. Coach was purchased just after wife's retirement for extensive traveling. Purchased was based on 2005 FMCA article in FMCA magazine with all weights and payload capacities. I personally spoke with prior owner of the vehicle before purchase and nothing was ever mentioned regarding overweight issues.

7

Coach has been used extensively since purchase and has been across country 3 times. We are presently on a 7 month trip throughout most of the country. We are living with the coach restrictions, but are extremely unhappy with its current status.

8

All phases of 07V-586 have been done with the exception of the 130psi compressor install. I did not want this installed as it took up more bay space, and I use nitrogen in the coach tires and it was not needed for my use. I carry a nitrogen bottle and regulator on board and use it to top off tires. Tires with nitrogen stay at prescribed pressure longer and require less attention. I have the hardware, and any future owner who decides he wants to use it, can install it.

9

Yes, we are able to use the coach with many limitations. We do not carry 1/4 tank of fresh water as proposed by Bluebird as it does not conform to our way of utilizing the vehicle. You cannot dry camp while traveling on the road with 1/4 tank of fresh water. It is also a safety item to have onboard fresh water for many reasons. Some being, stuck on a rural road, weather related issues, and health reasons. Most Rvers travel with a full tank of fresh water and that is the way RIVA specifies to weigh coaches, which is reasonable. (Bluebird was an RVIA member) Bluebird, in the past used this method, but has deferred that due to recall weights and trying to compensate for other overweight problems to satisfy the recall.

Bay space is limited by approximately 20% due to the moves and installation of recall items. Weight restrictions on the 3 bays make it more difficult to pack and store items. The front (old generator slide area) is virtually useless as it is not water-tight and with the weight restrictions. (75lbs in most cases)

Tires, inflated to their maximum pressure has been described by all persons I have been in contact with (since this recall and overweight issue has been known) as

dangerous and not in our best interest. There is no safety margin. Ride is extremely harsh. The tires are more prone to bruising as attested to by tire dealers and mobile tire installation crews. It is a maximum rating. Most would not use any other products at the maximum. Why would you do it with tires, the only thing between you and the road? The tires used on this vehicle (315x80x22.5) should not be used at their maximum ratings as a crutch for overweight design.

As stated earlier, driving around tight turns and improperly designed roadways is at best uncomfortable due to Active Air being disabled due to recall issues, as it did compensate for these situations by leveling the coach immediately, before being modified. Body roll has increased on the highway.

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Stickers and plaques have been applied in bays, on dashboard, on engine coolant tank and inside the front most roadside bay near compressors for front tire air pressure. Changes to the operations manual has been done also. Bay stickers have been applied for weight restrictions in each bay, which includes all space vertically above each bay.

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Hadley air leveling system leans to the road side from time to time when in air leveling mode. This occurs randomly while in the air leveling mode and happens often. System leaks or Hadley operation contributes to this situation, which was not a problem prior to recall work. Extensive work was done on the Hadley system including the reworking of the air lines and solenoids for the front air bags.

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Vehicle weights stamped on a plate above windshield states unladen weight was 47070 lbs. 1037lbs. allotted for 125 gallons of fresh water and 616lbs. allotted for 4 passengers. Even with all this allotment there was still 3277lbs. left for personal loading. CCC allotment in and above the 3 bays is a total of 1200lbs. plus 75lbs in old generator slide area, now after all recall work with initial weight allowance on stamped plate.

All bay weight limits are incorrect from my point of view due to the fact that they are based on 1/4 tank of fresh water with only 2 passengers weights of 154 lbs. each. Full fresh water and 2 more passenger weights would but approximately 550 lbs. more weight on the front axle and 500lbs or more on the drive axle. This would reduce the bay limits by about 400 lbs, and cause many units to be over 17,000 lbs on the front axle without cargo. If you consider freezer/fridge contents, pots and pans, dishes and all pantry items to be conservatively 300 lbs (bare minimum), bay three segment is overloaded on most coaches with nothing in the bay itself. I would suggest that most owners who feel that they are "using the motorhome with restrictions " are in fact overloaded on both axles. Bay weight limits are for that segment of the coach (CCC), above the bay included thru to the ceiling of the coach. The drive axles gross being increased to 24,000 lbs, I feel not only goes against the new federal ruling of 20,000 lbs. max on any axle, but is an

excessive weight for that axle. It also does not allow us to drive on roadways with scales that prohibit over weight vehicles.

Our coach was weighed on a CAT scale in New Mexico and weighed approx 49870lbs with no load, on our initial trip (April 2007) return to CA after purchase. That is 2800lbs over the unladen weight on the sticker and was weighed prior to any recall work being done. In the fall of 2007 while having warranty work performed, I informed the Bluebird management of the overweight condition.

This allowed load capacity, post recall work, is not conducive to full operation as most normally manufactured coaches. Coach usage is severely reduced to the point of not being able to travel full time or extended trips. Our coach is most always at or over the 17000lb rating of the front axle gross on extended travel, and would definitely always be overloaded if living full time in the vehicle with the normal living needs.

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Equip coach with a 20,000lb. front axle with 365x80x22.5 tires and 10.5 inch wheels. This would allow 115psi in the tires for an 18,000lb. loading. Modify old generator slide area with a watertight sealed pantograph door and a seal interior box. Install slides in the generator compartment for repair and maintenance of the generator.

14

Recall issues include many items and the way they, either were corrected, redone due to recall or moved due to recall.

1. Generator move was poorly engineered in the beginning and required multiple revisions to correct heat problems in the new generator cavity, which, by the way does not allow access to maintain and repair generator without removing the unit from the cavity. Slides should have been implemented so generator could be moved out for maintenance and repair.
2. Hadley systems Active Air feature is not active as in initial production coach. It has been defeated to keep both front air bags at equal pressures while coach is moving. It reverts to Active Air when stopped or parked for air leveling. This causes coach to lean in the opposite direction of a turn and is most annoying on circular freeway on and off ramps. This was one of our features we liked in regard to our purchase, now it is deactivated, all due to recall work.
3. Generator move required moving the Manabloc water valving and distribution system. This system was a no joint system originally, now it is flawed with many, many joints required to move the Manabloc to the other side of the coach.
4. Elaborate cooling ducting, muffler, fan, battery box, conduits and moves of original control boxes, make bay 2 and 3 a veritable mess. These bays storage areas have been restricted somewhat due to the generator move. Again, one of the primary reasons for purchasing this coach over others on the market was that it had 3 fully pass through bays that were unrestricted. Now it is all chopped up.

5. Fresh water tank drain was a 2 inch slide valve which emptied the 125 gallon tank in less than 10 minutes. Now that has been defeated, a 3/8 inch drain valve takes a few hours to empty.
- 6.

Forwarded by owner [REDACTED] 12-19-09

The Wanderlodge 450 LXi Print E-mail
This luxurious home on wheels from Blue Bird Coachworks is built on the company's own stainless-steel chassis and incorporates a number of company-designed innovations.
By Lazelle Jones
December 2005

Blue Bird Coachworks builds luxurious motorhomes that compare favorably with the bus conversions offered by today's custom coach converters. But Blue Bird units typically cost \$500,000 to \$700,000 less than those conversions.

How? For one, instead of using a bus shell, Blue Bird founds its coaches in a stainless-steel house, a structural design for which the company has become renowned over the years. In addition, Blue Bird's luxury models incorporate cutting-edge technologies and amenities. This past July I visited the company's manufacturing plant in Fort Valley, Georgia, for a look-see at the new Wanderlodge 450 LXi and to learn more about how this coach is constructed.

Suffice it to say that the LXi and its sister model, the M380, are virtual tanks, and that comment is in no way meant to be disparaging. The Blue Bird is a cage of stainless steel. It has a steel chassis; aluminum and stainless structural members are in the roof. The walls, floor, bridgework in the basement, and the exterior skin that surrounds the house and basement are made entirely of stainless steel. At every point where steel touches steel, it's welded together, creating a totally unitized coach shell. This not only presents a substantial and exceptionally safe integrated structure, but, as I found out, it offers over-the-road benefits as well.

The 450 LXi has a manufacturer's base suggested retail price of \$774,215. As equipped, the unit I recently tested carried a manufacturer's suggested retail price of \$837,305.

The gross vehicle weight rating (GVWR) of the 450 LXi is 52,000 pounds; the unit I reviewed (with a full 200 gallons of diesel fuel and empty holding tanks) tipped the scales at 47,220 pounds. Had the fresh water tank been filled (120 gallons and another 1,000 pounds), the cargo carrying capacity still would have been 3,780 pounds - plenty sufficient to carry along as much as wanted and needed. In addition, the 450 LXi comes standard with a Class V receiver hitch and a towing capacity of 18,500 pounds.

The 450 LXi is powered by a 12.5-liter Caterpillar C13 diesel engine that develops 525 horsepower and yields 1,650 foot-pounds of torque. This is coupled with a fully automatic Allison 4000 MH transmission. This transmission has a programming capability that permits the pilot to select a special fuel economy mode when long

steady-state operations are anticipated. During the course of the 750 miles I drove the unit, fuel economy came in at 4.9 miles per gallon. This included mostly interstate driving at 70 and 75 mph, with the chassis air conditioning operating.

Blue Bird has taken its chassis-dash air-conditioning system to new levels by increasing its cooling capacity from 17,000 Btus to 55,000 Btus. Even on the hottest summer days (pushing 100 degrees, with very high humidity), this capacity was a welcome blessing. In the evolution of things, perhaps one day Blue Bird will design this coach so this abundance of cooling can be delivered and utilized elsewhere in the coach as well (just a thought).

Fully functional desk in the Blue Bird Wanderlodge 450 LXi However, the 450 LXi comes standard with four 15,000-Btu roof-mounted air-conditioner/heat-pump units. Two units are mounted up front and two are in the rear; they delivered more than enough cold air. I did notice, however, that you can't operate only one unit and have the chilled air delivered elsewhere, as Blue Bird designers have elected to dedicate each roof unit's output to a specific zone. New on this coach is a plumbing configuration involving each of the rooftop air-conditioning drains. Each drain line is directed to an outside drain location, under the coach and out of the way.

The parameters and specifications of the 450 LXi's heating system are also impressive. It's well-designed and should be able to handle RV camping even when outside temperatures are hovering at zero. Engineers at Blue Bird told me that 20 degrees below zero is likely the limit. I do know that the way the hydronic heating system is configured, it will adequately handle luxury coach camping in very cold weather.

To begin with, Blue Bird builds its own hydronic (hot fluid) heating system, using a Webasto boiler as the heat source. The Wanderlodge 450 LXi has five heating zones - four for the interior and one for the basement - and each zone includes up to as many as three individual heaters. The total heating capacity of the Blue Bird hydronic system is a massive 80,000 Btus.

Each heater in each zone is plumbed as a single closed-loop system back to the boiler; this means that each heater gets its own full charge of superheated fluid from the boiler and doesn't share with others. The hydronic heating system also produces domestic hot water and can be used to preheat the engine before starting in cold weather. The heat from the engine also can be used to warm the fluid for the heating zones while traveling.

The coach's utilities include a 20-kilowatt Power Tech diesel generator with an auto-start function. Blue Bird designed and built the soundproofing box that encloses the gen set. The 450 LXi is an all-electric coach; even the dual-burner cooktop in the galley is electric. At the heart of the coach's 120-volt electric system (which includes all interior lighting) are two 3,600-watt Vanner.

inverters. Each inverter can power a single air conditioner from the house battery pack while the Caterpillar engine is running. However, if you use the inverters to power the air conditioning while the engine is not running, you'll very quickly deplete the battery pack (just a heads-up).

Blue Bird Wanderlodge 450 LXi interiorThe house has eight no-maintenance AGM battery packs; the chassis has two. The 50-amp power cord and city water fill hose are mounted on power reels.

The entire domestic water system is serviced by a carbon-based filtration canister. The heart and soul of the fresh water system is a 60-psi 12-volt pump that maintains a constant 60 pounds of pressure (via pressure regulators) throughout the coach. The LXi's gray water and black water holding tanks each have 75-gallon capacities; an electric dump valve is included.

We had one very long travel day, and even then the 450 LXi was a pleasure to drive. At the end of the day I did not feel "beat up" by the road. This can be attributed to several things. First, the rigidity of the welded all-steel chassis and house permits virtually no twisting or flexing of the coach (chassis, walls, roof, floor, exterior skin), and precludes the generation of interior noise and vibration. Not one of the cabinets or any of the interior appointments squeaked or vibrated. The interior of the LXi is virtually anchored in place to the house and the chassis.

Second, the air-ride system on the LXi is state-of-the-art. Created by Hadley and ArvinMeritor, it includes two very important features. First, eight large, high-volume, low-pressure air bags (each measuring 12 inches by 12 inches) are positioned above each wheel, including the wheels on the tag axle. But it goes much further than that. Hadley is an all-electronic/computer-managed air-ride system that continually adds or removes air from each air bag as needed to optimize handling and comfort. In fact, if you look at the as-tested weights for the coach, the actual weight of the front and tag axles (15,400 pounds and 12,380 pounds, respectively) were close to their gross axle weight ratings (GAWR) of 16,000 pounds for the front and 13,000 pounds for the tag. However, at 19,360 pounds, the drive axle was well below its GAWR (23,000 pounds). This is because the computer-managed Hadley air-ride system adds or subtracts air pressure from the air bags as weight is added to or redistributed in the coach.

The third reason is that the 450 LXi also has Koni frequency-sensitive dampening shocks, which block high-frequency vibrations from the road from transferring to the unit. (I believe this may be one of the first times they've been used by a U.S. manufacturer.)

Blue Bird Wanderlodge 450 LXi interiorFinally, the belly of the 450 LXi is dressed with welded-in-place sheets of exterior stainless steel that are then covered with soundproofing. This dampens vibration and mitigates road noise, and also protects the

underbelly of the coach. The floor, walls, and doors of the basement compartments contain R11 polyfiber insulation, which controls the temperature inside the bay and helps dampen road noise below.

The exterior walls of the LXi are beautified with a five-step full-body paint process that can be tailored to accommodate the customer's wishes.

Blue Bird uses polyfiber insulation with foil radiant barrier instead of conventional fiberglass spun insulation; it is cut to fit by an outside vendor that specializes in water-jet cutting. A depth of 1.5 inches in the wall is created by the dimension of the welded tubular steel wall studs. The insulation is 2.5 inches thick and cut to fit so it overlaps each pocket in the wall where insulation needs to be installed, by a quarter-inch. When installed, and with the interior marine-grade 1/2-inch plywood interior wall put in place and anchored to the metal studs, the thickness of the insulation actually pushes against the stainless-steel exterior skin, pushing it approximately 1/4-inch away from the metal studs. This creates an air space between the metal skin and the metal wall and roof studs, which adds an insulation factor. And because the polyfiber panels are cut just a little larger than the area, the insulation is packed tightly in place.

The LXi I tested came with three slideouts: one encompassing the curbside galley; another, the streetside dinette and sofa bed; and a third, the head of the bed. Designed and built by Blue Bird, these slides are powered off the inverters and are simple to operate. Each of these structures is designed to handle 8,000 pounds, although it's not likely that anyone will ever put that kind of weight in a slideout. In the future, Blue Bird engineers might want to consider adding a feature that either defeats movement of the galley slideout if the passenger captain's chair is in the way, or automatically articulates the passenger chair forward and out of the way.

The interior of the LXi is nothing less than gorgeous. Designer Jeanette Bradshaw does her job very well. I especially liked the handsome and fully functional desk that was in the unit I reviewed; however, customers can have a second sofa placed there instead. A leather-covered Euro-style lounge chair with a separate footrest really fits the bill when it comes to relaxing.

Pull-out drawers in the Wanderloge LXi And the galley is nicely equipped, with a stainless-steel (what else would Blue Bird use?), double-door residential-style refrigerator and ice dispenser. The galley has several pull-out pantry drawers; my test unit also had the optional wall-size pantry, built in three tiers.

The center-aisle bath includes a full-sized, curved-glass shower with a built-in seat. Two floor-to-ceiling double-door wardrobes are in the bath area, with each one housing two large drawers that

are fashioned in Blue Bird's own custom cabinet shop (as is all of the woodwork found in Blue Bird coaches). You can check your appearance using the mirrors located on the wardrobes' doors.

As noted, the head of the bed is contained in the coach's third slideout, on the streetside wall. Also in this slideout are nightstands. The rear wall of the coach is occupied by a large selection of drawers and a massive wardrobe space.

The only place where we would have preferred a different interior appointment was in the cockpit. We found ourselves struggling a bit with the day-night accordion-pleated shade that pulls down to the left of the driver's seat. This could be replaced with a substantial spring-loaded type of shade - or, even better, an electric-powered shade, like the ones on the windshield.

In addition, for me, at least, the first step in the entry stairwell could be just a little bit deeper.

As the 450 LXi continues to evolve and future generations of the coach are introduced, I imagine it also will feature a single-piece windshield, something it currently does not have.

As tested, the 450 LXi came with the following options: 32-inch LCD TV in bedroom; accent inlay for shower walls; etched shower door; king-size bed; 100-song musical horn; power shades in living room, kitchen, dinette, and bedroom; electric water hose reel; message center for Caterpillar engine; satellite receiver in bedroom; brass entry handle; double clear coat on paint; chip protection on front of coach; Girard power awning; Zip Dee chairs with add-a-loungers; interior décor package; J-lounge dinette; residential sleeper sofa with air mattress; 41-inch dinette booth in fabric and Ultraleather; modified pull-out pantry; cherry wood cabinets with arched doors and fluted panels.

The Blue Bird 450 LXi provides that missing price point - and luxurious living space - between high-end production motorhomes and custom coach conversions. It is Blue Bird Coachworks' intention to continue to make this an attractive place for luxury coach owners to be.

SPECIFICATIONS

Manufacturer ... Blue Bird Coachworks, One Wanderlodge Way, Fort Valley, GA 31030; (800) 486-7122; fax (478) 822-2473; www.blue-bird.com

Model tested ... Wanderlodge 450 LXi

Floor plan ... Floor plan B, triple slideout

Chassis ... Blue Bird Coachworks

Engine ... Caterpillar C13 12.5-liter, 525 horsepower, 1,650 pound-feet torque @ 2,100 rpm

Transmission ... Allison 4000 MH

Axle ratio ... 4.89:1

Tires ... 315/80R 22.5
Wheelbase ... 296 inches
Brakes ... all-wheel air disc brakes with six-channel ABS
Suspension ... ArvinMeritor with independent front suspension
Alternator ... dual 140 amps, 24 volts
Batteries ... house - (8) 4D AGM; chassis - (2) 4D AGM; generator
(1) Group 31 AGM
Steering ... TRW
Electrical service ... 50-amp shore, 80-amp generator
Auxiliary generator ... 20-kilowatt
Inverter ... (2) 3,600-watt Vanner
Exterior width ... 102 inches
Exterior height ... 12 feet 6 inches
Interior height ... 79.5 inches
Exterior length ... 43 feet 9 inches
Gross combination weight rating (GCWR) ... 70,500 pounds
Gross vehicle weight rating (GVWR) ... 52,000 pounds
Gross axle weight rating (GAWR) ... front - 16,000 pounds; rear -
23,000 pounds; tag - 13,000 pounds
Wet weight as tested ... front - 15,400 pounds; rear - 19,360
pounds; tag - 12,380 pounds; total - 47,220 pounds
Payload ... 4,780 pounds
Frame construction ... steel C-channel frame rails; stainless-steel
body and bay structure; stainless-steel skin; aluminum/stainless-
steel roof
Insulation ... minimum R11 polyfiber with radiant barrier, maximum
R38
Fresh water capacity ... 120 gallons
Holding tank capacities ... gray water, 75 gallons; black water, 75
gallons
Fuel capacity ... 200 gallons
Fuel requirements ... diesel
Water heater ... hydronic heating on demand
Water delivery system ... variable-speed pump
Furnace ... 80,000-Btu, hydronic
Air conditioning ... (4) 15,000-Btu roof-mounted heat pumps with
remote drains
Refrigerator ... 21.4-cubic-foot KitchenAid, 110-volt
Toilet ... Microphor air flush, china bowl
Warranty ... coach - 3 years/36,000 miles; chassis - 5
years/50,000 miles on body/chassis construction and paint adhesion
Base price ... \$774,215
Price as tested ... \$837,305

DP09-006

Blue Bird

Submission - Owner 2

December 9, 2009

Tom Bowman
Room 48-330
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Ave. S E
Washington, D.C. 20590
202-366-2583
tom.bowman@nhtsa.dot.gov

Dear Mr. Bowman:

Subject: ODI / NHTSA Petition Review DP09-006 – Vehicle Modifications
Conducted by Blue Bird under Campaign 07V-586

In answer to your questions from December 1, 2009.

1. [REDACTED]
[REDACTED]
Lake Havasu City, AZ [REDACTED]
[REDACTED]
email: [REDACTED]
2. Model: Blue Bird Wanderlodge, 450 LXi
Year: 2006
VIN: 1BBCRBG836W [REDACTED]
3. Date of Purchase: February 27, 2007
4. Current Mileage: 37,350 - Purchased as a new, unregistered coach with 8,200 miles at time of purchase.
5. Purchased because of the reputation of Wanderlodge's being strong, safe, reliable and long lasting. We had owned 5 previous Wanderlodes and also went back to the factory to test drive this model. We intended to travel the United States, Canada and Mexico for our retirement. We intended to carry supplies needed for extended stays in the vehicle. We were told that we could carry 3,780 lbs of cargo/load. We wanted a safe vehicle that would carry a full supply of the necessities for living in the motorhome.

6. Vehicle was purchased from Blue Bird at Holland RV in San Diego, California. The motorhome was to have a wet weight of 48,220 lbs. with full fuel and water and an additional payload of 3,780 lbs., for a full vehicle weight of 52,000 lbs. When test driven at the factory in February of 2007, there was never a mention of any weight or recall problems. The National Sales Manager of Wanderlodge bragged that because of the suspension system and Koni shocks that these coaches handled very well when he took me on the test drive.

7. We are trying to use the motorhome as we intended, with the limited storage, but are very concerned with our safety. We have kept the overall vehicle weight down, but cannot add anything to the bay areas since it all seems to transfer up to the front axle. Everything added would have to be put in the bedroom.

8. Because of our West Coast location and our desire to be able to use the "pass thru" bays as they were when we purchased the coach, we had a modification done to our coach at Complete Coach Works in California of replacing the front axle tie rods. The alignment was checked and the front tires were replaced. We were then told to carry 130 lbs. air pressure in the front tires, which we have done, but are now questioning the safety of that recommendation. That modification supposedly brought the front axle rating up to 17,000 lbs. We have removed our storage cabinet from the second bay and the "Joey Bed" from the front bay in an effort to reduce the weight on the front axle. It makes stowing and carrying supplies extremely difficult.

9. By removing components in the bays, we are able to use the vehicle, but not as we intended and the vehicle is still overweight. At our ages, it is very difficult to use the bays without the "Joey Bed" type of rolling trays for storage. We have to crawl inside to get to the middle areas of the bays. The increased tire pressure makes the vehicle hard riding and not as we test drove the units. We are also being advised by Michelin that the increased tire pressure is not safe, because it can cause tire bruising, which could cause a blowout.

10. Complete Coachworks in California, replaced the tie rod ends and we do not know if they changed the Hadley leveling system.

11. The malfunctions that would be associated with the recall in this coach would be the lack of ability to load the bays and the unsafe tire pressure that has been recommended.

12. The vehicle cargo carrying capacity at the time of purchase was 3,780 lbs. We have not been officially notified of any change in that capacity. We have tried to unload the coach to keep as little weight as possible on the front axle. We now carry much less than we ever had carried in all of our previous motorhomes, which makes traveling much more difficult.

December 9, 2009

13. Replace the current front axle with a 20,000 lbs. front axle and replace the front tires with 365 tires with 10 ½ inch wheels.

14. With the knowledge that we currently have regarding the safety of this vehicle, it would probably be illegal to re-sell it with out advising the purchaser of how unsafe it is to drive. This decreases the value dramatically and would make it difficult to re-sell.

15. Vehicle Axle/Tire Loads

Weighed at Love's Certified "CAT" Truck Scale

Steer Axle	17,320
Drive Axle	22,000
Tag Axle	12,160
Gross Weight	51,480

- a) Fuel level 95%
- b) Water level 90%
- c) Waste water - empty
- d) With driver seated
- e) One passenger seated
- f) Cargo lightly loaded, clothes, panty ½ full, kitchen utensils, vacuum, ladder, hoses, door mat, 200 lbs. tools and supplies.

Sincerely,

[REDACTED]

DP09-006

Blue Bird

Submission - Owner 3

Bowman, Tom (NHTSA)

From: Bowman, Tom (NHTSA)
Sent: Tuesday, December 01, 2009 4:20 PM
To: Reid, Randy (NHTSA)
Subject: VOQ candidate for Petition DP09-006 --- does this have enough information to enter as a VOQ ??

Re 2006 model year 450 LXI. The vin # is 1BBCRBG876W [REDACTED]

We are the owners of a 2006 BlueBird 450. We are unable to use the coach as it was intended and stated to us when we purchased it from Blue Bird. We can only fill the water tank 1/4 full with two people in the coach. We are afraid to travel with our Grandchildren in the coach that this will put them and us in an unsafe situation. I inflate the front tires to 130 psi resulting in a very harsh shocking ride, and I am sure this situation is hard on the tires.

Let me know if I may provide additional information.

[REDACTED]

From: [REDACTED], Fla. [REDACTED]
Home Phone: [REDACTED]
Cell Phone: [REDACTED]
E-Mail: [REDACTED]

2. Blue Bird Wanderlodge 450 LXI
2006 model year
Vin # 1BBCRBG876W [REDACTED]

3. Date purchased: Nov. 2006
Purchased directly from Blue Bird

4. Mileage: 23,627

5. We intended to extensively travel in the vehicle and be on trips for as long as three months. Also we had planned to take our grandchildren on trips. We were told by Blue Bird sales force that this coach was by far the safest vehicle on the road with a large weight carrying capacity. This information was provided by the sales manager at Blue Bird (Fred Vandenburg) and his assistant Ronnie Lamb.

6. We described our intended use of the vehicle to the sales people at Blue Bird prior to purchasing. They informed us that we would have a larger than needed load carrying margin. We also informed the sales people that we would be traveling with several family members and their luggage. The above information was discussed with Fred Vandenburg, (sales manager) and Ronnie Lamb prior to us purchasing the vehicle. My wife and I had these discussions with the sales people in October of 2006 prior to deciding to purchase the vehicle.

7. Prior to the first recall we used the vehicle on several two and three month across the country trips and on a lot of shorter trips closer to home.

8. The modifications that were performed involved moving the generator from the front to the third bay back from the front. Changing the Hadley air ride system. Install new tires on the front and inflate front tires to 130psi.

9. We feel unsafe in the vehicle after the modifications were performed under 07V-586. The vehicle now leans excessively in curves and the ride is rough with 130psi in the front tires. Also we are unable to carry enough fresh water to dry camp (without hook ups). We are also afraid to run the generator for long periods of time because it heats up all of the bays of the vehicle and makes the floor very hot. We are unable to carry our normal belongings in the vehicle due to the extreme weight restrictions placed on the vehicle.

10. The changes in the operating instructions involve placing weight carrying capacity stickers on the bay doors and placing a sticker on the dash to inflate front tires to 130psi. under 07V-586.

11. No malfunctions associated with post-remedy vehicle other than poor handling in curves and rough ride.

12. The cargo carrying capacity was stated in the sales information (I will forward this to you)

The cargo carrying capacity has changed to 0 in the front storage area that formerly housed the generator, 500lb. in the first

bay, 700lb in the second bay, and 100lb. in the third bay.

The above weights are as follows:

Fuel full

Fresh water-1/3

waste tanks-empty

without driver or passenger

No load, the coach was empty of all belongings and gear

13. I would suggest a 20,000lb front axle, larger tires that can be safely inflated to carry the load and change the Hadley air ride back to its original handling specifications. Also the generator needs to be on a slide out tray to allow for service of the unit and allow access to the hydronic heating system that it now blocks. The generator needs to be insulated so not to heat up all of the storage bays and the floor of the vehicle.

14. We are afraid to use the vehicle as it is now. We have placed it in storage.

15. We have not had the vehicle weighed. Blue Bird did not provide us with their actual weights as we requested.

DP09-006

Blue Bird

Submission - Owner 4

Dear Tom,

This is an official complaint directed against Blue Bird, in that the company was aware of the overweight front axle condition in 2005. They later made inquiries to increase the front axle capacity but neglected to take corrective action. Blue Bird continued to manufacture and sell the 450 LXi motorhome without informing customers or its dealers of the risk. The concerns relating to this unsafe problem probably were not adequately relayed to Complete Coach Works during the company sale process.

Ignoring the problem for some time after the sale to CCW, Blue Bird finally accepted responsibility only after the fatal accident caused by an overloaded front tire failure.

Blue Bird should have informed its dealers and the public at least through NHTSA when they became aware of this safety issue.. Information relating to the complaint issues has been sent or is available.

Sincerely,

2006 Blue Bird 450 LXi
body W

RV Weight Test
Requested By: 888, Rev A
Scott Bauer, 4/15/08

RV Weight Test Report

Date: 6/5/08

Name of Customer: [REDACTED]

VIN No. 1B3CBG806W [REDACTED]

Body No. [REDACTED]

Floor Plan Description: [REDACTED]

Comments:

NO GEN REPAIR

HADLEY & PE PERFORMED

*NOTE: During test drive an electrical failure was noticed that could have affected the Hadley system going to drive mode.

Gals. Of Fuel Added: 6

Filled By: [REDACTED]

Date: [REDACTED]

Process:

Document or Verify: VIN No./Body No., Floor Plan, any Comments

Dump Gray and Black Tanks

Fill Fuel Tanks, and Adjust Fresh Water to 1/4

Empty bays of stored personal belongings

Test Drive at 20mph Min. prior to going on scales to set in Drive Mode

Set up and zero All Scales for each test

Roll up on Scales, ensure all Scale are in center on tires, adjust as needed

Test and Document readings as listed below

Roll off Scales and replace all personal belonging as there where.

Return RV Staging area

3/10 Water tank

Ride Height Measured from
Floor to bottom of belt
hanging & unit on top
of scales. Scale at 3 1/4 in

1st Test - Drive Mode

	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	8380	51 1/2	8580	51 9/8	16960
Drive Axis	10360	51 1/2	10900	51 1/6	21260
Tag Axis	6340	50 3/4	6260	51 1/6	12600

2nd Test - SLS Mode (Self Leveling System)

	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	8440	52	8580	50 5/8	17020
Drive Axis	10120	51 1/8	11020	50 1/6	21140
Tag Axis	6280	51 1/8	6380	50 1/6	12660

3rd Test - Lower Mode (All Bags 0 psi, on stops)

	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	7920	48 1/4	8920	48 1/8	16840
Drive Axis	11100	47 1/4	10660	47 3/8	21760
Tag Axis	6000	47 1/4	6140	47 5/8	12140

Test Performed By: [REDACTED]

N. Davila

RV Weight Test
Requested By: BBB, Rev A
Scott Bauer, 4/15/08

RV Weight Test Report

Date: 6/4/2008

Name of Customer: [REDACTED]

VIN No. 1B3CRB680661 [REDACTED] Body No. [REDACTED]

Floor Plan Description: _____

Comments:	NO GEN RELOCATION	
	HADLEY & PE PERFORMED	
Gals. Of Fuel Added:	Filled By:	Date:

Process:

Document or Verify: VIN No./Body No., Floor Plan, any Comments
Dump Gray and Black Tanks
Fill Fuel Tanks, and Adjust Fresh Water to 1/4
Empty bays of stored personal belongings
Test Drive at 20mph Min. prior to going on scales to set in Drive Mode
Set up and zero All Scales for each test
Roll up on Scales, ensure all Scale are in center on tires, adjust as needed
Test and Document readings as listed below
Roll off Scales and replace all personal belonging as there where.
Return RV Staging area

* 3/10 Water tank
Ride Height Measured
From floor to bottom
of last molding & unit
on top of scales
scale HT: 3 1/4 in

1st Test - Drive Mode

	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	3420	51 3/8	3580	51 3/16	17000
Drive Axis	10260	50 1/16	10720	50 7/8	20980
Tag Axis	6420	50 1/16	6400	50 7/8	12820

2nd Test - SLS Mode (Self Leveling System)

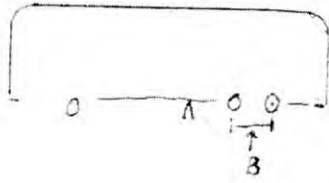
	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	3200	51 3/4	3820	50 3/4	17020
Drive Axis	10240	50 3/16	10600	50 3/16	20840
Tag Axis	6480	50 3/16	6440	50 3/16	12920

3rd Test - Lower Mode (All Bags 0 psi, on stops)

	R/S Weight	Ride Height	C/S Weight	Ride Height	Axis Total Weights
Front Axis	2860	48	9020	48 1/8	16880
Drive Axis	10880	47 1/4	10560	47 5/16	21440
Tag Axis	6300	47 1/4	6120	47 5/16	12420

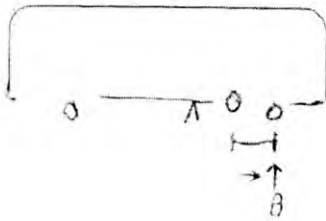
Test Performed By: N. DAVILA

TO INCREASE LOAD ON AN AXLE
 → INCREASE SUSPENSION AIRBAG PRESSURE



"B" IS THE LOAD CENTRE OF THE AXLE SYSTEM
 "A" IS THE CENTRE OF GRAVITY OR BALANCE PT. OF THE BUS

↓
 ADD AIR TO THE TAG - INCREASING LOAD
 - AT THE EXTREME, THE DRIVE AXLE LIFTS.

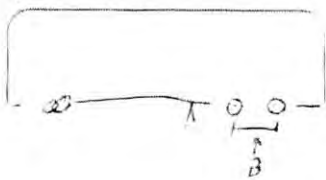


B MOVES TOWARD THE BACK

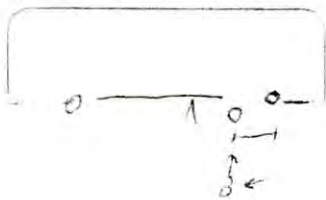
BECAUSE THE CENTRE OF BALANCE REMAINS THE SAME, THE LOAD OF THE DRIVE AXLE IS TAKEN BY THE TAG AND THE FRONT (PUT A "JACK" ON THE BACK - SAME)

CONSIDER THE OPPOSITE

→ REDUCE THE TAG LOAD
 TO THE PT OF LIFTING IT



↙ LIFT TAG

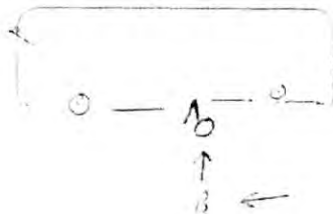


ALL OF THE WEIGHT BEHIND THE DRIVE FULCRUMS ON THE DRIVE AXLE

AND UNLOADS THE FRONT AXLE

- DECREASING TAG LOAD

CAUSES DECREASED FRONT LOAD



- AS THE CENTRE OF AXLE LOADING (B)

MOVES TOWARD THE CENTRE OF GRAVITY

IT TAKES MORE LOAD +

REDUCES THE FRONT LOAD

- WHEN "B" APPROXIMATES "A"

THEN THERE IS 0 LOAD ON FRONT.

DP09-006

Blue Bird

Submission - Owner 5

12/28/2009

I am providing the information requested per your letter dated December 11, 2009;

[REDACTED]

Ocala, Florida [REDACTED]

[REDACTED]

Body # [REDACTED]
VIN#1BBCRBG806W [REDACTED]
Body Service # WH4RE10001705
Engine Serial # KCB40346
Chassis # WH4RE10001435
Chassis Serial # 100332

Purchased November 2006

Mileage less than 30,000

Intended use is recreational only

Generator has been relocated. New tire rods have been changed. Two new tires were replaced on the front end to handle 130 psi pressure. Air compressor was installed to accommodate the required 130 psi inflation pressure. Front end was aligned.

We are scheduled January 20 and 21, 2010 at the BlueBird plant in Fort Valley, Georgia to have the final updates on the generator recall. We were contacted by Alan Barbee with BlueBird to make these arrangements.

If you need additional information, please call me at the number above or email me.

[REDACTED]

Ocala, Florida [REDACTED]

Phone [REDACTED]
Fax [REDACTED]

DP09-006

Blue Bird

Submission - Owner 6

Dec. 26, 2009

Tom Bowman
Room 48-330
ODI
1200 New Jersey Ave. SE
Washington, DC 20590

Re: DP09-006

OFFICE OF DEFECTS &
INVESTIGATIONS

2009 DEC 31 P 3:09

SAK
2010
MA3

Dear Tom, The following information will relate to our motor home.

Owner:

[REDACTED]
Glenn, M
[REDACTED]

Question 2)

Model: 450 LXi 20005
Vin#1bbcrbg865w [REDACTED]

Question 3)

Purchased April, 2005

Question 4)

Mileage 38,000

Question 5)

Purchased for extended vacations, to travel most of the USA with my wife and some times children and grand children.
Operating the vehicle with a variety of equipment and supplies. The coach was described to us as having adequate carrying capacity.

Question 6)

The dealer , Bleakley, Douglasville, Ga. told us the coach would be ideal for it's intended use and did not warn us about any weight restrictions. We spent a great deal of time with the Sales representative, Sherri Goedfrey and the head of service Dean Woodruff from Feb. 2005 to April 2005. Neither Sheri nor Dean ever

mentioned anything related to the weight problems/restrictions

Question 7)

It is used as a traveling second home for as much as 4 months at a time.

Question 8)

Several major changes were made. The tires were change to a higher rating. The generator was moved. A high-pressure air compressor was added to help us maintain 130# in the front tires.

Most work is finished. The original work caused problems and the remedies are scheduled to be completed Jan. 4-6, 2010

Question 9)

Yes, We have been able to use the coach but we are not sure how safe it is to use. We are trying to reduce the amount of fuel we purchase at any one time. We have reduced the amount of fresh water we carry. We have tried to lighten the load by reducing the amount of food, drinks, supplies, tools, equipment, etc. that we would like to take but cannot.

Question 10)

There were several labels added to the vehicle. There were several changes to the Owners Manual.

Question 11)

The moving of the generator has I believe caused the Big - Boy Power Management Relay to fail. This will cost approx. \$900.00 to repair and replace. The generator has been over heating and shuts down. This problem has been resolved.

Question 12)

I am told the vehicle could carry in excess of 3,000 #. Our front axle weight was 16,060 empty with no food, no water, no waste-water, no equipment, no clothes, and 25 gal. of fuel.

The weight limits after the modifications (17,000#) will be exceeded as soon as we load 175 gal. of fuel (1400#) and 100 gal. of water (600#).

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.*

WEIGH WHAT WE SAY OR WE PAY®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

**CAT
SCALE**
**CERTIFIED
AUTOMATED
CHECK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
TULIP CITY, IA 52773
4-6263
tscale.com

DATE:

9-29-2009

SCALE

573

LOCATION:

TULIP CITY T/5
I 196 EXIT 49
HOLLAND MI

STEER AXLE

16060 1b

DRIVE AXLE

00 1b

TRAILER AXLE

33200 1b

*GROSS WEIGHT

49260 1b

WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

PRINT SEAL HERE
(IF APPLICABLE)

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY PRIVATE

TRACTOR # RV

TRAILER # 0

FEE 9.00

WEIGHMASTER OR
WEIGHER SIGNATURE

JACLYN LINCOLN

FULL WEIGHT
TICKET #
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

© 1998 CAT Scale Company® 02/08

COPY



Jan. 8, 2010

OFFICE OF DEFECTS &
INVESTIGATIONS

Tom Bowman
Room 48-330 ODI
1200 New Jersey Ave. SE
Washington, DC 20590

Re: DP09-006 2010 JAN 19 P 4: 26

Re: Model: 450 LXi 20005 Vin#1bbcrbg865w [REDACTED]

Dear Tom,

My motor home just spent 3 days at the Blue Bird Bus factory. All recall items are complete. I am satisfied with all the changes Cerberus/Blue Bird made. I believe they have resolved all of our concerns and we will be able to use the coach as it was designed and built.

The biggest concern is of course the weight, how that weight is distributed, and that the coach is formatted so that it meets the new specification.

On Jan. 7, 2010 the fresh water was reduced to one fourth of a tank. The fuel was full and the coach was loaded for a 3-4 month trip. The coach was then weighted.

The specific weights are as follows:

Steer axle: Wt.16,240#.....Max. 17,000#

Add 2 passengers at 350# 16,590#

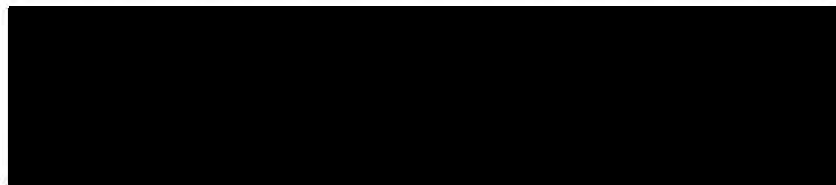
Drive axle 21,200#.....Max.24,000#

Trailer axle 12,840#.....Max.13,000#

Gross weight Actual 50,280#.....Max.54,000#

As you can see there is more than enough excess capacity for us to enjoy the coach. (almost 4000#)

Please remove our complaint as files on Dec. 26, 2009



DP09-006

Blue Bird

Submission - Owner 7

Untitled
SUBJECT: ODI/NHTSA Petition Review DP09-006 -- Vehicle modifications conducted by
Blue Bird--Campaign 07V-586

OFFICE OF DEFECTS &
INVESTIGATIONS

2009 DEC 31 P 3:09

1. [REDACTED] [REDACTED] Imperial, CA. [REDACTED] ---
JAN 6 2010 MB
2. '05 Blue Bird LXI 450 --- 1BBCRBG825W [REDACTED]
3. 2/22/05
4. 26,000 miles
- 5 & 7. purchased for business use
6. Yes
8. all modifications completed Nov '09
9. yes, but limited space in bays due to generator & aircompressor re-location
10. updated manual --- new cargo weight restriction stickers
11. modifications just completed a month ago --- have not used motorhome since, so no known malfunctions yet
12. not affected
13. no suggestions - tired of the fix-it shop
14. re-call letter of March '08 stating not to drive coach if over 17,000 lbs (we were - weight slip enclosed)
I was affraid to drive it, but if I wanted the re-call fixed I had no choice but to drive it to Coachworks in Riverside
twice for the re-call. Also had to drive back to Georgia (4300 miles) if I wanted the final modifications done.
I was promised my fuel cost (approx \$2000) re-imbursed, but no check yet!
15. a, b, c - full
d - with driver
e - 0
f - completely unloaded



**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

"WEIGH WHAT WE SAY OR WE PAY"®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale. Attn: Operations Manager.

The four weights shown below are separate weights. The TOTAL WEIGHT was weighed on a full length platform scale. **AXLE WEIGHTS CANNOT BE CERTIFIED** and are **NOT LEGAL FOR TRADE**, however, CAT SCALE COMPANY GUARANTEES THESE WEIGHTS TO BE CORRECT.

DATE: 4-10-2008
SCALE 847
LOCATION: TRUCKSTOP 111
I-8 HWY 111
EL CENTRO CA

STEER AXLE	17220	1b
DRIVE AXLE	00	1b
TRAILER AXLE	33480	1b
TOTAL AXLE	50700	1b

**CAT SCALE
COLLECTOR
CARD
INSIDE!**

WARNING !

THIS FORM IS NOT A CALIFORNIA WEIGHMASTER CERTIFICATE AND IS NOT LEGAL FOR TRADE IN THE STATE OF CALIFORNIA.

COMMODITY OR ARTICLE WEIGHED _____

FREIGHT ALL KINDS

COMPAN _____

TRACTOR # _____

MOBILE NO. 0
TRAILER # _____

FEE

8.50

WEIGHER SIGNATURE _____

PRISCILLA

FULL WEIGH
TICKET # _____
(IF REWEIGH)

WEIGH NUMBER _____

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

DP09-006

Blue Bird

Submission - Owner 8

Tom Bowman
Room 48-330
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Ave. S E
Washington, D.C. 20590
202-366-2583
tom.bowman@nhtsa.dot.gov

OFFICE OF DEFECTS &
INVESTIGATIONS

2009 DEC 31 P 3:09

JAN 6
2010

Dear Tom

Re: petition request number DP09-006

1. [REDACTED]
Sarasota, Fl. [REDACTED]
[REDACTED]
2. 2005 450 LXI
1BBCRBG845W [REDACTED]
3. September 2007
4. 33,338

5. Coach was purchased to travel the country and spend a lot of time on the road. This particular coach was purchased because it had a steel body, large bays and holding tanks. It rode and drove better than the other 4 coaches I had owned. Advertised load capacity was in excess of 3500lb. I expected I would be able to drive a long distance without having to fill the fuel tank and to dry camp longer with the holding capacities of the tanks. I could also carry a lot of personal items in the three large bays.

This has all changed with the modifications; ride is rough with 130 psi in front tires. Bluebird says don't travel with full fuel and water tanks. This defeats the purpose of my purchase. The bay space has decreased significantly with the modifications. They put a sticker on the front bay that says I can only carry 200lbs. At a recent rally I looked at 5 other 2005 and 2006 coaches and they all had a sticker for 400lbs up. Third bay is half gone and second bay had space taken up by new compressor to air tires.

6. Yes, I discussed the use with Paul Mahoney, a salesperson at Parliament Coach the authorized dealer for Bluebird in September of 2007.

7. Coach has been across country and all the way up the east coast to northern Maine. Has made various other small trips.

8. All phases have been done including new compressor.

9. Yes, we can use the coach, but the ride is rough. The bay space is very limited. We dry camp quite a bit and cannot live without full water and fuel. It is utterly ridiculous to comply with their suggestion with a coach that cost this much. The front generator bay is useless since it is not water tight. In addition when they moved the generator, they did not put it on a slide so it could be worked on without totally removing it for work on the back side. In addition practically impossible to sell this coach because of the modifications. Even other Bluebird owners advise potential buyers to stay away from the 450LXI. That tells you something.

10. The only things that were physically provided to me was the stickers put on the coach at each bay and stickers inside on load and the front tire psi. Also received operating manual for compressor. Was told verbally to lower amount of fuel and water to carry.

11. Generator was overheating prior to further modification. Overflow tank on generator will not stay full because they improperly mounted the tank. According to generator manufacturer, the tank should have been mounted equal to or above the surge tank.

12. Vehicle unladed weight was 47,070 lbs. Sticker shows 1037lbs. for 125 gallons of water and 616lbs. for 4 people. There was 3277lbs for cargo. The three bay stickers now indicate a total of 1000 lbs. The front slide out where the generator was shows 75lbs. It is useless since not water tight. If course this has modified the way we use the coach. You can carry very little compared to what we thought we could carry. I am not even considering the fuel and water capacity.

13. We should have been provided a 20,000 lb. axle in the first place. We also need larger tires and wheels. Move the generator back where it belongs in the front.

14. As part of the recall, the coaches involved should have been weighed by an outside party agreed on by the owners and the company. I would suggest rv safety as they do this all over the country and weigh at each wheel. The coach should be weighed with full fuel and water with 4 people on board. I never received weights on my coach nor do I know how or where it was weighed. I do know it never had full fuel or water on board while at the factory. This procedure alone would prove if the modifications did what they were supposed to do regarding weight on the front axle.

This one item would not give us owners the coach we originally purchased for our use, but it would prove whether the coaches are still over weight.

15. I do not have this information.

Sincerely,



DP09-006

Blue Bird

Submission - Owner 9

December 21, 2009

Mr. Tom Bowman – NHTSA
Office of Defects Investigation
1200 New Jersey Ave. Se
Washington, DC 20590

OFFICE OF DEFECTS &
INVESTIGATIONS

~~2009 DEC 31~~ P 3:10

SAK 6, 2010

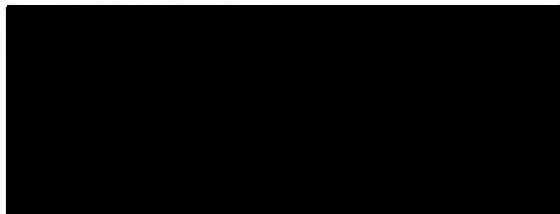
MB

Dear Tom,

Having read Blue Bird's recall 07V-586, in which they identified the defects listed in your appendix A pertained in the recent letter sent to me via your department, it is my intent to make a valid attempt to provide you with necessary information to point you in my direction, although I am unable to provide you with the information as accurate as you outlined. My Blue Bird coach has had all of the updates as outlined in your letter. The problem being the huge amount of work that was done to the Blue Bird was all for NOT in my opinion. Earlier on, way before Blue Bird did all of the finishing work to my coach, I had it weighed. As you can see from the certified CAT scale report (Item A), the front steer axle weight was 16,840 lbs, the drive axle was 22,400 lbs and the tag axle was 12,600 lbs, for a gross weight of 51,880 lbs. The above weight was done with one person, a full tank of water, full tank of fuel and very little grey / sewage water if any. The coach was loaded as we normally would use it for our recreational functions. The second CAT certified weight slip (Item B) was from Blue Bird after all of their modifying to achieve what one would call a weight legal coach. This shows that the numbers only changed the front steer axle 220 lbs and by their own records this was with one person and a quarter tank of grey / fresh water. What a waster of time and money. The total gross weight was 780 lbs less when weighed at Blue Bird because we had removed some of our normal items that would be carried to utilize the coach as it was built and intended for use.

Following you will see the answers to the questions put forth by your agency. Should you need anything further, please feel free to contact at any of the numbers provided at the conclusion of this letter. Thank you for your attention to these matters and I look forward to an expeditious and positive outcome to these situations.

With Regards,



RESPONSES TO NHTSA's REVIEW

1. [REDACTED] at [REDACTED] Wintersville, OH [REDACTED]
Home [REDACTED], Cell [REDACTED] Office [REDACTED]
[REDACTED] and Fax [REDACTED]
2. Model [REDACTED], model year 2006, VIN #1BBCRBG846W [REDACTED]
3. Date of purchase is 4/23/08.
4. Vehicle mileage is currently 18,500 miles.
5. The unit was purchased for personal recreational purposes and is also utilized in the traveling portion of our business for living. The intended use was for these stated purposes under the normal load carrying capacities as put forth by the design and selling practices of Blue Bird.
6. No, the use was not discussed when the unit was sold to us.
7. The actual use of the vehicle is to live in as stated in answer #5.
8. All items as outlined in 07V-586 were completed at the Blue Bird factory.
 - a. All items pertaining to 07V-586 have been completed
9. The load carrying capacity, although it may not be critical for the physical use of the coach, has caused penalty to us, due to the Blue Bird's gross inability to properly design and TEST the vehicle prior to finishing the unit.
 - a. Another major problem that doesn't seem to come to light on the recall of 07V-586, is the fact, as evident by the certified CAT scale reports (Items A and B); that the first weight done by me was 22,440 lbs on the drive axle with my personal items, water, sewer and grey waters all reduced we had 21,780 lbs still on the drive axle.

It is well documented that the majority of states do not recognize weights in excess of 20,000 lbs. as in my case spending most of my time in OH and PA. Many times we are stopped from operating the coach on the OH and PA turnpikes. This is because we are weighed when we enter the gate/ticket area to allow us entry onto the turnpike. My concern, should it ever come to fruition, is if the interstate highway systems ever mandate that motor homes of this type are required to enter the many inspection stations throughout the United States, we would most likely be pitted up against some tough circumstances. We could be fined for weight excess, be forced to buy an overweight permit if applicable or be made to reduce the excessive weight, which is a futile point, as evident by the weight slips already produced. Ultimately, we may not be permitted to move the

unit at all, which is not productive to why we purchased the unit to begin with. If any of this were to happen, the value of this \$871,860.00 motor home as depicted from the manufacture's suggested retail price would be useless. Please reference certified CAT scale copy A.

To provide a description of the perceived limitations of the remedially modified vehicle, I'm not sure that the maximum rated 16,000 lb axle with higher carrying capacity tires and the generator relocation has proven to overall correct any of the problems. That's for you all to determine and let me know that taking the 16,000 lb axle and adding tire rod ends and two new tires makes the front axle heavy enough to handle the weight between perhaps 16 – 17,000 lbs. This may have fixed those weak points, but what about the axle itself?

10. Other than the items outlined in 07V-586, no other documentation exists. I signed off on the changes regarding the recall at the Blue Bird factory.
11. At best, if you were to add my personal belongings back in to the coach; I believe you can see that by calculating that the main drive axle, which was already overloaded, will be yet further overloaded based on the allowable maximum weight of 20,000 lbs in the majority of all states and on interstate highway travel systems.
12. I am not sure of what the cargo weights were, but we are not allowed to carry as much as we had paid for with the initial purchase of the unit.
13. I believe that at this time, if you agree that the front axle, although is not correct, is safe; and I know that the main drive axle has a maximum rating of 25,000 lbs, the Blue Bird has achieved as much as possible to make the vehicle better. I know that the numbers were surely missed for this vehicle, and they did not meet the design for which it was intended for.
14. At this time as previously indicated, I do not have any other ideas to help improve on all of the mistakes done by Blue Bird in the design of my coach.
15. The two weight slips provided: Item A shows the certified weight done on 3/23/09 with a normally loaded unit, full tank of water and little grey/sewage and with one driver. Item B was done by Blue Bird after 07V/586 was completed, again as evident by the actual weights; in my opinion there was not a lot accomplished for all the work done.

Tom,

In closing, I have had three Bluebirds thus far in my life and feel very disappointed that they have failed with all of their years experience and knowledge in building in meeting either the ratings for the front axle or the overloading of the rear drive axle. They also have not met the varying state requirements for these units. I have already spent great time and money to take the coach back in order to have all the remedies done through the 07V-586 campaign, which again showed little to slight improvement for the overall goal, that I believe, should have never happened in the first place. I shutter to think of the time and money these oversights on the part of Blue Bird could cost.

I do want to express that we really enjoy our coach and don't truly see a lot better being done but perhaps the selling cost of the \$871,860.00 coach had to show some profit for Blue Bird and as such, I believe a refund to me in the amount of \$125,000.00 would not solve the immediate problems at hand, but it might make Blue Bird pay greater attention to the details should they ever be in a position to manufacture motor homes again.

Sincerely,

[REDACTED]

Home:
Office:
Cell:
Fax:

[REDACTED]



**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

ERIC Did This

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

WEIGH WHAT WE SAY OR WE PAY®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

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COLLECTOR
CARD
INSIDE!**

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Operations Manager.

* The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

DATE:

3-23-2009

STEER AXLE 16840 1b

DRIVE AXLE 22440 1b

TRAILER AXLE 12600 1b

* GROSS WEIGHT 51880 1b

1119

78398642

SCALE 130

LOCATION:

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

TA 95 NORTH CATON

I 77 EXIT 111

NORTH CANTON OH

IMPRINT SEAL HERE
(IF APPLICABLE)

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY

TRACTOR #

BLUEBIRD NA

TRAILER #

WEIGHMASTER OR
WEIGHER SIGNATURE

DANA MCCANN

FULL WEIGH
TICKET #
(IF REWEIGH)

FEE 9.00

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

CUSTOMER COPY

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**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

DATE:

10-06-2009

SCALE
LOCATION:

PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED
COMPANY

FEE
WEIGHMASTER OR
WEIGHER SIGNATURE

DRIVER IN TRUCK UNLESS CHECKED HERE: ☐

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The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

WEIGH WHAT WE SAY OR WE PAY®

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:
(1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

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- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

STEER AXLE

16620 1b

DRIVE AXLE

21780 1b

TRAILER AXLE

12700 1b

*GROSS WEIGHT

51100 1b

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

FREIGHT ALL KINDS

TRACTOR #

TRAILER #

FULL WEIGH
TICKET #
(IF REWEIGH)

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**CAT SCALE
COLLECTOR
CARD
INSIDE!**

B
11



**BLUE BIRD
COACHWORKS**



**Manufacturer's Suggested
Retail Price**

BLUE BIRD COACHWORKS
ONE WANDERLODGE WAY
FORT VALLEY, GA 31030

DATE
November 1, 2005

SOLD TO: John Bleakley Motor Homes 5594
4411 Bankhead Highway
Douglasville, GA 30134

DEL TO:

CUSTOMER ORDER NO.

INTERIOR		
38113-15	Cabinets, Cherry w/Spiced Walnut Stain	6,265.00
70101-44	Wood Floor in Lieu of Standard Tile, Cherry/Walnut Stain, Interior 4	765.00
70101-37	Interior Décor, Abington Bordeaux, Interior 4	N/C
70103-20	Interior Décor Package - On Finished Units	1,050.00
KITCHEN/DINETTE		
STD	Beveled Mirror Strips on Dinette Wall	STD
STD	Konstant Hot Water Dispenser - Chrome	STD
70101-66	Booth Dinette in Ultra Leather	2,795.00
LIVINGROOM		
70101-54	Loveseat, Villa, Ultra Leather	455.00
70102-06	Sofa, Residential Sleeper w/Air Mattress, Ultra Leather, Interior 4	835.00
70102-70	Wood Floor, Extend to Front of Coach, Cherry/Walnut	275.00
70101-47	Accent Throw Rug w/Extended Wood Floor	1,815.00
SPECIAL OPTIONS		
70109-50	DBS Diamond Shower Walls/Neo-Angled Shower Pan/Frameless Door	4,965.00
70109-20	Majestic Stack Washer/Dryer	4,440.00
70109-43	Mirrored Ceiling Insert on Center Over Lay Panel	2,240.00
70109-47	Girard Roof Mounted Power Awnings (2 RH Side/2 LH Awning Casings)	26,560.00
70109-48	Add 2" Depth to RH Bedroom Cabinet Below Window	395.00
70109-41	Pack Zip-Dee Chairs Loose	N/C
70109-22	Perimeter View Camera	1,310.00
FLOOR PLAN		
38121-05	"A" Triple Slide	N/C
Total Options		84,995.00
Total		871,860.00

Page No.	Blue Bird Order	Vehicle I. D. Number	Motor No.	Body No.
3		1BBCRBG846W		W

DP09-006

Blue Bird

Submission - Owner 10

[REDACTED]
OFFICE OF DEFECTS &
INVESTIGATIONS

Lubbock, Texas

DEC 31 P 3:10

JAN 6
2010

December 21st, 2009

Tom Bowman
Room 48-330
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, D.C. 20590

Dear Mr. Bowman,

I am in receipt of your letter dated December 11th, 2009, concerning recall campaign 07V-586 conducted by Blue Bird Coach Works, further identified by your Review number DP09-006. I'm going to just answer the items in the order you ask for them.

1. Owners name:

[REDACTED]
Lubbock, Texas
[REDACTED]

2. Coach is a 2006 Blue Bird 450 LXi (M450) vin # is 1BBCRB816W [REDACTED]
further identified by BB as body # [REDACTED].
3. DOP- April 21st, 2006
4. Mileage-44,053; Approximately 14,000 (one-third) of those miles are from 4 warranty trips back to Fort Valley, and 2 to Riverside; three of those trips (2 Cal, 1 Ga.) are related to this recall issue.
5. We purchased this Coach new, out First brand new coach, to enjoy our semi-retirement, and intending to travel to many of our "bucket-list" destinations. We expected a sorted out, well engineered RV, based on our previous experience with two other Blue Birds that we bought used. We've owned some kind of RV, either a travel trailer, 5th wheel, class C mini, or Full-size Class A Coach since 1971; so RV's are not a new thing to us. We expect to have *some* maintenance and repair issues, but we never expected the level of problems that we had with this coach. We intended to enjoy the handling, comfort and prestige that come from driving a coach in this category; instead we have had nothing but problems, besides the axle weighting issue, and have just ended up not using it very much. Every trip produced new and recurring problems, making using the coach more of a

nightmare than our Dream Coach! As far as operating features, we just expected that everything that we paid for in the way of features would actually work!

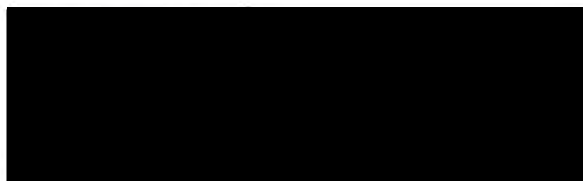
6. We ordered this coach in November of 2004 at a Blue Bird "Rally in the Valley" in Perry, Georgia, only about 20 miles from the factory in Fort Valley. At that event, BB had a doctor (who identified himself as a customer and an adviser to BB) stand before the group at our dinner banquet and tell us fabulous stories of what a great coach that BB was building, that it was far superior to other coaches in, and above, it's price range and that we would certainly not be disappointed in this remarkable RV. Based on his enthusiastic description, and thinking this was the coach of our dreams, and that it was suited to our needs, we ordered this new 06 model. It is not so much that WE described our intended use, as it was that BB highly touted these vehicles as a worthy successor to their previous line, the LXi-43 Wanderlodge and that they would fit our intended use, long, luxurious trips across the United States.
7. Our usage has been confined to very short trips; we just do not trust the reliability of the coach; ALL of our prior trips ended in some kind of disaster, so we no longer even attempt to use the coach as we intended.
8. When we got the first bulletin about the recall, I took the coach to a local truck chassis shop and they installed the new HD Michelin tires, and reset the front end alignment. BB insisted that we take the coach to either Complete Coach Works in Riverside, Ca, or back to Fort Valley for the rest of the recall; we opted for Riverside, as we had made that trip to Fort Valley several times. The shop there installed the HD tie-rod ends, weighed the coach, installed some new decals, a new module for the Hadley air ride system (that does not work as well as the old one), and we drove it back. A few weeks later, BB called and insisted that we let them take it back to CCW to perform the generator re-locate; a modification that I DID NOT want to do, because it substantially changed the coach from the one that I bought. We did not even consider a Prevost conversion because the generator is located exactly where BB intended to put mine; I did not want to give up that storage space, NOR put that much weight, unbalanced, on the road-side of the coach. I was also concerned with noise and vibration, as this would put the generator very close to the rear bedroom. BB gave me decibel readings taken at various points within a standard coach, and a "relocated" coach, and assured me there were no mal-effects related to the relocation, so I agreed to let them take the coach back to CCW to relocate the generator. The first few weeks after we got it back, it didn't seem to be any louder, but now, with just modest use, the generator is louder in the new location than it was before the recall. The workmanship is actually pretty good, but it is not the coach that I paid for, nor the one that I thought I was getting. This August, we took the coach BACK to Fort Valley, at BB's request, to have a higher capacity air compressor installed, also in the rear bay, curb side, virtually rendering that entire compartment useless, as far as storage goes. To their credit, the technicians that did this work went above and beyond, and did several little repairs to the coach, not related to the actual recall.

9. We are able to use the modified vehicle, but not for its intended use; storage capacity has been reduced by almost a third (in volume), and the weight restrictions ordered by BB prevent carrying very much weight within the basement storage bays which prevents any long trips, since we cannot carry enough supplies to support such a trip. That is not really an issue since we do not trust the reliability to make such a trip anyway!
10. The weight limit for the two front storage compartments has been lowered to 600 lbs each; I do not know what the original limit was, but am sure it was much higher. There are also detailed instructions and warnings about keeping 130 psi of air in the front tires. This is an excessive amount and can cause a rougher ride on harsh pavement.
11. The gauges for the generator do not work properly; I have replaced the actual gauges, so assume the problem is from within the generator, possibly related to a heat problem? The generator is now much harder to work on, since it is not as accessible as it was.
12. Not sure what the weight capacity was; the volume is roughly 1/3 less, due to the loss on the entire third storage compartment.
13. I have no suggestions other than some kind of cash refund, based on a depreciated value. I would like to sell this coach because of all its problems, but cannot do that in good faith, as I do not want to just dump this coach off on some unsuspecting soul. And most all RV dealers are aware of the problems BB has had, making a trade (at any decent price) almost impossible.
14. I have enclosed just a sample of the letters and e-mails that I have sent BB over the years we owned this coach; we had severe problems from the day we left the factory! I can forward the rest via e-mail, if you would be interested.
15. BB has weighed this coach, but I do not think that they gave me those weight slips.

In summing this up, Blue Bird had failed to "stay up" with the luxury RV market, beginning in the late 90's, early 2000's. Their sales dropped, and they laid off some of their best production people as a result. This coach, The M450, was supposed to be their savior and get them back at the fore-front of the high-end market. Based on everything that was said at that 2004 RITV, I was led to believe that they had. Unfortunately, this coach was flawed from the beginning; they had lost many of their best employees, they failed to properly engineer this coach, failed to properly design it, failed to properly build it, but above all, failed to properly test it and develop it, before releasing it. And further, they had NO QUALITY CONTROL measures in place, as best as I can tell. This axle loading issue is just the tip of the iceberg of a coach that does not live up to its advertising

and does not do what any of us as owners expected the coach to do. In its present state, and with BB closed up and gone, I am afraid to even use it. There are no parts available, and no service is available to my knowledge.

Sincerely,



E-mail
May 11, 2005

Blue Bird Problems

These are some of the issues with our new coach. It runs and drives very well; we are not disappointed in it, but I was a little dissatisfied that it was not more "ready" when we picked it up. I purposely waited for the 2006 model run (at a much higher cost!) in order to get a coach that was more sorted out. However, I'm writing this list, not as a complaint, but just to tell you some issues that we can work through together to get them solved.

1. There is engine oil spraying on the back of the coach. Probably blow-by from a crankcase vent; seems concentrated on left side, and appears heavily around the left taillight.
2. The "locked" light for the road side front slide does not light up. I'm pretty sure the slide is locking properly.
3. Sirius Satellite radio inoperative; antenna mis-match problem
4. Question. Is the TV ignition cut-off controlled by a fuse in the lower front bay where the dash relays are? When Jesse replaced the defective relays that controlled the instrument panel, he showed me that there were individual fuses for most of the dash components. Would be nice to know just which fuse to pull to deactivate the TV cutoff.
5. The step slide quit working. I have a call into Benny to find out where the fuse/circuit breaker is.
6. I hear an air noise in the upper front of the coach, above the TV. It is much worse when there is a side wind, above 20-30 mph. The noise occurs mostly above 60mph coach speed. This also induces some whistling around the door. I think it may have something to do with the vents above the TV area.
7. The BR slide stops occasionally when opening or closing. The other slides move in one continuous movement, except the CS front slide also did that once, but it was wet outside. I presumed there may have been a sensor that stopped it when water was present.
8. The main Air Compressor runs way too much. There is an apparent leak in a solenoid valve located directly in front of that unit.
9. The Cat motor only has 36.5 PSI oil pressure at 1800 RPM. That seems low to me, and is accentuated by the use of a 150 PSI gauge. If 36.5 is the correct oil pressure, then it would seem to me that you should be using a 75psi gauge.
10. The fuel mileage seems low, maybe only in the high 4's, low 5's. I had expected the new Cat motor to be more efficient. This may improve with some miles.
11. The massage portion of the driver's seat does not work on the top shoulder area. I called Villa and they told me what to check, but when I checked the gray box, I succeeded in making the lumbar massager not work. There are obviously some loose connections in that box. It is hard to get to up under the seat. I also would prefer a taller driving position; perhaps there is a spacer that could be installed under the seat?

12. The toilet flapper valve takes too long to close, wasting water. I called MicroPhor and they explained that the controls were no longer adjustable, but that frequently construction debris will get in the lines and partially clog the closing orifice, causing the slow shut off. They mailed me a new orifice, but the envelope was damaged in shipping and the orifice was missing. I will call them Monday for another one.
13. The 120V AC's are not working properly. Alan and I have had a long discussion about that and that problem should be worked out, but I have not received the fax explaining exactly which wires to switch. My fax is [REDACTED]
14. [REDACTED] is worried about how hot the DVD/VCR/ Satellite equipment gets, that is located in the bedroom. It works fine, but she tells me when it gets really hot, the VCR tape will not come out. Obviously getting the rear AC's working will help, but we are concerned about the long range affect of the heat on those components. You have cooling vents for the front electronic equipment; should there be one for the rear equipment?
15. The engine cooling fan seems to be really loud. When stopping a few times, just to do a "walk around", that fan is really loud. Is that normal?
16. If we use the remote to lock the doors and set the alarm, and leave the generator in the auto-start position, the alarm will come on if the gen set starts. This has only happened once, and I may have not had the stabilizers down properly, but I would not want this to happen when set up at a dry camp spot.

Alan, Mike, If y'all can respond by e-mail, that would really help me, to get this worked out in writing. I'm as busy as you guys, and so many times when I get a cell phone call, I'm busy or driving, and cannot write anything down. Written e-mail or fax would be best. Fax once again is [REDACTED] and my mobile is [REDACTED]

PS: have not received the MSO yet. I would like to get the coach registered ASAP.

[REDACTED]

[REDACTED]
Lubbock, Texas
[REDACTED]

July 18th, 2005

Wayne R. Joseph,
Vice President and General Manager
Blue Bird Coach Works
PO Box 1259
Fort Valley, GA. 31030

Dear Mr. Joseph,

I only got to meet you once and just briefly when we were ordering our new 06 450LXi. I had decided then that I was going to write you a letter about the superior customer service that we had received from Blue Bird on our two previous BB Coach's. Blue Bird has always been THE Coach that I have aspired to own. In 1993, I saw an ad for a 1982 FC-35 that seemed affordable, and ended up buying it. It took me awhile to learn about it, and get comfortable with it. I do most all of my own maintenance and in doing so, could tell how well built it was. I did have six problems that I could not figure out on my own, or with the help of the copious owner's manuals. So, I wrote a letter to Blue Bird outlining the problems, fully expecting to get back a form letter saying "See your local dealer!" Instead, in just a few days I got a phone call from Dean Woodruff telling me exactly how to fix each problem. I was impressed! Future calls were handled just as well, and we kept that old 'Bird for over 6 years, eventually buying a 1995 Monaco Dynasty. The Monaco ran better and drove better, since it was newer and lighter, but in doing my own work, it became obvious that it was not nearly as well built, or as well engineered. Even though it was four years old when we bought it, I found things that were never hooked up or adjusted properly, from the factory. So I started looking for another Blue Bird.

I found a 1999 LX1-43 in Feb. of 2002. It was an 18,000 mile repo coach and I got a pretty good deal on it. It too had some minor problems which I eventually corrected, including a refrigerator that did not cool properly in a cross wind because the cooling fans were not hooked up properly at the factory. At least that is what it looked like. The fridge had been replaced once under warranty, but it appeared that the warranting dealer missed the real problem and wired the new unit "wrong" just like it came from Blue Bird. As you alluded in your speech in November, those were "the AMF years"

We had been looking at new coaches for several years, and have toured the Foretravel factory here in Texas, the Newell factory in Oklahoma, and of course the BB factory, but that was during the Fall of 2003, and you were not building any motor coaches at the time. The Foretravel really did drive well, and the hydraulic retarder system really worked fine; you hardly even had to use the brakes! The drum brakes on my 99 were unacceptable, and I was always worried about being able to stop in time. Always did, but I had to really be paying attention. The Newell rode well also, but seemed to "list" too much when cornering. The Prevost that we drove was really nice;

excellent drive and ride, velvet smooth, and had the hydraulic retarder that helped it stop on a dime.

Alan Barbee had let us drive an M-380 when we were at the factory in 03, but we were not that impressed with it. In 2004, we went to the International FMCA Rally in Albuquerque, NM, and again ran into Alan. He let us drive the prototype 450, but it was not very exciting. In fact, my wife said we were NOT getting one of those; too many bugs, too many problems, etc, etc. It did not run good, did not ride good and had a really bad air leak around the door. Alan explained that this prototype did not have the good shocks or the good motor, and the leak was just a bad connection on the air lock solenoid, as this coach was just rushed together to make the Rally. I could understand all that, so assumed the production coaches would be more refined.

When we came to the Rally in the Valley last year and saw the new coaches and heard your speech (I was a Honda motorcycle dealer for 31 years; I watched Harley rise from the ashes of AMF, to become the success story that they did) and the speech of the Doctor that talked of all the changes and improvements that were incorporated into the 450, we melted and ordered our "Dream Coach". When I decided to place the order, I think it was Tuesday morning; all the 05's were spoken for. That did not bother me too much, even though the 06's had a \$ 70,000.00 higher price tag. I really felt that waiting for one full model year would give y'all more time to work out the production kinks and that I would be getting the newest, latest, most sorted out coach. Unfortunately, that is not the case.

We were told the coach would be ready in late March; that got revised to late-April, which was OK; we did not want to rush the process and have a problem ridden motorhome. As I recall the timeline, Mike Martinkus called us on Monday, April the 18th, telling us the coach was ready. We made plans to fly to Atlanta Thursday night, planning on picking the coach up Friday the 22nd, spending the day, or weekend if necessary, getting used to it. One of my reasons for ordering the new Bluebird, instead of buying a used Prevost, was that our learning curve would be short, since we were used to Bluebirds. Alan Barbee really did not want to deliver it on Friday, because in case there was a problem, there was no one working that could correct the problems. My thought process was that that still gave you guys Tuesday, Wednesday and Thursday to double-check things, and besides, this was a Bluebird from my favorite company. What could be wrong?

We were more than impressed with the visual effects of the coach. It is just gorgeous; the cabinet work is beautiful; we love the private toilet, and the roominess afforded by the slides. It drives and rides much better than our old one. I did notice "softness" in the ride and some side to side "wobble" caused by high winds when driving in Georgia. I asked Alan if these shocks were adjustable like the 82 and 99. I had adjusted the dampening on both of those coaches and dramatically improved the ride on each. Alan replied that they were not, but that a newer better shock would be phased into production in a few months. That was my first little pang of uneasiness. I had waited over a full year from driving the prototype, which Alan said did not have the "good shocks", but that the production coaches would, and then ordered a higher price 06, only to find that I did not get the "good shocks". I let that go at the time, thinking I would just wait and see how this coach rides. I still feel that annoying side to side rocking, and the front end is too softly dampened, so I really feel that you should **upgrade my coach to the**

new shocks when they become available.

There were a number of things actually wrong with the coach that Friday when we picked it up, so we had to stay over until Monday to get them fixed. The AC's did not work properly; the AV system did not work very well with the main trouble seeming to be in the programming of the remote control. Alan put a new program in it on Monday, but it still does not function as it should. The Sirius Radio did not work (later determined to be an incompatible receiver/antenna combo. Benny sent me the correct one) and I have just gotten it installed. A local stereo shop that I trust did it for me for \$ 86.87, probably as cheap as your own shop could have done it. There were some other minor problems, most of which were fixed before we left.

When we left the factory on Monday, the 25th, we only got about 35 miles when the complete dash cluster went dead. We could not find an easy fix beside the road, so had no choice but to return to the Bird's Nest that night. We called Alan first thing Tuesday morning, and he immediately got Jesse working on it. Jesse impressed me quickly with his knowledge and ability. He replaced some relays that were defective and sent us on our way pretty quickly. There were still some problems when we left, but I wasn't really too worried because, based on previous experience, I knew y'all would take care of them. We left Georgia during a cool snap; arrived home in Lubbock to 90+ temps. That is when we realized the AC units were still not working properly. I called a guy that had done quite a bit of work on commercial refrigeration for me, and also on my Monaco. He is really sharp and he found a loose wire on one of the relays in the rear closet that was preventing the rear unit from getting 120VAC, but also determined that the EMS was not allowing the AC's to work properly. I relayed this info to Alan, and in a few days he advised me how to rewire the EMS so that all the AC's would work. My AC tech did that, I paid him, y'all reimbursed me, but the AC's still don't work exactly like they should. The Bed Room AC does not want to come on unless it is set down to 67, then it will cool down to 67, but when it cuts off, it lets the bed room temp get really warm, probably 75+ before it comes back on. When set at 70, it just will not come on. Strange!

We have had a lot of really weird problems that appear to me to trace back to the EMS system. When we picked it up and Alan explained the electrical system, I was blown away with how advanced and powerful it was. He told us that we could run TWO of the roof airs off the batteries while running down the road. The twin alternators would handle it, and this appeared to me to be an answer to the Prevost Over the Road Air system. This has caused several problems which seem to all be random. Once, with both AC's on, when my wife tried to use the microwave, it blew the inverter reset button over the drivers head. This was easily fixed while going down the road, and I just made a mental note to not use the microwave and the two AC's at the same time. The next incident occurred during our trip to Indianapolis in June. Going down the road, all systems working well, we suddenly lost much of the 12V power. Radio, GPS, rear view camera, and more, including the relays for the roof airs all went off, with no logical cause. I was looking for the A/T switch like on our old one, but could not find it on, under or near the dash area. We called Benny and he checked with the electrical guys and gave us a couple of things to try. None of that worked so we just decided to wait until we got to Indy and got parked to try as many things as we could. That is when we discovered that all the 12V circuits were dead, including the water pump. We could not get anything working, so called the nighttime emergency number, and then went to a parts store to buy

enough 12V wire to at least jury rig 12V power over to the water pump. That is when Wendell returned our call and suggested that we try the "Coach Master" switch, which had replaced the A/T switch. That is when I remembered that Alan had told us that; it just did not register. When we got back to the coach, a touch on that switch restored everything and my wife decided not to try to get a full refund of the price of the coach. She was that mad, at that point, and so was I. It was somewhat embarrassing that I did not remember to check that switch, and I have really tried to figure out what may have caused it to trip. I think I found the answer this weekend.

Toward the end of the first leg of a 436 mile trip to east of Austin, the Allison transmission started shifting real rough; this was while running two AC's plus the dash air in hot humid Central Texas. It was very rough on downshifts, as well as up shifts, but seemed to still pull well, so for the time being, I did not worry about it. On the return trip back to Lubbock, again the transmission began to shift rough. I remembered that my 1999 had done that once when the voltage regulator went out and I was losing battery power. So I turned one of the AC's off and that seemed to resume the smooth shifting of the Allison when going through the next town. When cruising down the freeway however, I turned the 2nd AC unit back on, knowing the transmission would not be shifting. We were going down the road with the TV/Satellite working just perfectly (that is another story), when I heard a slight "click" in the overhead compartment, and the AV system went dead. My wife noticed that the red lights indicating low battery were flashing on the inverter panel, so I started the generator to recharge them. In just a few seconds those lights went to yellow and we were able to restore power to the AV system, but had to run the genset to power the AC's. Now, after experiencing these various problems, I believe that all these little odd electrical glitches are cause by the EMS system, and it manifests itself in many different, intermittent problems. When there is a low voltage situation, that will cause different things to just "kick off" in a random pattern. I had told Benny once that my 1999 Wanderlodge was "like living in a treasure hunt! I was always finding something new." Now, I feel like living in this 06 is more like living in a "*haunted house*". Things that work today, won't work tomorrow. And things that work tomorrow will quit for no reason then start working again. I'm probably not the smartest guy that has ever bought a Blue Bird, but I'm fairly intelligent, and these things that don't work right are very frustrating. I might point out that the reason that I run two of the AC's is that the rear EMS electrical/AV compartment gets SO HOT that I feel like I must run the rear unit to keep some cool air going into the bedroom area. That unit works OK under those circumstances because it never gets a chance to turn off. In a conference call that Alan arranged about various problems, I was told that y'all need to install a cooling vent in that compartment to provide air circulation, similar to the ones in the front AV area. That should have been worked out AND DONE long before my 06 was built! Now, I'm out a return trip to Georgia to fix something that is a very obvious design flaw.

I'm going to quit rambling now, and get into specific problems.

1. The toilet flapper was slow to shut off; we mentioned that while at the factory; it was not fixed. I called Microphor and they sent me a new orifice to replace the installed one, and that now allows the flapper to shut within the time specified by Microphor. Benny helped me figure out how to get to that control unit.
2. One of the vibrators in the driver's side Villa seat did not work. A call to Villa

told me what to do, and I had to remove the seat to get to the wiring that controlled those circuits. That wiring MAY have been loose from the Villa factory, OR may have been caused by the very tight zip-ties used to secure the wiring to the bottom of the chair.

3. I had a very bad oil leak in the rear of the coach. At first, I thought it was the engine breather. Then I figured out it was clear oil, so it must be from the hydraulic system. In that conference call, the techs told me specifically which oil to buy and I replenished the oil, and over two or three trips, finally found the leaks. They were from two fittings that were just not tight enough on a manifold on the road side of the motor, on the rear frame member. That experience cost me two extra coach washes, along with two extra tow car washes.
4. The KVH satellite would not stay locked on to the Direct TV satellite. I spent 30 minutes on the phone with a very good DTV rep, who told me about a fix that KVH had on it's website concerning this very problem. I went to their website, and it explained that since DTV had sent up another new satellite in June of 2004, that older KVH units would have to have a "software patch" uploaded to correct this problem. My unit was in the affected serial number range, which means that I got an "old stock" KVH unit, not the newest latest unit that I would have expected on a 2006 model. That "fix" should have been done at the factory before the coach was ever delivered. I bought all the necessary cables and adapters to download the patch program to my laptop then upload it through the KVH data port, and now my satellite unit works OK most of the time. However, it is inconsistent in its operation, which I will get to later, in talking about the AV system
5. There is a bad air noise "roaring" in the area above the TV. Sounds literally like a hole in the roof. I noticed it while in Georgia, and it was really bad on the trip home. It is aggravated by a side wind, and also induces an air leak around the door. In the conference call, the techs said they had cured this problem by placing duct tape over the front 1/3 of the two A/V vents in the roof of the coach, over the TV. I have done that, but I would hope that you are working on some nice, trick stainless steel "shields" to be a little more permanent and neater than duct tape.
6. Three different times, the circuit breaker that controls the transmission has tripped, *while parked*, then the coach will not start. I have not been able to determine any pattern or reason for this. The first time it happened, it only took Benny a couple of hours to find the solution, which is to remove everything in the rear closet and that wooden panel and just reset the breaker. The next two times, it only took about five minutes, but it creates an uncertainty *every time* I turn the key on about whether or not it will start. It has not done that in over a month so maybe the transmission has "learned" something and maybe it won't do it anymore.
7. The air bags on both the genset and the 120V air compressor were low, causing excessive vibration. I aired them up and now they seem to be OK. The aux. air compressor runs way too much, and I don't know what to do about it.
8. The radiator neck screws were loose, and caused an overheating condition at high altitude, 9000 feet. The gasket on that neck was not very good, so I put a good coat of red heat-proof silicone sealer on that neck and tightened the screws real

good; no more problem.

9. This is not really a defect, but more of a comment. During the delivery process, we asked Alan where the TV antenna lift control was. He replied that they could not get a good power antenna anymore, so we just had a standard TV antenna. It does NOT provide very good local reception, and we could not get local stations in many places that we tried it, particularly Fort Valley. Now that I have the KVH unit working, we subscribed to Distant Network Channels through DTV, so it is not a huge issue, but I'm disappointed that I cannot pick up local channels in places that I could with the 1999.

Those are problems that I have cured, or at least know what to do. This next list is things that need to be fixed.

1. The kitchen area electric shade motor has some kind of direct short. Conversations with Benny and George Morris confirm that is the most likely problem (Benny even sent me a new shade module to try), and that the kitchen shade motor is the most difficult to change. That is something I do not want to tackle.
2. The roadside slide "locked light" does not come on. A minor adjustment, I'm told, but it is difficult to get to.
3. The bathroom AC unit condensate line leaks into the private toilet area. George Morris has told me some things to look for, and I tried to fix that but could not duplicate the problem in "low humidity" West Texas.
4. Some kind of vent or cooling device needs to be installed in the EMS/AV area in the rear. Those panels get too hot to touch when going down the road. That heat build up cannot be good for the AV components and heat increases resistance of electrical circuits, which may be what is causing some of the "gremlin" problems. Items in the rear closet get extremely hot; much hotter than in our 99 model.
5. The right side inverter fans run constantly. I asked Alan about putting the inverter switches on "bypass" when plugged in, but he tells me that will disable the battery charger, so I can't do that. It seems to me to be poor engineering that those fans run constantly. I have to believe that those motors will wear out frequently and become a maintenance nightmare down the road.
6. There are a number of paint chips appearing on the sides of the coach. My 99 did not chip as bad as this new one. At time of ordering, I opted for the "Double-Clearcoat" on the whole coach and the "Protect-A-Shield" on the front, expecting it would be the clear "Diamond-Brite" vinyl covering. Alan told us at delivery that "they had decided not to use the tape" and instead were just putting an extra clear coat on the front. This is totally unacceptable to me, since it does not work. I'm enclosing pictures of the front end. The front "gravel pan" is chipped very badly, as well as further up the front of the coach. This needs to be repainted and have that "tape" applied to the front end. *NOTE! Just talked with Mike Martinkus; he tells me that this coach absolutely should have had the vinyl covering.*
7. The slides sometimes just stop, when extending or retracting. I cannot find any reason or action that causes it. It is just a random situation; sometimes they work perfectly; other times they do not.

8. I really like the "Smart Wheel", but was amazed that it did not come with self-canceling turn signals. I remember to turn them off most of the time, but cannot believe that a new coach does not have SC signals. I do like having the cruise and wiper controls on the wheel.

While this is not a defect, just a comment, I would have preferred to have the engine brake controls located where the musical horn controls are, and vice versa. I could drive my 99 with my fingers, alternating between the cruise and the Jake, conveniently located on the left console.

9. We have had some trouble with the drawer locks not holding the drawers shut when driving. I do not think they are overloaded, and I am a pretty smooth driver. Earl sent me one closet latch to replace one that was defective. I'm going to look at this drawer situation some before I declare that it is a defect.
10. This coach is only getting about 4 ½ mpg! That, combined with the 200 gallon tank makes for way more frequent fuel stops. I thought that I had read that this new Cat motor was way more efficient, and I assumed that with the smaller tank, that fuel mileage was UP, not down. The Cat computer says it's getting 6mpg, but it is definitely not. I am very disappointed in the fuel mileage and hope that you have a solution for that. I do really like the new fuel tank, as it does not overflow and leak diesel all over the coach like the 1999 did.
11. A/V system is very difficult to operate. The remote does not function as it's supposed to, and is inconsistent in operation, to the point that I cannot tell you what it needs. It seems to take a different combination every time we use it to get the system on or off. I have a good friend here that installs home theatre systems. I'm going to get him to look at it. Maybe he can fix it. Also, the in-motion system gives more trouble than it should. I'm not sure if that is a fault of the system or just DTV and KVH, but my guess is that if other people have had as much difficulty as we have, then no one would be ordering the in-motion option.
12. Even though this coach has disc brakes, it does not stop as well as I expected. Once, on a twisty mountain road, fairly level, just winding, the brakes overheated to the point of smelling. Maybe that was because the coach was still new; but it does not stop as well as I would have liked.
13. There are some scratches developing on the dinette table, and the countertop. They are not very bad, but we did not have any scratches on our 99, and we are using this one, and taking care of it basically the same way we did our old one.
14. My wife has noticed that anything she puts in one of the drawers below the rear AV system, on the curb side of the bed room, gets black soot on it. I have examined this drawer very closely and see no fault at all, but she has had it happen twice.
15. There is a small oil leak below the motor. Nothing too serious. I can get that checked here, but would rather y'all do it.
16. Even though you are using a "stretching" method for the body skin, there are a couple of places that are still buckling. They are beside the Bedroom windows. I think the cure to correct that is more involved than I would want to get into. It's not that bothersome, and not nearly as bad as the earlier models.

Just wanted to mention it.

These are the problems that come to mind at this writing. I reserve the right to add more as I remember them, or they occur. The question now, of course, is what to do about them. Based on my good experiences with the company, I do not have any doubt that Blue Bird Coach Works will do these repairs; I would not have left Fort Valley if I had had any reservations. Benny Collier and George Morris have been invaluable in helping me solve the problems that I have fixed so far. As you know, they are OUTSTANDING employees. The problem for me is getting the coach back to the factory. I called Kenny about a time slot before the RITV, but he is already booked. I don't really have time to bring the coach back, and I expect you would need to keep it a week or two to fix everything. That would mean round trip airfare that I don't really want to spend. One possibility is for y'all to fly a driver out here to get it and drive it back, then return it to me when finished. Another scenario is that I can get some of the paint work done locally, and may can do some of the other minor work myself, but I sure can't do the shades, the AV vent, the AC condensate line or adjust the slide lock switch.

Another possibility is to take it to your new dealer in Alvarado, but I would need some assurance that they are experienced on Blue Bird's. I would not want them to be learning on my coach.

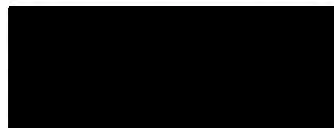
Mr. Joseph, please realize that I'm not mad or upset; disappointed would be the correct term. I hope that my detailed descriptions will make those items easier to fix, and that you can establish some procedures that will help prevent other coaches coming off the line with this many problems. I also fully realize that as complicated as these coaches are that not everything will always be working or double checked. Alan Barbee said he started with the company in Quality Control; I assume you still have people that do that. It would seem to me that many of these problems would have been caught and corrected with a good QC program.

Would you please contact me at your earliest convenience with a plan of action to cure these issues?

Sincerely,



PS: I was visiting with Mike Martinkus with Bleakley on Friday, and he suggested that I also ask that you fix any potential problems that have shown up on other coaches. It seems that a new problem develops about as fast as I get an old one solved. A Pro-Active approach would seem to be in order, and if we can get this coach back to you, I would expect that you would fix anything else that you are having problems with *before* they occur on this one.



cc: John Purvis
Alan Barbee
Mike Martinkus

John, Have not heard back from you about the Leece-Neville guys, but we will help them in anyway we can. I will be out of town on Tuesday, but my shop would still be available if that is the day they decide to come.

Whoever you send to pick up the coach, let me know if they have any preferences for snacks, soft drinks, etc, and I will have the coach stocked for them. I'm sure you also have to deal with this next subject. Me, being a guy, anybody is welcome in my coach, sleeping, using the bathroom, etc. My wife, like many other wives, I'm sure, is not so generous. So whoever comes to get is sure welcome to stay in it on the road, use the bathroom, etc but I may have to furnish them a sleeping bag, or they may want to bring one.

Here are a few other items to look at.

1. The compressor for the toilet also runs too much; there must be a leak in that line. I think that compressor already needs to be "rebuilt." It runs a lot, and seems to take a long time to build up enough pressure to shut off.
2. The plastic cover on the floor needs to have a couple of the hold down straps resewn. One or two are slightly mislocated and have pulled loose, because of the extra strain.
3. The "finial" on the lamp behind the driver's seat is broken. We don't think that we did that, and have not had any luck finding a replacement. This is not a huge deal to me, but my wife wanted me to mention it.
4. The plywood underneath the bed is slightly warped. Again, not a huge deal, but something that should be corrected.
5. The plastic latches on the bottom kitchen drawer are broken; the frame is slightly twisted. It will need the new plastic pieces.
6. The new vent in the rear AV cabinet may fix this, but the VCR gets so hot that it will not eject a tape, until it cools off.
7. The couch bed is way too high at the head. We carry two 2 x 4's to use as spacers under the legs when extended. There may not be anything that you can do about that, but if it is adjustable, we would like to have it lowered. Also, this was our mistake, but when extending the slides one time, those 2 x 4's caught under the couch front panel and pulled the screws out of the wood. I've just got it stuck back up there. We store them in a different place now.
8. Some of the drawers in the kitchen come open when traveling. Would it be possible to install the "positive locks" like on the sliding pantries? We would be willing to pay for that, since it is not a standard feature.
9. The remote key fobs are not programmed correctly. Alan will remember that he had trouble with them when we picked it up. # 1 will not open the bays, but will lock the doors and the bays. # 2 will not unlock the bays.
10. The stabilizing jacks seem to leak down on some occasions. This may be because I am doing something wrong when leveling. I still do not understand if I should leave the aux. air compressor on when parked. It seems that if I do, it runs a lot, and will raise the coach up off the jacks; possibly the jacks are leaking down. I'm not sure which is actually happening. I usually just leave the A.C off now,
11. On our trip to Indianapolis we ran over a truck tire casing that unexpectedly flew off the truck right in front of us. My son was driving, following a little too close, and did not have time to dodge it. It caused some damage right behind the front

door. I pulled it back in place and glued it back in place, planning on having the painter that I use touch it up later. Since you will have it in the paint booth, I will be glad to pay y'all to fix it while it is there. ***This is 100% my fault! I expect to pay for this repair.***

12. I tried to find the leak in the condensate line in the private toilet area. George Morris had told me how to get to it, and what to look for. Unfortunately, it only leaks when I'm in a high humidity area, like Central Texas. It would not do it here in semi-arid West Texas! The plastic Christmas trees were just impossible to pull out of the plywood roof backing, and I ended up pulling them out of the plywood roof panel. I glued them back in, and slightly enlarged the holes in the roof backing, so they should pull out for your guys OK. There needs to be one additional one installed in the outside back corner, as it hangs down and droops.
13. I have had a problem with the Transmission Breaker throwing intermittently; it has not done it in some time, but it did yesterday. I located the breaker, and put orange tape around it. George had told me that it should probably be a 15 amp breaker, but it is actually a 10. The wire going to it is very small; I don't think the wire is large enough for a 15A.
14. I have not had the PTO shaft greased as it says to on that decal in the engine compartment, nor have I retourned the wheels. I would pay y'all to do that, since it is normal maintenance. Ditto on an oil change; it will probably be time for the first oil change, and I will pay for that also.

This is in addition to the list you already have. I realize that it is a lot to do, but many of these are pretty minor. Also, we have called Muriel about ordering some new material for the back of the co-pilot seat. My mistake, but I extended the right slide, while my wife had left her seat in the rearward position, and I tore the seat. So I will let Muriel know when to check with you about getting that seat out so she can recover it. I will just pay her for that direct since it was my fault. Interestingly, I was reading a test on a new Monaco Dynasty in this month's FMCA magazine, and they have started installing an "interlock" system that prevents that from happening.

I am also in the process of selling 300-400 residential lots to a volume home builder named D. R. Horton Homes. They operate nationwide, and will build **50,000 new homes** this year. I toured their operation in Albuquerque a few weeks ago, and one of the things they do on a new house, is have their "Warranty Department" check over each house, before it is turned over to the "Sales Department". Since the "Production Department" knows that is going to happen, they really bend over backwards to make sure each new home is finished and functioning properly, before the Sales Department sells it. They claim that this keeps their customer satisfaction extremely high, and the warranty department does not have to go fix very much under warranty, because it was done properly to start with. That might be a procedure that you guys would want to look at.

Thanks for taking care of all this. Let me know when your guy will get here and we will pick him up. I'm leaving that Monday pretty well open all day.



From: [REDACTED]
To: "Mike Burkett" <mrburket@blue-bird.com>
Sent: Wednesday, August 24, 2005 7:41 AM
Subject: Re: coach pickup

Mike, obviously got your e-mail also. We will be at the airport, and will have the coach ready to go for you.

Thanks, George

----- Original Message -----

From: "Mike Burkett" <mrburket@blue-bird.com>
To: [REDACTED]
Sent: Tuesday, August 23, 2005 2:13 PM
Subject: coach pickup

> [REDACTED]
> I will be arriving at the Lubbock airport on Monday Aug 29th at 2:05PM.
> My
> flight # is 3573. If you could meet me it would be great. Please let me
> know if I need to make other arrangements.
> thanks,
> Mike Burkett
> Service Operations Manager
> BlueBird Coachworks
> 478-822-2022
> 478-822-2519 fax
> E-mail mrburket@blue-bird.com
>

From: [REDACTED]
To: "Mike Burkett" <mrburket@blue-bird.com>
Cc: "John Purvis" <jmpurvis@blue-bird.com>
Sent: Sunday, October 02, 2005 6:33 PM
Subject: Update.

Mike, I double-checked the generator today to see why it overheated and shutdown; did not see anything obvious. At the game, it had some water underneath it, but it was hard to tell in the dark if it was coolant or condensate from the front AC. I put a new radiator cap on it, just in case, and also put some "Red Line Water Wetter" in the coolant tank to help it run cooler. I really expected to find that the gasket around the radiator cap had blown out; I had had to reseal it once before, but it appeared to be OK. I may cut a new gasket out of some "Mr. Gasket" exhaust material that I bought today.

The main problem that we had coming home is still some kind of electrical problem. I still was running the rear BR AC, because, while the new vent helped, those electrical panels still get very hot. I ordered a Sears "Laser thermometer" today to check it with. It is a point and shoot thermometer that will easily check surface temperatures so I should be able to give you some accurate readings in a few days. With only one overhead AC on, we still have some kind of charging problem. Both times that I stopped for fuel, the transmission was rough shifting (which seems to occur with low battery voltage) but when I got ready to pull out from the fueling area, the transmission was flashing in 6th gear, and would not pull away. I had to start the aux. generator and let it kick in before the coach would drive away. The volt meter be reading 14 Volts most of the time, but would be at 13 when this happened. I did not find the ammeter until today; do not know what the charging status was. The rest of the time that I was driving, with the one AC on, the battery voltage would read 14 most of the time. But when it dropped to 13, the shifting would get rough. When the voltage dropped to 13, I would turn off the rear AC, but the battery would not recharge for a long time.

When we went to the football game, I started the generator when we got there, about 2:30 Saturday. The coach was very slow to cool off, and I realized the kitchen AC was not cooling. I assumed this was a problem with the EMS, so I turned off the rear BR AC. After several minutes, the kitchen AC was still not cooling, so then I checked the 120V breakers. That breaker was tripped. Kicking it back on got the AC working, but there should not have been any reason for that breaker to kick. I think there is still some kind of "gremlin" in the electrical system. After the gen set died, it didn't matter.

Another problem is the steering wheel. When Jesse returned it to me Wednesday night and we drove it, we realized the wheel was skewed to the right so we stayed over to let him fix that. The new seat was also skewed to the right, and they fixed it also. When I left late Thursday morning, about when I got past Tapatios onto some straight pavement, I realized the wheel was skewed even worse to the left. It was late and we were ready to get home, so I didn't bring it back. I need to know what to do to get that wheel straight. I took the smart wheel apart, and got to the nut that holds it on; put a wheel puller on it, but it was going to take a lot of force to get it off so I did not go further, and just put it all back together. It did not look like anyone had worked on that part so I assume that the adjustment is in the steering gear, either the drag link or in the steering box. I will call you on Monday to find out what to do. I sure don't want Jesse to get into any trouble over that! I doubt that he was the one that did that work anyway, and while driving it on the Blue Bird lot, you cannot tell if it's right or not.

You were right about the headlights! They are not that good. I had forgotten because during this summer, I have not driven hardly any after dark. I looked at the low beams and they do have those shields (George Morris had told me about this fix) over the top of the bulb. I notched them out slightly to give more light on low beam, and adjusted them up slightly. I think that will help, plus I bought some Sylvania "Silver Star" H1 bulbs. I think all that will help. However, the driving lights do not work. I wish I had known that because y'all could have fixed them. It appears that they are not getting power to the switch in the dash. I checked the 15A breaker in the gen. compartment. It is good. Is there another breaker somewhere that I should check?

As I said in my first e-mail, the coach is MUCH better. I think we can get these little things worked out over the phone. The fancy TV control still doesn't work as it should but it is better. And we may just need to spend more time figuring it out; it just does not seem to be consistent. However by using the other remotes, we can make everything work most of the time.

I really appreciate everything you guys did. Will send Mr. Joseph a letter just as soon as I can. I will try to call you mid-morning. Maybe you will have had time to check into these items.

Thanks [REDACTED]

From: [REDACTED]
 To: "Mike Burkett" <mrburket@blue-bird.com>
 Sent: Thursday, January 05, 2006 2:20 PM
 Subject: More problems!

Mike, haven't used the Coach lately, so haven't had any problems. However, we went to Dallas over last weekend for the Cotton Bowl, Texas Tech vs Alabama. Great game, we just came up 3 points short!

I did have several problems that I will need your help with.

1. The electric water heater should work, when plugged in at a campground, should it not? It didn't, had to take a cold shower, and use the Webasto from then on. The breaker was OK.

2. The bathroom heater does not work. The thermostat seems to be OK; would it be a fuse somewhere and does it work on electricity or just the Webasto? It would not work on either one.

3. I still need help with the driving lights; those fuse locations you gave me several months ago were not the correct ones.

4. The satellite box in the bedroom breaks up quite often, loses it's signal, or just goes into a digital "fragmentation" for random periods of time. I expect the high heat in that area has affected it.

5. I had another problem with the APU. Once when it tried to start automatically, it would not. It gave me a "gen Fail" message in the drivers OH control box, so I tripped the outside switches (within the quiet box), manually held open the fuel solenoid, and it finally started. Later, the control panel totally lost power, and I could not turn the APU off from inside, and had to start and stop it manually. When we left the Cotton Bowl parking lot (we had been in an RV park prior to going to the game), the radio, gps, BU monitor as well as the gen control would not work. I checked a few breakers before we left, but could not find any problem. When we got to moving, my wife told me that her step slide would not work. That triggered the remembrance that the breaker behind my seat controlled that, the one with the three 25 A fuses that I had told you the main wire was loose on, and that tightening it up seemed to help the charging problem (even though you and I both realize that is probably impossible); I had my son check that connection, and it was just a little loose, maybe a 1/2 turn with a socket. Even though it should have been a good connection, tightening the nut on the big black positive wire caused everything that was not working- to start working! This makes no sense to me, but tells me there is something wrong with that circuit.

Now when driving home, the outside temp got up, so I started running the two front OH AC's from the inverter. The voltage meter stayed up around 14, and the amp meter was fluctuating between 25-150, mostly in the higher range. It does not seem to change gradually, but instead "jumps" from one reading to another. After about 30 minutes, the front AC quit, tripping the breaker. We flipped it back, it worked another 15-20 minutes, then tripped again. At that point, I tried to start the generator; it failed to start, and right now the display still says "gen fail". When the generator would not start, we reset the AC breaker.. At this point I had my son check the temp of the breaker panels; it was about 145 degrees! This is AFTER y'all put in the extra cooling fan, and with an outside temp of only 85F. After we got home I tried resetting the switch within the quiet box, but it did not do anything this time so the display says "gen fail"

Obviously, my first need is to know what to do the generator to "reset" it. Then we need to figure out what is causing this problem. Water and oil levels appear to be OK'

6. The bath room vent fan works erratically. After a heavy dew, the rain sensor prevents it from opening, even if I use the switch inside that allows normal operation. After half a day or so, it will start working again.

7. The new passenger chair y'all put in has a short and blows the 25A fuse. I have not had a chance to look for it.

I did add some additional weatherstripping to the front entry door. That seemed to have helped the air noise from the door, but the vents above the TV still leak in a frontal side wind. The rubber seals y'all in put have helped some, but did not completely cure the problem. I can minimize the problem by just turning up the TV!

Mike, I'm pretty frustrated by this new round of problems. Most of the things y'all fixed are much better, but these kind of elusive intermittent problems are difficult to trouble-shoot, ruin a trip, and hard for me to find the time to fix. And, of course, I should not have to.

One thought I've had is this gets too complicated is for me to take the coach to Alvarado for a few days and let some of you guys come out and fix it and do a "seminar" at the same time. But if you can give me some simple solutions to these problems, maybe it will be easy enough that I can do most of it.

Thanks [REDACTED]

PS: One other thing. The mileage still sucks, as low as 3.5 this trip, but that was using the Webasto and the generator quite a bit. I talked with a guy at the game that has a new Country Coach Magna 630, with the same motor/transmission combo, and he swears he gets 5.5-6.0, running 70 mph.

From: [REDACTED]
To: "Mike Burkett" <mrburket@blue-bird.com>
Sent: Sunday, March 05, 2006 12:26 PM
Subject: Paint problems

Mike, my painter is here working on the front end. The more he gets into it, the more problems he finds. That "clear coat" seems to be SOFT and bugs have "absorbed" into it. Even though I've kept it washed and clean, there is ample evidence of bugs that are in the clear coat, certainly not very obviously, but certainly upon close inspection, you can see numerous bug marks. Also, he found a whole lot of little white specs in the black paint. It is like there were rough spots (like grains of sand) on the coach before it was painted and now the paint is "popping". These are very small spots, but there are a lot of them. He is going to have to sand, prime, mask and repaint the whole front of the coach. he is telling me around a \$ 1,000.00, maybe more to get it like it should be. Let me know if this is a problem.

I'm sure that you guys looked at this in September, and that you've probably seen this on several other coaches that had the front paint, instead of the 3M plastic.

Thanks [REDACTED]

From: [REDACTED]
To: "Fred Vandenberg" <fvandenberg@blue-bird.com>
Sent: Tuesday, May 02, 2006 7:57 AM
Subject: Blue Bird Problems, continuing

Fred, I'm sorry that I've been so long sending this; I have been very busy and have just had not time. You can read through this and get back with me as to what to do. I really hate for y'all to be the expense of another trip to the factory, because we are pretty close. Maybe just taking it in to m's would be the simplest. We can figure it out.

Thanks, [REDACTED]

Continuing Blue Bird Problems

1. Bathroom Webasto heater does not work. Seems to be electrical (no power to pump), but I will check for an air bubble.
2. The driving lights (NOT the daytime running lamps) do not work. Can not locate the circuit breaker that controls them.
3. The bathroom and shower vents quit working. They had been erratic; Mike B told me to lube them with Silicone spray, which I did. That seemed to help short term, but they both finally quit working. They are getting power; seems to be something in a limit switch or something similar.
3. The front door still has some air noise. This is for two reasons, IMHO. The front door really needs an additional solenoid lock on the bottom. The vents over the TV leak, which creates a cross-draw in the coach. Those vents are probably necessary, but they don't seem to be baffled in anyway, so even though your shop put a rubber insert in the front to reduce wind noise, you still basically have two holes in the roof. Wind noise is going to happen, and it is very annoying when in a cross wind- which we have A LOT in Texas.
4. While at the factory, y'all replaced the passenger's seat and it has a short in it that blows the 25A fuse intermittently. I have looked, but don't see anything very obvious.
5. The rear EMS panel still runs over 140 degrees, with an outside temp of only 85. Y'all put that new vent in, but I'm still worried that it will overheat again in warmer temps.
6. The engine pre-heat switch on the dash does not light up when the Webasto is on. The red light at the kitchen panel lights up, but I bet the one on the dash should also, just like the AC switches. Mike was going to send me one with the last batch of vinyl, but forgot, and I can understand that, with all the hassle involved in that experience.
7. The bedroom AC thermostat still does not work properly. On auto fan, it WILL NOT cut back on without manually turning it down to less than 60 degrees. And if we do that, it won't turn off until it gets

there. We have had to just set it on "Fan Low" and not use the thermostat at all. We picked the coach up from y'all in late September, so this has not been a huge problem, but will be this summer. I was going to say that the front thermostat works perfectly, and it had been, but it started doing the same thing this last trip.

8. There may still be an alternator charging problem. Alan explained that we should be able to use two of the overhead AC units, but when we do, we experience weird electrical problems. Sometimes it is rough transmission down shifts, sometimes it will not restart at truck stops until I start the generator (has not done this lately, but then I have not had to run two AC's), sometimes it kicks the 110V breaker for one of the AC units. Benny sent me a prototype new regulator, but it WAY overcharged, so I sent it back. That new circuit board for the inverters may help.
9. Fuel mileage has averaged 4.2 mpg since purchase, which of course includes some generator and Webasto use. Without either of those, it seems to settle in at 4.5. Still not an acceptable figure. This is cruising 70mph, and 1800 RPM (I think it's 1800). When I e-mailed Caterpillar about this poor mileage, they recommended that I not exceed 1550 RPM; that is about 55, and certainly very few people buy a BB intending to only cruise 55. Mike had mentioned possibly installing a higher (numerically lower) rear differential gear set. I'm game to experiment with that, but cannot help but wonder why that was not sorted out about two years ago. And I also would not want to lose any low-speed acceleration, or hill side passing power. I have talked with Mike B about the possibility of a wider ratio Allison for your future coaches? Will they let you select the ratios? A slightly lower 1st gear and a slightly higher OD ratio in 6th might be the answer.
10. When the painter was repainting the front of the coach, he decided NOT to do the chips down the sides. His opinion, and he has done RV painting for many years now, is that this coach does not have a very good paint job. The side chips just should not be happening and he thinks that the clear coat is not very good quality. We also have any number of "waves" in the stainless steel sides. This is not a huge deal, and is certainly better than our 1999 model, but the "stretching/bonding process" that you are so proud of is not working as well as you intend it to.

Fred, I really appreciated your phone call as well as Ronnie's the previous week. Ronnie caught me on a very bad day because of all the stress from the vinyl issue. I was really down and told Ronnie that I really regretted buying this coach. I was in a much better mood when you called, but still, this coach has really had a lot of problems, and they seem to be never ending. So certainly, I regret my decision.

What I do not understand about the RV industry as a whole is the mindset that is that "well, these coaches are very complicated, and yes, you will have some problems, and that's just normal". I have had other dealers, other RV'ers, and even have read that in both FMCA and Motor Coach magazine. I was particularly disappointed with the number of problems with my coach when I picked it up originally. Alan did not want to deliver it on a Friday, which surprised me, but I now understand why. And I didn't realize how many problems we had until I got home. It seems that way too much of my time this past year has been spent working on this

coach, typing y'all e-mails about the problems, or doing without it while y'all had it, or during the month that it took to get it repainted (front only) and then the ordeal with the incorrectly cut vinyl. The time that it died beside the road would not have been a very big deal had we not had SO MANY problems prior to that.

I was really surprised that you must not have a formal QC program. If you did, you would have caught the mis-matched Sirius radio/antenna problem, the home entertainment remote problem, the rear AC problem, the wind noise in the cabin, the leak in the auxiliary air system, the hydraulic oil leak by the motor, the seat vibrator that didn't work, the KVH update patch would have been done, and the air bags for the gen set and aux air compressor would have been aired up. And while not a QC issue, I CANNOT believe that it was delivered to me WITHOUT self-cancelling turn signals. Not standard on an \$ 800,000.00 coach? Was a big shock! That was fixed when y'all had the coach, and apparently it is a simple fix. So, why would that not have been standard equipment?

I know that y'all want to do what it takes to make us happy, and I appreciate that. What I don't know is how to accomplish that, because with all the problems, the "shine" is off the Coach, and I'm not sure how to remedy that. These remaining problems are hardly worth a trip back to Fort Valley, but yet I don't have time to mess with them. I may call my buddy (Service Mgr.) at Billy Sims RV Sales and see if he would do some of this work, with y'all's advice and guidance. That may be the simplest, if they would work me in. I'll check on that this week.

From: [REDACTED]
To: "Fred Vandenberg" <fcvanden@blue-bird.com>; "Wayne Joseph" <wrjoseph@blue-bird.com>
Cc: "John Purvis" <jmpurvis@blue-bird.com>; "Mike Burkett" <mrburket@blue-bird.com>
Sent: Monday, June 12, 2006 10:32 AM
Subject: BB final problems

I was really hoping to be able to write you guys today telling you what a great job you did on our coach, how grateful that we were and that everything was fixed first class. Unfortunately, that is not the case!

I visited with team leader Wendell Mullins on about Wednesday, May 31st and was pretty confident for most of that conversation that they had fixed most of the problems. But it was also obvious that he got confused on which coach he had worked on, and was getting interrupted constantly with other problems. He took the time to give me his full attention, but it was also obvious that while he is a very dedicated employee, he is way overworked, and that he is trying to overcome a lot of problems on your coaches. Some of the items that WERE NOT addressed did cause me some concern after hanging up with him. Also, one thing that really stood out when talking about the rear breaker panel heating problem, was that his explanation of the problem was that the team (Jesse Gibson's) that originally installed the vent fan had installed (or wired) it **backwards**, but his team corrected it by reversing it. I don't think it was wrong to begin with, but it STILL does not cool that area.

It would have been nice if someone would have called or e-mailed me that the coach did arrive at MHS in Alvarado; no one did, but I called them on Wednesday the 7th and confirmed that it was there. Called them back on Thursday to make pick up arrangements, since we would be arriving late. My plan was to get to their lot about 7:30 PM, pick the coach up and drive the 35 miles north to Texas Motor Speedway, go to our assigned parking place, plug and sleep late Friday morning as I have had some long days that last week. That was not the case either, since the coach was sure not ready to travel! The toilet was not working, was the first thing I noticed. It was empty of water, had been dry for some time. I checked the water valve on the "mana-block" in the bay (the valve for the lavatory 1 was off; more about that later) and it was on, so I took the cabinet out behind the toilet to check all those water and air lines, but they were OK. I had already checked the air compressor on the dash and it was on, so then I checked the AC switches in the gen access door and they were both OFF! Turning them on immediately fixed the problem, but I cannot believe that the coach was driven to Alvarado with them off; also the tech that added the filters in that bay did not even bother to wipe out the trash from installation- metal filings, wood dust, etc.

After getting the toilet working, it was late so we decided to just stay there and go to TMS the next morning. Well, the slides would not go out, the microwave and kitchen plugs were dead, and the rear AC did not work. And when I turned on the lav 1 valve, water gushed from the top of the valve; someone had apparently noticed that leak, but failed to fix it and just cut the valve off, without telling anyone or doing anything about it. Some more troubleshooting told me that the Inverter # 1 was not working, which controlled all the items not working. I tried turning it on and off, resetting, etc. but to no avail so we went to sleep without rear AC, but the BR did eventually cool off by running the other 3.

Got up early Friday morning and called Mike Burkett; he got Johnny to call me back, who talked me through a complete reset on inverter # 1, and that fixed the problem with the inverter, so we were able to head for TMS with the plan of stopping at both Lowes and/or Home Depot to see if we could find a replacement faucet or at least the special tool that it took to disassemble it. Linda was following in the Jeep, while I drove; as soon as I left MHS and got up to speed, I could feel that something was definitely not right. The coach rode terribly rough! There was a roadside park just ahead so I pulled into it and called Mike again; telling him there

was a problem with the Hadley system. Mike attempted to help me, but he was obviously covered up with phone calls, so he had Johnny call me back again. By then I had figured out that it wasn't the entire Hadley system but just the right rear air bag. Johnny correctly diagnosed it as a hyper-extended control valve arm and I was able to unbolt that arm and return it to the correct position. It was very difficult to work like that, with the suspension down, there was hardly any room to get my arms in there, and had to pretty much do it by feel. But as soon as I got the arm loose and raised it, the air bag aired up, the system leveled, and there was plenty of room to work to reattach it. In talking with Mike, he asked me to verify on the upper air gauge that there was air pressure. There was, but I noticed the Inverter # 1 red light was on, warning of an overheating condition, so I turned it off. We continued on to TMS with no other obvious problems and when I got parked and plugged in, I turned the inv. # 1 back on, and it worked fine the rest of the weekend. In fact, the coach did pretty well while parked. The rear AC that would not work before, worked just fine. Wendell's team had relocated the thermostat pickups and that seemed to fix that rear AC.

We left on Sunday morning and as soon as I unplugged, the inv. # 1 immediately showed the red overheat light, so again, I turned it off, knowing that I would not be able to run the BR AC unit which I like to do to help with the EMS overheat problem. The coach drove well and everything seemed to be working OK, but as it started getting hotter, I had to turn on the overhead AC unit to help cool the driver/passenger area. A short time later, it quit working having blown the circuit breaker again. This happened twice more before I started the generator and turned on all four OH AC's, just to keep the coach bearable. I also started checking temperatures of the EMS and breaker panels. The two top panels were at 150 degrees, the EMS panels were 145 and the AV equipment was at 137 degrees. The rear BR was 105 degrees, way beyond any possibility of actually staying in there. Y'all warranted the DTV receiver once because heat had damaged it; I don't think that extended periods of 137 degree heat will do this one much good either.

I also forgot to mention when y'all took the coach back this time about the satellite system. For one thing, the fancy remote still does not properly control those AV components. The next problem is the satellite system frequently loses its signal while traveling and even when sitting still. I really think this is a KVH problem, but also noticed that the new regulator that y'all installed puts out more amperage than the last one, but like the last one, it does not work smoothly, instead it surges. I'm wondering if it is not causing some kind of voltage spike that causes the dish to start searching. Anyway we finally just turned the TV off, because it would not stay on the satellite, and bear in mind, this is virtually straight west Texas roads with no trees or overpasses to block the signal.

What is obvious to me, and I've told you this many times, is **this coach was not properly tested or developed, and the electrical system is not well engineered and that is causing most of the problems.** Right now, even after all your work, I have a leaky faucet (very minor, I can change that), a bad inverter (I cannot fix that), severe electrical problems, (cannot fix myself) and a severe heating problem in the EMS/AV area, which I, or you, have not been able to fix. I have zero confidence that you can fix this coach and would like to pursue some other options. Fred, I will send you a private e-mail about that.



PS: A couple of time on Thursday and Friday while at MHS, I told Linda that we might just leave the coach there and call y'all to just come back and get it and not return it until it WAS fixed. But I didn't. Then when the suspension problem happened, again I started to just take it back, but again, I didn't. By the time I got back home Sunday evening, I was wishing that I had.

And I do need to comment that everyone at the company really has been helpful. Mike, Wendell, Johnny, Jesse, Benny, everyone has tried very hard to help and wants to make this right. I just don't think that can be done.

From: [REDACTED]
To: "Fred Vandenberg" <fcvanden@blue-bird.com>
Cc: "Wayne Joseph" <wrjoseph@blue-bird.com>
Sent: Monday, June 12, 2006 10:55 AM
Subject: Refund?

Fred, Wayne, y'all should have recieved my e-mails by now. I just do not think that your company is capable of fixing my coach; you have tried twice but there are, in my opinion, engineering issues that cannot just be "fixed" by your service department.

I would propose that we agree on a re-purchase price of \$ 500,000.00 and I will just chalk the other \$ 150,000.00 up to a bad experience. The coach only has 18,600 miles on it, and 4600 of that is from trips back to Fort Valley for warranty work. Perhaps you could get John Bleakley to return his profit, and then he or you could sell this coach as a "factory unit, demo, executive coach, etc" and you could probably break even on the deal; I would be the loser, but would be glad to be out of this unit. I sure do not want to have to try to sell it myself, as I could just not get my heart into selling this product to someone else. And I'm not really in a financial position to go trade for something else right now. So please think about a simple repurchase; that is the best option for all of us right now.

Thanks, [REDACTED]

From: [REDACTED]
To: "Truck Engine Call Ct" <Truck_Engine_Call_Ctr@cat.com>
Sent: Sunday, July 16, 2006 6:07 PM
Subject: Re: C13 fuel economy complaint

James, we had this e-mail communication last year; so far, nothing has been favorably resolved by Blue Bird. I sent the following coorespondence in to Tad at this e-mail address about a week ago, but have not gotten a reply. Can you do something to help me out?

Thanks [REDACTED]

Tad, I sent you this e-mail back in September, concerning poor fuel mileage with my 2006 Blue Bird coach, with the Cat C-13 motor. While the coach was back at the factory in SEpt. 05, they had a Cat tech come by and download the computer info, but the info showed that I was getting 6 + mpg, so Cat took no further action. I relayed to BB at that time that my CAT computer did in fact show that I was getting 6.07 mpg, but that it must be calibrated wrong, because detailed fuel/mileage records still show only 4.2 - 4.5 actual mpg.

Blue Bird has done nothing to satisfy me with the fuel mileage complaint. They have other issues with the Coach itself that they are having a difficult time working out, so the mileage has not been a priority for them, so once again, I'm turning to you guys for some assistance, or at least info.

I have talked with several Country Coach owners also, who do report 5.5-6.0 mpg, which would satisfy me. CC runs a higher geared rear end ratio, 4.56 I think, and BB uses a lower 4.89. I am turning 1800 RPM at just under 70 mph. It would seem to me that is too high an RPM, and that BB should also be using a 4.56 ratio. The BB is pretty heavy, 47,220, but I expect the CC is about that same weight. And some Prevosts, with the DD S60, 515 HP motor also use a 4.56 ratio. BB has discussed changing my rear axle ratio as a warranty item, but they have not tested enough of them to give me any feedback on whether or not it would still accelerate well from a standing start or have adequate power going up a hill. The CAT C-13 has it peak torque at somewhere around 1550, doesn't it? Would gearing it higher (lower numerically) perhaps move the engine more into it's torque curve, rather than being above it? I realize that these questions are more for BB than CAT, but thought that, with your experience with several manufacturers, you might could help me out.

Thanks, [REDACTED] Lubbock, Texas

PS: The engine serial number is KCB31811, AR # 242-7709 and the ECM software is 264-6702.

----- Original Message -----

From: "Truck Engine Call Ct" <Truck_Engine_Call_Ctr@cat.com>
To: [REDACTED]
Sent: Tuesday, September 20, 2005 10:03 AM
Subject: Re: C13 fuel economy complaint

> How "big" was your 60-series engine (in HP)? How "big" is your current

> engine (in HP)? How is the performance on this engine compared to the
> Detroit? What series was your '99 Blue Bird?

>
> Thanks.

>
> James C. McCaskey
> Truck Engine Call Center
> Caterpillar Inc.
> (800) 447-4986

>
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> ASSISTANCE AND ADVICE.

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> 09/19/2005 10:35 AM

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> To
> To
> "Truck Engine Call Ct" <Truck_Engine_Call_Ctr@cat.com>
> cc

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>
>
> Subject
> Re: C13 fuel economy complaint

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>
>
> Caterpillar: Confidential Green Retain Until: 09/18/2008 Retention
> Category: G90 - General Matters/Administration

>
>
> Thank you for your reply. Someone else from Cat also suggested that I get
> the computer downloaded, and I will do that as soon as I get my Coach back
>
> from BlueBird. They are doing some warranty work on it right now. I had
> asked them about the low mileage, and they said they were working with
> ya'll
> on a solution, because you guys had indicated that you had expected a
> higher
> figure than the one they are hearing about from other customers. I'm aware
>
> of all the variables that you mentioned; however, I'm driving this coach

12/20/2009

> just
 > like I did my 1999, so I would have expected better mileage, not worse.
 > Any suggestions or help you can give will be appreciated.

> Thanks, George

> ----- Original Message -----

> From: "Truck Engine Call Ct" <Truck_Engine_Call_Ctr@cat.com>

> To: <gmtscec@door.net>

> Sent: Friday, September 16, 2005 9:15 AM

> Subject: C13 fuel economy complaint

>

>

>>

>>

>> Have you taken your coach to your local authorized Cat dealer or
 >> distributor and asked them why your fuel economy is so low? There are
 >> many factors that can affect that.

>>

>> One thing your Cat dealer can do is to download the information from the
 >> engine ECM into his computer and evaluate it to see if engine operating
 >> load, RPM, road speed, etc., justify the low fuel economy you're
 >> complaining about. If he doesn't find any reason with that information
 >> for your fuel economy to be this low, perhaps there's a mechanical
 > problem

>> in the engine or chassis somewhere.

>>

>> Based on the address you provided, I think your closest distributor
 > would

>> be Warren Cat in Lubbock, TX, at (866) 292-7736.

>>

>> If you want to discuss this with us further, we'd be happy to try, but
 > an

>> ECM download, engine serial number, complete coach driveline spec., and
 >> coach weight would be most helpful.

>>

>> You can call us at (800) 447-4986 or e-mail us back.

>>

>> Thanks.

>>

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 >> ASSISTANCE AND ADVICE.

>>

>> We recently purchased a new BlueBird 450 LXi Motor Coach, with the Cat
 >> C-13 motor. It has a smaller fuel tank than our 1999 Blue Bird, which
 > had

>> the DD Series 60 motor, and both your website and BB's alluded to this
 >> C-13 motor as being more modern, more fuel efficient than other motors,
 >> etc. With the smaller fuel tank, and the claims of more efficiency, we
 >> were expecting mileage in the range 6-7 mpg. Our old coach, with the DD

>> got around 6 mpg. This Coach is only getting 4.2 mpg, after putting
> about
>> 8000 miles on it. I have complained to Blue Bird about it, but all they
>> can say is that have complained to you guys, but no solution is in
> sight.
>> This is totally unacceptable to me! Even before diesel went "out of
>> sight", 4.2 mpg is just not realistic in todays competitive MH market.
> Had
>> I had any idea that mileage would be this poor, I would have bought a
>> different brand coach, with a different brand motor. Our old BB, the
> 1982
>> model had the 3208T motor, and it got way better mileage, and we really
>> were excited about getting back to "Cat Power" I am pretty disappointed,
>> as you can see. Do you have any cures in the works to improve mileage to
> a
>> more normal acceptable range? Or am I just stuck with an \$ 800,000.00
>> Coach that gets 4 mpg? Thanks, [REDACTED]
>
>
>

From: [REDACTED]
To: "Fred Vandenberg" <fcvanden@blue-bird.com>; "Wayne Joseph" <wrjoseph@blue-bird.com>; "Allen Barbee" <arbarbee@blue-bird.com>
Cc: "Mike Burkett" <mrburket@blue-bird.com>; "Robert Preston" <rpreston@blue-bird.com>
Sent: Sunday, July 16, 2006 1:56 PM
Subject: BB letter, July

This was supposed to have been sent BEFORE the one outlining the generator problems. It may not have.

Guys, I'm writing this on Friday night the 14th of July. I had told you that I was planning on using the coach this weekend, just to go to a local auction that was only a few miles from our house. We drove the coach out this morning about 10:00, got it leveled, and left it at the auction sight. We came back out about 4:00, opened it up, cranked the generator, turned on all four air conditioners and proceeded to visit with some friends, hang out etc. Left to go up to the auction area about 6; came back to find the generator had overheated AGAIN and QUIT AGAIN! When it was running, with all four AC's on, it barely cools off this coach. Without using vulgarities and obscenities, I cannot begin to tell you how pissed I am. I'm back to where I don't want you to fix this SOB, because I don't think you can; I'm back to just wanting my money, or at least a part of it, back. The radiator tank that y'all built (the aluminum one) seems to maybe have a pinhole in the welds, causing it to lose air pressure and overheat. I have covered the suspect area with JB Weld, but will have to let it set for 6 hours before I can even start the generator to see if that fixed it. Which means we are either going to have to go home to spend the night, or stay in the coach without AC. I've got the motor running right now, just to keep the batteries charged and run at least 1 AC, just to keep it bearable. Besides that, the front Direct TV receiver is acting up, losing signal, breaking up, making digital noise, etc. The one in the BR (which y'all replaced recently due to damage from the heat) is actually working OK.

I have reported this generator problem many times and have done several things myself that I thought would have fixed it. I have reported all those problems and solutions to Mike Burkett and others. And in all fairness to y'all, I don't think that you have worked on it other than building it. But as a consumer, I have the right to expect that the GD thing should work!

And as I have complained about since the day I picked it up, the remote for the front Home Theater system is just not programmed right. That is on my defect list that you are supposed to be working on. **If you won't buy this damn thing back, you really need to get this damn thing fixed..** After a year and a half, I have every right to expect this SOB to actually work.

From: [REDACTED]
To: "Fred Vandenberg" <fcvanden@blue-bird.com>
Cc: "Wayne Joseph" <wrjoseph@blue-bird.com>
Sent: Thursday, June 15, 2006 8:52 AM
Subject: Service

Fred, John Preston called me yesterday about doing more repairs on my coach. I do appreciate that y'all are willing to make it right, but frankly, I doubt your ability to do that. It is my opinion that these coaches have some engineering problems that your service department cannot fix with "band-aid" solutions. The AV/EMS compartment in the rear BR is mis-located in my observation, and I just do not think that you can ever get enough air into it to properly cool it and preserve the AV equipment. Most electronic equipment is designed to not exceed 95 degrees; mine is at 137 degrees. As that heat builds up in the circuit breakers, electric resistance increases (elementary electronics) which further increases the load, leads to more heat, more load, until something blows, which has been the # 1 AC unit circuit breaker. All of that heat and resistance just cannot be good for any of the systems for the rest of the coach. I have been saying all along that the electrical system is the cause of MOST of the problems with this coach. Even after Wendell's team worked on the inverters, it was delivered to me with a non-functioning inverter, which still does not work. So, I just am unsure what you intend to do to correct what I think is a major design flaw in the whole coach.

John said he would have a plan for me this afternoon. I am certainly willing to cooperate and work with you guys on this, but I would expect that this time, you really do need to get it right.

My first best option is that \$ 500,000.00 repurchase, which I did not expect you to do, but if these problems cannot be corrected, I will have to do something to insure that I get a coach that will actually perform as advertised or a refund of the purchase price.

And so far, y'all have made no effort to do anything about fuel mileage. 4.2-4.5 is just not acceptable! Have y'all experimented with different gear ratios, different injector settings? Anything that would give some degree of hope that the mileage could be improved? Country Coach gets 8 mpg with this same motor/transmission combo, in a coach that weighs about the same.

I was kidding with John Preston about the Vince Gill country song, "Just give me one more last chance", and that is the way that I feel. It needs to be fixed this time!

Thanks, [REDACTED]

From: [REDACTED]
To: "Robert Preston" <rpreston@blue-bird.com>
Sent: Thursday, June 15, 2006 2:26 PM
Subject: Re: 450 LXI Issues (W355)

Robert, sorry for calling you John; thought that was how you identified yourself.

That list is correct, but I will go back over my notes and e-mails to see if there is anything else before it gets to Alvarado.

I have been looking at the vent set-up for the rear AV/EMS compartment. Y'all had previously installed a vent fan in the roof of the coach that exhausts air outward from the inside of the coach. The fan inside the coach (that Wendell said was installed backwards) is exhausting air from the inside of the AV cabinet, into the bedroom of the coach. These seem to me to be working against each other, unless they are drawing cool air from another source. Johnny was trying to explain to me last Monday that those drew cool air from the AC ducts, into the AV/EMS compartment. If that is correct, then there would be no cooling if that rear AC was not on, would there? In this case, with the bad # 1 inverter, I could not run that AC, but in moderate outside temps, I don't run it either, and that rear panel does get very hot. It seems to me that the inside fan should be sucking cool air from the BR into the AV equipment, but for that to happen, the plexiglass door to that equipment should be trimmed some to allow air flow. And the air temp in the BR last Sunday was 105 degrees; but still cooler than the 150 degrees of the breaker panels.

And I'm not sure that the charging system is actually overcharging; what I'm saying is that it does not operate smoothly. The amp readings on the OH amp gauge fluctuates wildly. It will be at 100, drop to 50, up to 125, back to 50, etc. It seems to me that it should charge at a constant rate that increases or decreases slightly, to match the condition and load on the system. I think that it may be "spiking" and causing some of the problems, maybe even with the satellite system, when travelling. The front AC breaker has been tripping almost everytime that I've used the coach in warm enough weather to have to run the front AC. Would that be from a low voltage condition? Or, could it be from a voltage spike from the surging regulator? Or is it just getting overloaded from all the heat in the breaker panels?

I hope your engineers can put their finger on these problem. My wife is really pissed (no way to say it nicely) and has a boiling letter she wants to send to everyone at BB, but I have told her that y'all are working to solve the problems and to please hold off.

I'll go over my lists and e-mails to double-check for all problems.

PS: One of the best Techs It thought you had was George Morris. Rumor was that there was a rift between he and John Purvis, and he lost. Any chance of getting him back? he was really sharp, and has a lot of experience that y'all really need right now. G

----- Original Message -----

From: Robert Preston
To: [REDACTED]
Cc: tcvanden@blue-bird.com
Sent: Thursday, June 15, 2006 12:10 PM
Subject: 450 LXI Issues (W355)

As discussed, we apologize for problems you experienced after coach was returned to you from factory. Per our phone conversation of June 14th, we will contact Motor Home Specialist regarding Coachworks Technicians performing coach repairs at their facility in Alvarado. We are working with our Engineering group to determine fixes and required parts. Once fixes are determined and parts obtained, we will contact you to schedule coach delivery to MHS.

To ensure we address all issues, please review below list acknowledge if all issues listed and/or add issue(s) we may have omitted r clarify issues listed and forward back to us.

1. #1 inverter not working
2. Co-pilot seat (electrically) does not work

12/20/2009

3. Severe heating problem in EMS/AV cabinet in rear of coach
4. Satellite system frequently loses its signal traveling or parked
5. Charging system overcharging (surges)
6. Bathroom faucet leaks water (shipping new faucet directly to you)

Again, once we have determined fixes and obtained parts, we will advise schedule to perform repairs. Should you want to discuss any issue(s) or further discuss plan/repair schedule, please call me at 478/822-2279 or my e-mail address is rpreston@blue-bird.com.

Thank you.

Robert Preston
RV Customer Service Manager

July 17, 2006

Mr. Wayne Joseph, VP & General Mgr.
%Blue Bird Coachworks
One Wanderlodge Way
P. O. Box 1259
Fort Valley, Georgia 31030

Subject: Blue Bird Coach [REDACTED]

Dear Mr. Joseph:

I don't know where to start because so many things are not fixed on our Coach #355. You have had several opportunities to fix the things that are not working and have not succeeded in fixing all of them. I will not go into the details, because my husband, George, has sent you multitudes of emails of our problems with this Coach and you know what they are. I am sick and tired of every time we go somewhere in it, something else breaks or quits working. We are the only people in the parking lot working on our Coach while everyone else is out visiting. This weekend we went somewhere in the Coach and when we got parked we turned the generator on so we could run the air conditioners. It was 100 degrees outside. After a couple of hours the generator quit and you know you can't stay inside when it is that hot. The generator had overheated. That night we had to open windows to survive and it still was miserable trying to sleep through the night which I didn't. I nearly had a heat stroke and have never been so miserable as I was that day and night. We had to start the Coach that night to charge the batteries so they would not run down. It was a horrible weekend and I do not plan on going through this stuff again.

At the Rally in the Valley in 2004, you people got up on stage in front of hundreds of people and stated all the improvements you had made to this Coach and the performance was much better. You even had Dr.??? announce to everyone how great this Coach was. You must have paid him a lot to say good things. This is not our first rodeo with Coaches. We have had 2 previous Blue Bird Coaches that were good Coaches, but this one is pathetic. When we pay the amount of money we paid for this Coach, I expect it to be perfect.

We have 5 to 6 weeks before we start traveling again and I do not plan on taking this Coach wondering what will break next. I have had it with this "blankety blank" Coach and never want to see it again. I have never been so mad in all my life. Just be glad I'm not in Georgia in you face right now. You have run out of chances on fixing this Coach. **I want a refund of our money.** We bought this Coach because of your good past history but it seems now your Company has gone downhill fast and I don't think it will survive long. I will not be saying anything good about the Blue Bird Coaches. Again, all I want from you is a refund and you'll never hear from me again.

Sincerely,

[REDACTED]
Lubbock, Texas

Phone: [REDACTED]

Cc: Jeff Bust, President
Fred VanDenBerg, Dir Sales & Mkt.
Allen Barbee, Sales



BLUE BIRD

July 20, 2006

[REDACTED]
Lubbock, TX [REDACTED]

Dear Mrs. McMahan,

This will follow your letter dated July 17th and our phone conversation regarding issues experienced on your coach body # [REDACTED]. We sincerely regret the numerous problems you and [REDACTED] have endured since taking delivery coach. We recognize and greatly appreciate the patient you have shown as we have had several opportunities to correct problems.

As discussed, Coachworks Engineering, Manufacturing and Customer Service groups combined have been working developing fixes and plan to apply fixes on your coach. August 7th we will have parts and repair technicians at Motor Home Specialist (Alvarado, TX) to begin repairs. I have attached problem list e-mailed to [REDACTED] on today for your review and/or revision if necessary.

Again, we regret problems and frustration you have endured. We want to assure you Coachworks is fully committed to correct coach problems and restore your confidence in our company and product.

Please feel free to contact me by phone at 478/822-2279 or e-mail at rpreston@blue-bird.com should you have any questions regarding this matter.

Sincerely,

Robert Preston

Coachworks Customer Service Manager

Cc: Wayne Joseph
Fred VanDenBerg

BLUE BIRD WANDERLODGE®

One Wanderlodge Way • Fort Valley, Georgia 31030 • (478) 822-2356

July 20, 2006

W355 450LXI

1. #1 inverter not working.
2. Co-pilot seat (electrically) does not work.
3. Severe heating problem in EMS/AV cabinet in rear of coach.
4. Satellite system frequently loses its signal traveling or parked.
5. Charging system overcharging and/or surges. Overhead amp gauge fluctuates wildly. It will read 100, drop to 50, jump to 125 and drop back to 50 amp.
6. Bathroom faucet leaks water (shipping new faucet directly to you). *Repaired.*
7. 120 volt air compressor still runs too frequently.

Comments from 6/28/06 e-mail: And I THINK I've solved the problem with the 120 V Air compressor running too much. When I level the coach, I typically hit the lower button and let the coach down for a few seconds. In re-reading the manual, I should have been letting it down until it stopped on its own, then leveling. When doing this, the AC does not seem to run as much, so it probably was something I was doing wrong. The Stabilizers are still slightly off however.

8. Home theater remote still not programmed.
9. Curbside slide room lock indicator lights up when slide is locked "out" but not when it is locked "in".
10. Engine pre-heat switch on dash does not light up when the Webasto is on. Light in kitchen panel does.
11. Microwave almost always loses power when making the transition from shore power to inverters. 99LXI did not do this.
12. "Close" button for foot slide on passenger seat works intermittently and takes a lot of pressure to activate. "Open" button works correctly.
13. Transmission often downshifts roughly at very low speeds  (thinks it's a transmission problem).

14. Water pump runs every time faucet is turned on and makes a loud whining noise.
15. **Hadley leveling system:** Noticed one other item that may need adjusting. When leveling, the Hadley system gets its pretty level. But when I use the stabilizers now, they will get the left side just a little bit high. It was OK before the last trip to Fort Valley, but I don't think they worked on the stabilizers. I MAY have bumped something out of adjustment when I was trying to get the Hadley system to "reset", when in fact it was the hyper-extended air bag leveling arm that was the problem. Robert, this should be just a minor adjustment, as it is not very far off. But the coach had been leveling perfectly. And I may have the air compressor where it doesn't run as much; will monitor to be sure.
16. Generator coolant fill tank leaks (leaks at weld & fill neck to tank joint).
17. Generator overheats after 2.5-3 hours of operation.
18. Hose with 90 degree fitting leaking oil on Caterpillar engine.

Bowman, Tom (NHTSA)

From:

Sent:

To:

Subject:

Attachments:

[REDACTED]
Friday, February 26, 2010 2:57 PM

Bowman, Tom (NHTSA)

Additional information

BB recall ltr, 2, scnd.pdf; BB wght tckt, 2008.pdf; BB wght tckt, 2010.pdf

OFFICE OF DEFECTS &
INVESTIGATIONS

2010 FEB 26 P 4:34

Mr. Bowman, I have attached a letter with additional comments concerning the Blue Bird recall, and two weight tickets for my coach, one from before the gen relocate and one after. You can see that the gen relocation did not result in very much of a front axle weight reduction, far from the 1200 lbs they infer, AND that the rear axle is dangerously close to old weight limit; and I know of nothing substantive that they did to actually increase that rating; other than tell y'all they did! While I forgot to include this thought in my letter, I am also very worried about the possibility of creating an imbalance of weight to the road side; 1200 lbs is A LOT to move to just one side, but I just do not have a way of getting "side to side" weights to prove my point.

I sincerely hope that you and NHTSA will pursue this matter MUCH further!

Thanks, [REDACTED]

[REDACTED] OFFICE OF DEFECTS &
INVESTIGATIONS

Lubbock, Texas [REDACTED]

FEB 26 P 4: 34

Tom Bowman
Room 48-330
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, D.C. 20590

Dear Mr. Bowman,

I am writing you again about your letter dated December 11th, 2009, concerning recall campaign 07V-586 conducted by Blue Bird Coach Works, further identified by your Review number DP09-006.

First, I appreciate you getting me in touch with some of the other affected Blue Bird owners; they showed me how to gain access to Blue Birds response letter, dated December 17th, 2009 and signed by Bruce Miles. In that letter, they state all the modifications they have done and that those mods have had no negative effect on the coach or its intended usage. I sincerely hope that you do not let them off that lightly!

Their modifications have substantially **changed my coach**, and in a way that limits my usage and enjoyment; for the first time, I do not feel safe driving the motorhome. To accomplish the higher weight capacity of the front axle, one of the steps was heavier-duty tires, with a recommended inflation pressure of 130 lbs. This is right at the TOP of the recommended pressure for BOTH the tire AND the Alcoa wheel. I am not an engineer but common sense tells me that running at the max pressure to solve one problem just created another one. I'm very concerned that next summer, if I do use the coach at all, that I may end up in a hot desert environment (Arizona, Southern California, even parts of New Mexico) and the tire pressure could increase substantially due to heat and causing a dangerous over inflation situation, leading to a possible blow-out. This would limit where and when I can use my coach.

Another thing they did, and told y'all it was OK, was "re-program the Hadley system", to change the weight distribution. Again, I'm no engineer, but that change resulted in a coach that leans way too much in a slow speed turn in city driving and that "wallows", or rocks side-to-side in highway driving. That scares me, as it did not do that before the re-programming. Also, the coach will occasionally go into a "tilt mode" while just driving down the highway. I've had find a place to pull off a high speed Interstate and stop, and re-level the suspension, just to continue. This has happened at least twice, maybe even three times. I am very uneasy now when on an Interstate, worried that a tire may blow, or that the "tilt" will cause me to lose control.

I also question HOW they can claim to have **increased** the GVWR by 2,000 lbs.

They did nothing to the rear of the coach and yet claim in their new weight decals that now the drive axle is capable of carrying an additional 1,000 lbs; how can they justify that? At the same time, they have **decreased** the weight capacity of the trailer hitch; that makes no sense to me; have they offered you ANY scientific proof that would justify those increases/decreases? They are just playing a game of semantics, in my opinion. And of course, in their sales spiel, they touted the higher hitch capacity as a benefit, so now, by lowering it, they have once again substantially changed my coach from the one I thought I bought.

They also claim to have not materially affected the bay storage, by citing misleading cubic feet numbers. By the time they got the gen set moved, the new air vent installed (in the 2nd bay), the gen battery relocated, and the new air compressor installed, my 3rd bay is mostly useless. I have room for a tool box, one storage box and a few spare parts/supplies and that is all. The trade-out for the gen compartment is not a good one because: 1, it is not waterproof, 2, it is not large enough to carry even my windshield washing pole, and 3, it has weight restrictions. Further, with the modifications, there is NO CLEAR BAY SPACE in which to carry my flag pole; it has to lay on the floor of the 2nd bay, taking up storage space. Now, not being able to adequately store a flag pole may not seem like a big deal, but **I could before the recall work was done**, so once again, they have substantially changed the characteristics of my vehicle.

As I said in my previous letter, I did not want a coach with the mid-mount generator; that is one of the reasons that I bought a new Blue Bird, instead of a used Prevost. After the relocation, and despite what they told me (and I strongly resisted this modification), the generator **does make more noise**, and there is an **increased vibration level** in the rear bedroom. I am just not at all happy with what they done to "solve" a problem that never should have existed. Again, as I stated in my previous letter, Blue Bird rushed this coach to the market with an inexperienced engineering and production team, they failed to do proper testing and development, their quality control program was non-existent, and now, these modifications have changed my coach substantially from the one that I thought I was getting, and certainly in a negative way. Blue Bird should be held accountable, and really, they should probably be prosecuted under the Georgia Lemon Law Statutes, and /or the Deceptive Trade Practices Act. They have violated both!

Mr. Bowman, I think the NHTSA is our "Court of Last Resort"; since there are only about 50 or so owners out there, you will not get nearly the outcry that you would from another issue, or manufacturer. But these coaches represent a combined value new of somewhere around \$ 35,000,000.00, which should be enough to get someone's attention. It would seem to me that this whole issue has become financial; Blue Bird could have simply replaced the front axle. They claimed they were not available yet, but I've heard since then that they felt all of this work they did would be cheaper than a new axle. I don't see how; this recall campaign has had to be expensive; seems like the axle would have been cheaper. But by doing it the way they did it, they have modified the coach in such a way that it is now dangerous in other ways; and if you do not FORCE them to make some sort of financial settlement (Repurchase, or substantial cash refund), they will be bragging in a year or so, much like Toyota is now, on how much their half-way recall effort saved the company and the holding company.

Please do not let them get away with this!

Sincerely,



WEIGHED ON A FAIRBANKS SCALE

CUSTOMER'S NAME

ADDRESS

COMMODITY

CARRIER

INBOUND 16180 lb FLOOT
LOOP ID 22226

INBOUND DATE 4-16-08 TIME 11:05AM

OUTBOUND DATE 4-16-08 TIME 11:05AM

G 48900 lb GROSS
F 16180 lb TARE
R 32720 lb NET

LOOP ID 22226

DRIVER ON OFF

SHIPPER

WEIGHER

FAIRBANKS SCALE CAT. 16288

TICKET NUMBER



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If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
- (2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed.

DATE: 2-26-2010

APPROXIMATE TIME: 1029

SCALE: 2017

LOCATION:

CHISUM TRAVEL CENTER

US HWY 84 LOOP 289SW

LUBBOCK TX

STEER AXLE 16 15720 1b

DRIVE AXLE 23 22500 1b

TRAILER AXLE 73 11600 1b

* GROSS WEIGHT 49820 1b

This is to certify that the following merchandise was weighed, counted, or measured by a public weigher, and when properly signed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

PRIVATE

COMPANY

FEE 1.00

WEIGHMASTER OR
WEIGHER SIGNATURE

ERICA [Signature]

FREIGHT ALL KINDS

PRIVATE

PRIVATE

TRACTOR #

TRAILER #

FULL WEIGH
TICKET #
(IF REWEIGH)

16397318

DRIVER IN TRUCK UNLESS CHECKED HERE: _____

* CAT SCALE® FORM TEXAS 12/09

Bowman, Tom (NHTSA)

From: [REDACTED]
Sent: Friday, February 26, 2010 7:13 PM
To: Bowman, Tom (NHTSA)
Subject: RE: Additional information

Tom, sorry to be late replying; you can add this in on Monday.

The weight in 2008 was done for BB by the shop that installed the new tires and set the front end alignment. Therefore, I'm not sure of details, but would think that I took it to them after a trip, which would mean it most likely had less than ½ tank of fuel, and was probably almost out of water. I doubt that the driver even stayed in the coach for the weighing; am sure there were no passengers. I would have had most of my normal "stuff" which is not really that much.

The 2010 weight I did this morning; full fuel (about 6 gallons shy) and full water, and me as the driver, no passenger. I weigh about 215 lbs clothed. I had less in the bays than I did in 2008, because we took some stuff out at BB's request for their weighing. But that probably only amounted to a couple of hundred pounds. I would love to have those wheel weights as you mention, but do not know of any such scales in Lubbock. I am concerned, as I said, about the side to side balance; seems to me that sticking 1200 pounds where it was not designed to go, cannot be good!

And yes, I did get in touch with Dan and his group; has been helpful so far.

[REDACTED]

From: Tom.Bowman@dot.gov [mailto:Tom.Bowman@dot.gov]
Sent: Friday, February 26, 2010 3:04 PM
To: gmac11@suddenlink.net
Subject: RE: Additional information

This is to acknowledge receipt of your e-mail today. I have placed it with the rest of the documents that have been collected. It will be placed in the "public file" soon.

The analysis and review of the Blue Bird owner petition is being delayed somewhat due to the demands associated with some current high-visibility issues involving another vehicle manufacturer.

I have noted your comments and weight ticket comparison.

As noted in my Dec, 2009 owner "survey letter," (question # 15):

- 1) Vehicle Axle / Tire Loads. If the owners intend to provide vehicle loading information, ODI makes the following suggestions:
- Information regarding vehicle weights and loading has limited value unless the owner provides the condition of vehicle loading at the time that the vehicle was weighed, such as:
- a) full or partial (specify level) fuel;
 - b) full or partial (specify level) fresh water;
 - c) full or partial (specify) waste water;
 - d) with or without driver;
 - e) how many passengers and where seated; and
 - f) how much cargo (estimated / measured weight of cargo and whether that constitutes completely unloaded, lightly loaded, normal, maximum, etc.).

Individual wheel end loads are generally more useful for analysis than overall axle loads. ODI realizes that obtaining individual wheel end loads is challenging for owners and owners may be unable to easily obtain this level of loading detail.

Owners should provide information in as much detail and as specifically and clearly as possible.

It would be helpful if you can provide the loading parameters associated with each of the two weighings that you have conducted. I realize that the loading parameters will be after-the-fact estimates based on "best recollection" but still helpful.

DP09-006

Blue Bird

Submission - Owner 11



Tom Bowman
Rm 48-330
ODI, NHTS
1200 New Jersey Ave. SE
Washington, D.C., 20590

January 7, 2010

Dear Mr Bowman

In response to your letter of 11 December, 2009, I submit the attached facts, findings, and comments, for your perusal.

Needless to say, as owners of the Bluebird 450 LXi Motorcoach, we are disappointed and feel disillusioned with the results of the recall, and strongly feel that the misrepresentation of performance and capabilities of this unit have left us to deal with a product which is not useable as presented, and non saleable, due to the limitations placed on it by the manufacturer.

This investment represents the life savings of my wife and I, and we anticipated several years of travel upon our retirement, but now these plans have been altered by the shortcomings of the Vehicle, upon which these plans were to revolve.

As the unit currently exists, we cannot travel with our grandchildren and dog, with the accoutrements normally associated with such travel, without being overweight on the front axle. We currently have a blown airbag on the left drive axle, which happened on our trip from Fort Valley, where the last recall issues were effected. Is that axle over too?

Our Bluebird, of which we were so proud, is stored in a heated building in Rhode Island, with 11000 miles and My wife will not ride in it until we are convinced that it is safe.

Your Attention to this matter Is Appreciated.

[Redacted]

Poinciana, Florida

[Redacted]

Phone

[Redacted]

1. [REDACTED], Poinciana, Florida, [REDACTED]
2. 450 Lxi, 2006, vin# 1BBCRBG866W [REDACTED]
3. October, 2007
4. 11032
5. Vehicle was intended for extended travel, ie Full Timing during early years of our retirement. Average loading anticipation would be approximately 2000 pounds plus full tankage, driver and 4 passengers. The vehicle was advertised with 3277 pounds of capacity, with full fuel and tankage. It is not practical to travel with less than full potable water tank, and nearly impossible to keep gray and black tanks empty with a family on board.
6. The dealer, Holland Motorcoach, Holland Michigan, was cognizant of our needs and intentions, and represented the unit to the best of their knowledge at that time.
7. Actual usage was as described.
8. All prescribed alterations were effected by Bluebird, at Fort Valley. I volunteered to have two roof awnings removed to afford additional capacity, which was performed also.
9. The Vehicle is currently not usable and is in storage. The trip from Fort Valley was not good. The handling has been impaired by the alteration of the Self Leveling System, which was a major consideration when we purchased this model. The suspension Air Bag on the left side drive axle went out and, with that happenstance, we decided to just park the thing, not wanting to be the next to experience an off road adventure with a tree. The weight limitations placed on the vehicle, at recall, have severely limited the versatility of the RV and have also made it impractical as a live aboard motorhome, which was our intent. The value, as a result, has been diminished to a point where replacement is impossible. There is no market for a coach perceived as unsafe.
10. The maintenance of 130 psi in front tires makes ride very hard. Altering the Hadley SLS system, which was a big factor in my decision to purchase this unit, totally changed the road handling of the coach, making it much less driver friendly. The on road compensation feature has been totally disabled.
11. Upon completion of the modifications performed at Fort Valley, I drove the Vehicle to Rhode Island. In route, the suspension airbag on the left side, drive axle failed. The Vehicle has not been driven since arriving in Rhode Island, and is currently in storage there.
12. The advertised and posted capacity was 3277 pounds with full fuel and potable water. Currently the total weight allowable is 1225 pounds. With four passengers at the prescribed weight of 154 lbs per, (I am 250lbs, my dog weighs 50lbs) leaves us with under 700 pounds of usable cargo capacity.
13. It would seem that moving the generator has only shifted to problem. I think there needs to be some additional modification to increase the capacity up front, so we can legally enjoy this substantial investment, before we are too old to do so.
14. I understand that many of the owners of similar units have experienced problems with generator issues. I have not used the vehicle since returning from the Manufacturer's facility in Fort Valley, so I have experienced no such issues, but this does not guarantee that I would not if put to use. This is our 10th Motorhome, we are not novice to the concept of motorcoach travel. I have never felt unsafe with over 100,000 miles of motorhome travel. This coach, as it presently exists, makes me, a class a cdl driver, feel unsafe.

15. I have not been able to weigh the coach since the modifications were effected, as the bus is parked in my barn with a compromised air bag. The weights from Bluebird, taken in May, 09 are ...Full Fuel, $\frac{1}{2}$ Potable Water, $\frac{1}{4}$ Black, $\frac{1}{4}$ Grey, No Passengers, No Cargo Loaded. Front Left, 8180. Right 8280. Drive Left 11060. Right 11240. Tag Left 6660. Right 6340.

Bowman, Tom (NHTSA)

From: [REDACTED]
Sent: Friday, February 26, 2010 2:17 PM
To: Bowman, Tom (NHTSA); ejizaki@hotmail.com; ejizaki@hotmail.com
Subject: Bluebird 450 LXi body #450

OFFICE OF DEFECTS &
INVESTIGATIONS

2010 FEB 26 P 2:20
143

Hi Tom

First, let me express my appreciation, for your consideration of our plight as owner of a vehicle, which I consider unsafe. I realize that Motorhomes are not on the top of the list of concerns, but this constitutes a major investment, which was carefully thought out, and paid for with a great part of our retirement funds, and was to be a fulfillment of a life long dream to see our country, while we were still able to do so.

Several of the features, advertised and promoted by Bluebird were, the Hadley SLS system, The huge carrying capacity, The ability to carry grandchildren and their necessities, and the relative ease of maintenance of components. The alterations have made maintenance of Generator, heating system, and plumbing, a nightmare. Draining the freshwater tank now takes over an hour. "The generator is impossible to service without partial dismantling. Access of the Webasto system is nearly impossible. The SLS system has been disabled to shift weight from front wheels, thus affecting ride and handling. In the process of relocation, the tow hooks were removed and eliminated and also the structure to which they were attached. Now is impossible to hook a tow cable to the front end without effecting damage to the fiberglass cap, inevitably incurring hundreds of dollars of damage.

We purchased a vehicle which we thought was the safest, most comfortable available and now have something that sits in our garage unused, with impractical weight restrictions, and passenger limitations which are totally unacceptable. The vehicle is not usable as presently configured. I am also concerned about the airbag on the left drive axle which has failed. Is that an indication that that axle is now overweight.

Thank You

[REDACTED]

DP09-006

Blue Bird

Submission - Owner 12

The Office of Defects

Subject: ODI/NHTSA Petition Review DPO9--

Vehicle Modifications Conducted by

Blue Bird under Campaign

O7V-586

OFFICE OF DEFECTS &
INVESTIGATIONS

2010 JAN 14 P 12:10

Response:

1. [REDACTED]
Mooreville, NC [REDACTED]
[REDACTED]
2. 450LXi, 2006---VIN--1BBCRBG896W [REDACTED]
3. January 30, 2007 (purchased new)
4. 24095.2
5. The intended use of the 450LXi was to travel in it about 6months of the year throughout the USA including Alaska, Canada and Mexico. For these trips we need all the carrying capacity we can get.
6. The 450LXi was purchased at Parliament Motorcoach in Clearwater, FL. Our travels are well known to them. The owners of the dealership are th Mitchel's.
7. We have used the coach to make trips out west, to the Midwest and Northeast. We have attended many FMCA, BlueBird and the Parliament Club.
8. Front tires were replaced. The tye rods were replaced(I think) the generator was moved to the driver side 3rd storage bay where I believe it does not get enough air flow. Lost that storage capacity. The space left where the generator was from is not very useful for storage. The last replacement required 3 days which requires 5 days of our time to go to and

From Ft. Valley (Bluebird did not pay mileage for driving From Mooresville to Fort Valley. I did turn in a list of Expenses). This time they added a compressor to enable the Owner to keep the 130psi in the front tires. Driving is rougher. Have not heard of other modifications.

- 9. I do use the motorcoach with limited storage capacity. There are big Signs in the front 2 bays indicating they are limited to 300 lbs. This causes us to carry far less of our needs because we have no Weighing what we place in the bays. I leave for 3months in Florida Saturday and I am afraid to store what I need.**

A major reason I purchased a Bluebird is safety. We always said that the Bird was built like a tank and felt very safe in the 2001 that I had before this one. But no longer.

- 10. I don't have any written instructions from after the modifications.**
- 11. I don't quite know how to answer this one except to say, I bought the coach January 30, 2006. Of the numbers of trips I have been on, I have never been on one trip with out problems of some kind. I will include just some of the problems I have had. In the beginning , the dealer had to make numerous modifications. For instance, several of the side-back panels had to be braced to keep them from flapping & possible losing them.**
- 12. Not sure what the carrying capacity was originally, it is listed in the specifications. All I know is that I am afraid to load the needs to travel. On long trips a lot of storage is required.**
- 13. I am not sure I could ever have confidence in this Bluebird. From the beginning, many people have said to the company, why don't you design a axle strong, large, enough to handle the normal operation of the coach. The design of the present axle is just not strong enough to do the job. The particular 450LXi that I have is just a lemon & has been from day one. Some problems have been fixed 3 or 4 times. One of the slides has had 2 replacement seals. Everytime something happens the owner has to take the coach all the way back to Ft. Valley. There is no maintenance workforce there now. At the same time, now nobody will perform warranty**

work. I have fixed and had repair several things that would normally be covered by warranty.

14. Enclosed are copies of a lot to the repairs made on my coach. I don't know how many trips there have been, just know I have not had a trouble free trip since the coach was purchased.

I have enclosed a record of most of the activity taken place with this coach. There are some pages missing and some duplication. Apologize for that. But I do hope someone will read through them & see what they think. I have spend many days and a lot of money just trying to get the coach roadworthy. Have enjoyed the motorcoach life for many years, but these last 3 years have been miserable. To me, it is fraud to represent this coach in advertising and the brochures showing specs. Etc.



Parliament

Known Things to Be Done 1 30 07

- Vorad System installation
- Tow brake hook up to 2006
- Tow wire to charge MDX battery
- Need 2 110v receptacles on kitchen side of the desk
- Solution to doors washer/dryer
- Replace tag tire -- Repeat
- 2 towel racks on back of toilet door
- Swing mirror installed
- Driver cup holder not stay open
- Drawer slide on top of front side (left side) desk
- **Paint on exterior—bubbles beginning to form**

(latch not working)

See what's new at

and

Thursday, October 11, 2007 AOL: Jeg31

Things to be Done

2/4/07

- Back passenger side wall loose (*more than one*)
- Middle pull out at sink does not latch (already fixed once) *Repeat*
- Passenger side bedroom ceiling light out
- No air to flush toilet
- TV's out intermittently (not raining)
- Never level—lost air in levelers (i guess Hadley) ~~=====~~
- Jacks not accurately level—driver's side is always lower than passenger side
- Trash can—can't remove w/full bag
- Booth light —cracked cover (chipped)
- One side of booth too close
- Bay lights not burning
- Pantry slide needs adjustment
- ^{water} Leak over booth
- Drawer in bathroom needs fix
- Middle pull out at kitchen sink does not latch (already fixed once) *Repeat*

Things To Be Done:

- 1. Jacks do not Accurately level - drivers side slightly low
- 2. No air to flush toilet thrice (this morning again)
- 3. Seak over booth
- 4. One side of booth too close?
- 5. One corner of booth light chipped (hole)
- 6. Thrash can - does not come out far enough to remove thrash bag
- 7. Bag lights do not come on when open bay door
- 8. 3rd bay door passenger side - no supports order
- 9. Water at base of toilet bowl
- 10. Pantry slide out needs Adjustment
- 11. Middle pull out at kitchen sink needs Adjustment. does not latch (already fixed once) (show me how)
- 12. Back passenger side wall loose
- 13. Passenger side bedroom ceiling light out
- 14. Pan Drawer in bath lavatory need Adjustment

2/9/09

Things to be done:

- ✓ Leak over booth
- ✓ Thrash can - does not come out far enough to remove leaf
- ✓ Booth light - cracked cover (chipped corner)
- ✓ One side of Booth too close
- ✓ Bath lights do not come on when open door
- ✓ Pantay slide out needs adjustment
- ✓ Drawer in bath lavatory need adjustment
- ✓ Middle pull out at kitchen sink needs adjustment
does not latch (already fixed once) (Show me how)
- ✓ Back passenger side wall loose
- ✓ ~~TH~~ Passenger side bedroom ceiling light out
- ✓ no air to flush toilet thrice - (this morning again)
- ✓ never level - lost air in levelers (I guess Hadley)
- ✓ Jack's do not accurately level - driver's side is shaggy
low
- ✓ D.V.'s went out intermittently (no rain)
(has stayed on all day Sunday)
- ✓ 3rd bay door no supports when raise
- ✓ Water at base of toilet bowl

2/11/09

Items Remaining to be Completed
2/21/07

Parliament

- ~~Done~~ • Lid to exhaust fan in toilet still will not open (small job)
- ~~Done~~ • Seal Vorad on front of coach lacking in places (small job)
- ~~Done~~ • Fix seats of booth (medium job)
- ~~Done~~ • At times AC will not come on even tho comfort control is set low. Opposite of that the heat pump does not come on when set at 80. ?
- ~~done~~ • Waste valve leaks when valve is closed - small job. - working on it
- ~~done~~ • Leak in container for windshield water on the MDX - 2/26/07
- ~~done~~ • Shrill noise when coach engine running something to do w facks
- ~~called Bluebird~~ • Believe the engine/rear end is exceptionally noisy ?
- ~~done~~ • Get rid of exposed wire in ceiling on drivers side of dining - very small job.
- ~~said will work it out~~ • Washer makes clicking noise while running; also is there a lint trap + no goes out exhaust ?
- ~~done~~ • On end of strip over fabric in bedroom ceiling loose - very small job.
- ~~done~~ • Check jack sensors—very noisy when first begin retraction — that's just the way they are
- ~~done~~ • Fix driver cup holder (was on previous list 1/30/07)
- ~~could do nothing~~ • Entry door making an indentation on metal frame could do nothing - mfg. job -
- ~~done~~ • Remaining paint areas - 2/24/07
- ~~Done~~ • 1st bay door passenger side will not open since paint

completed on 2/28/07

Paint Needed on 2006 - *February* *St. Parliament*

Passenger Side

Scratch on corner near entry door

Bubble under handle of 1st bay door

Scratches above 2nd & 3rd bay doors (need to be buffed out)

Chipped paint over 5th bay door & around vent in bay door

Scratch over dual tire

Chips over rear door

Chips on perpendicular ridge

Driver's Side

Flaked paint on strip between the 2 slides

Scratch over 5th bay door

Scratch over door up front (generator motor)

Other areas with bubbles

See what's new at

and

Left to Do at Bluebird 3/22/07

- **Sofa has to be exchanged**—Have to come back in November, will recover
- **Garbage can does not fit properly**—cannot remove—Will try in November
- **Lights blink every time something comes on**—found a relay when turning on water pump
- **Water hose receptacle needs a different exit**—pcv fitting catches hose—installed 2in pcvl which does not solve the problem
- **Clicking noise in the washing machine**—says there are two relays that cause the sound, (they all do that)
- **Paint bubbles are beginning to form**—many areas need Attention—Will leave the coach in November—takes 5 days
- **Cruise control goes off anytime there is a slight incline** sometimes it does, sometimes it doesn't—changed module
- **Passenger side rear brake light covers not fastened**—screws will not tighten—fixed
- **Support board in rear wall of rear closet not secured**—where fuses are located—anchored
- **Rear section gets overly hot, need way for hot air to disperse** no way to fix—will ask again in November
- **Panel board of fuses in rear need to be checked**—found 2 fuses loose
- **Front awning on driver's side does not close completely**—readjusted
- **TV system needs to be reprogrammed**—done
- **Door of engine compartment hangs up on driver side**—most of the time—adjusted
- **Fan in TV equipment compartment runs continuously** (all of them do that)
- **Cover around steering has a split**—painted a new one
- **1st bay door on passenger side needs adjustment**—top right corner has to be manually pushed in to lock—adjusted

Blue Bird

Maintenance at BlueBird 3 25 08

- . Repair leak over sofa (3rd fix)**
- . Replace window next to passenger seat**
- . 110v compressor vibrates so much can feel the vibration in the bedroom. Bowl on table will move. (did not fix)**

3/27/07

Dan,

Finally got the information together. The only thing left to get the MDX back to normal is the VSA sensor. Was down to Acura yesterday, would you believe it, they had to order the sensor. Good thing is, it will be a warranty job. Don't know why since the MDX is 4years old, but i won't argue. Too bad that it happened but it did. Got towed from Perry to Macon to have it fixed. The way the cause of the problem was found was i contacted MG the mfg. of the tow brake at the FMCA convention. They spent most of a day checking it out (the car)& were puzzled. Finally the owner & technicians were sitting around talking when the owner said to me that he would bet me a \$100 that the air line on the coach was hooked up wrong. He sent his technician w/me to the coach. Bluebird lifted it in the air & the MG tech. saw the wrong hookup right away. The Bluebird people couldn't believe there were two lines going to the tag. The next morning i was talking to the service manager who didn't believe me. He went up to the shop to see it for himself. So, i imagine Bluebird would have hooked it up wrong too. Anyway several people learned a lot. The Acura dealer in Macon did not have the sensor. They could order it but we were leaving Perry the next day.

Best wishes,

PS. Hello to everybody.

*This was the result of the Airline on
the 450LXi being installed incorrectly*

Left to Do at Bluebird 5/07/07

- Sofa has to be exchanged---*Have to come back in November, will re-cover had to wait for a panel to be made delaying us a day to go home*
- Garbage can does not fit properly---cannot remove---*will try in November*
- Lights blink every time something comes on---*found a relay when turning on water pump move ground on water pump---Still have the same problem 10/12/07*
- Water hose receptacle needs a different exit---*pcv fitting catches hose---installed 2in pcvl which does not solve the problem told them about the marine types*
- Clicking noise in the washing machine---*says there are two relays that cause the sound, (they all do that)*
- Paint bubbles are beginning to form---many areas need attention---*will leave the coach in November---takes 5 days*
- Cruise control goes off anytime there is a slight incline sometimes it does, sometimes it doesn't---*changed module changed smart wheel module*
- Passenger side rear brake light covers not fastened---screws will not tighten---*put in larger screws --- not a good solution in my opinion*
- Support board in rear wall of rear closet not secured---*where fuses are located---anchored---said they added braces*
- Rear section gets overly hot, need way for hot air to disperse *no way to fix---will ask again in November*
- Panel board of fuses in rear need to be checked---*found 2 fuses loose---changed relays on air conditioners & installed auto resetting breakers*
- Front awning on driver's side does not close completely---*adjust limit switch*
- TV system needs to be reprogrammed---*Allen reprogrammed---works good*
- Door of engine compartment hangs up on driver side most of the time---*adjusted latch*
- Fan in TV equipment compartment runs continuously

- Noise of fan cooling Satellite Receiver & other controls (*runs most of the time even in cool weather*)
- All wheels sling grease, rear wheels are the worst
- Handle on drawer under forward seat of dinette booth broken (fell out)
- Install knobs on doors on right past entry door
- Receptacle in engine bay is dead
- CD's for GPS obsolete
- Ceiling light switch in bedroom is opposite of what happens, ie. when light is off, the switch light is on, when lights are on the switch light is off.
- Losing grease from all back wheels, probably all wheels
- Adjust entry door & screen door
- Excessive smoke when starting up (*repeat*)
- Not positive about shocks, ie. slight bump can be felt & heard for a rough ride
- New shade switch system installed (*approved when last at Ft. Valley*)
- Install FM Amplifier in front & back
- Altimeter installed on passenger side (like 01) *never happened even*
- Exchange Sharp microwave for an Advantium — *did not*
- Install clock over bed (like in 01)
- Need coach greased (all fittings)

Never happened
↓
promised
↑
Never happened

→ part wrong, shocks on it factory — only way could get Anybody to believe was to get the owner to ride with me — He Agreed the coach sides rough.

(Mailed to Macy 10 29 07)

(all of them do that) check when come back in November for a fan that sucks air

- Cover around steering has a split—painted a new one
- 1st bay door on passenger side needs adjustment—top right corner has to be manually pushed in to lock—*adjusted*
- Electric hot water heater does not function at times—*could not find anything using the multiplex system—hot water shed first when not enough amps*
- Transmission very noisy at times—*didn't think it was noisy(they all do that)*
- Gurgle when flush commode—has stopped up twice—*readjusted water level & fixed air leak*
- **Panel in front dual wheel on passenger side loose—brackets installed**
- **Panel over front wheel on drivers side loose—brackets installed**
- **Panel at back dual wheel on drivers side loose—brackets installed**
- Could not get heat in passenger seat turned off—*could not find anything*
- Circuit breaker for front airconditioner not functioning—*now working*
- Screen door rattles badly when coach is on the road—
Needs rubber bumper between screen door
and entry door—*attached rubber bumper & straightened frame at bottom*
- Stabilization system needs to be checked—jacks do not go
down correctly—*replaced bad pressure switch & recalibrated*
- Bay 3 passenger side—supports do not hold door in top
Position—*did not come down for Bluebird techs.* *still that way in 2010*
- ATC light blinks on dash—*(they all do that) smart wheel change*

Completed on 5/11/07 one day late

Jimmy, Mike had asked me to send the list below. i am leaving the coach at the Rally in the Valley so there will be time for the painting etc. There may be a couple of things i have forgotten but will be down to Ft. Valley Wednesday afternoon.

Thanks,

The latches on most drawers are undersized

Maintenance at Ft. Valley
November 2 2007

- Couch covers----replaced
- Paint---number of spots over the coach
- A garbage can that fits not found yet
- Front air conditioner blows hot air when should be cool
- Coach does not level---air or jacks nor both---when very little slope
- Washing Machine spin cycle does not function
- Most lights for dash switches do not burn
- Front drivers side Zip Dee awning arm goes up with slight wind set is o.k. but drops back in speed when it is knocked off for any reason & reaccel.
- Cruise Control does not hold. When first
- Drawers will not stay closed. Have adjusted them several times.
- Compressor vibrates that can be felt & heard in back of coach
- Noise of Generator excessive (can hear in back of coach)
- Noise of Water Pump excessive
- Noise from panel over window of driver's side when generator is running
- Noise of fan cooling Satellite receiver & other controls (runs most of the time even in cool weather)
- Handle on drawer under forward seat of dinette booth broken
- Altimeter installed on passenger side (like in 2001 LXi's)
- Clock over bed (like in 01) installed (like in 2001 LXi's)
- Install knobs on doors on right past entry door (knobs like on other cabinet doors)
- CD's for GPS obsolete (surely new coach should have up-to-date info)
- Not positive about shocks, ie. slight bump can be felt & heard for a rough ride

still does in 2010

Email and AIM finally together. You've gotta check out free AOL Mail! - <http://mail.aol.com>

1/30/07)

- Entry door making an indentation on metal frame
- Remaining paint areas

Maintenance at Ft. Valley November 2 2007

- Couch cover---replace (wrong couch, wrong cover)
- **Paint-----places all over(bubbles etc.)**
- TV not locking on to satellite(rf board bad)
- On different occasions when the coach is hooked to shore power the 110v does not come on (*has happened a minimum of 5 times*)
- A garbage can that fits not found yet (*repeat*)
- Front air conditioner blows hot air when should be cool
- **Coach does not level---air or jacks nor both—(when very little slope)(Repeat)**
- Front drivers side awning arm goes up from slight wind
- Toilet exhaust fan lid sticks & will not open most of the time (*repeat*)
- **Cruise Control does not hold.** When first set is o.k. but drops back in speed when it is knocked off for any reason & reaccel. (*repeat*)
- **Drawers will not stay closed.** (*Have adjusted the hinges several times.*)
- **Noise of Generator excessive** (*can hear in back of coach*) (*repeat*)
- Water pump, when on house water, pump on its own, goes off while running (*does not run continuously, skips*)
- Noise of Water Pump excessive (*repeat*)
- Noise from panel over window of driver's side when generator is running

Bluebird Wanderlodge

One Wanderlodge Way, Fort Valley US-GA 31030
 Phone: (478) 825-0300 Fax: (478) 825-0340

TECHNICIAN WORKSHEET

PAGE	ORDER #	INVOICE #
1 of 5	10000162	

ORIGINAL



Date		Promised		Terms		Model	
11/08/2007				Cash		M450	
Home Phone		PO Number		V.I. Number		W	
Work Phone		E-mail Address		Prod Date		Ref No	
				01/2006			
FAX		Service Advisor		Odometer		License	
		House Account		13389		9999	

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Customer Name Address

Ponchatoula, LA
 United States

Qty	SKU#	MFG	Part Number	Description	Unit Price	Total
1.00	125213	MIS	0069058	PANEL,ELEC,INVERTER,VANNER,24V	\$0.00	\$0.00
				Total Parts		\$0.00
Hours	Svc Code	Svc Description			Rate	Total
0.00	M	NEED 2 110 VOLT RECEPTICLES ON KITCHEN SIDE OF DESK			\$0.00	\$0.00
		Technician:				
		ONE RECEP INSTALLED ON CABINET SIDE AND SECOND INSTALLED UNDER DESK				
0.00	M	SOLUTION TO DOORS WASHER AND DRYER			\$0.00	\$0.00
		Technician:				
		REMOVED FABRIC STOP FROM FRT. DOOR FOR ADDED CLEARANCE				
0.00	M	SWING MIRROR INSTALLED			\$0.00	\$0.00
		Technician:				
		INSTALLED MIRROR				
0.00	M	DRIVER CUP HOLDER NOT STAY OPEN			\$0.00	\$0.00
		Technician:				
		INSTALLED DIFFERENT SLIDES				
0.00	M	DRAWER SLIDE ON TOP OF FRONT SIDE LEFT SIDE DESK			\$0.00	\$0.00
		Technician:				
		ADJUSTED LATCHES				
0.00	M	BACK PASSENGER WALL LOOSE			\$0.00	\$0.00
		Technician:				
		REATTACHED TRIM SECURELY				
0.00	M	MIDDLE PULL OUT AT SINK DOES NOT LATCH(REPEAT)			\$0.00	\$0.00
		Technician:				
		ADJUSTED LATCHES				
0.00	M	PASSENGER SIDE BEDROOM CEILING LIGHT OUT			\$0.00	\$0.00
		Technician:				
		REPLACED BULB				
0.00	M	NO AIR TO FLUSH TOILET			\$0.00	\$0.00
		Technician:				
		REPAIRED AND CHECKED TOILET WORKED PROPERLY				
0.00	M	TV OUT INTERMEDIATELY			\$0.00	\$0.00
		Technician:				
		NEW BOARD WAS INSTALLED BY VENDOR				
0.00	M	NEVER LEVEL LOOSE AIR IN LEVELERS			\$0.00	\$0.00
		Technician:				

Special Notes

Parts :
 Labor :
 Sublet :
 Misc :

Sub Total :
 Sales Tax :
 Discount :
 Handling :
 Order Total :

Continued
 on
 Next Page

Licenses:

Bluebird Wanderlodge

One Wanderlodge Way, Fort Valley US-GA 31030
 Phone: (478) 825-0300 Fax: (478) 825-0340

TECHNICIAN WORKSHEET

PAGE	ORDER #	INVOICE #
2 of 5	10000162	10000200

ORIGINAL



Date		Promised		Terms		Model	
11/08/2007				Cash		M450	
Home Phone		PO Number		V.I. Number		W	
Work Phone		E-mail Address		Prod Date		Ref No	
				01/2006			
FAX		Service Advisor		Odometer		License	
		House Account		13389		9999	

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Customer Name	Address
Ponchatoula, LA	
United States	

Hours	Srvc Code	Srvc Description	Rate	Total
0.00	M	CHECKED REPLACED MODULE AND SYSTEM WORKED PROPERLY CK TO INSURE UNIT LEVEL <i>this has been checked several times but still does not level when traveling</i>	\$0.00	\$0.00
0.00	M	Technician: RESET MODULE AND CK UNIT LEVELING O.K. <i>Does not level</i>	\$0.00	\$0.00
0.00	M	TRASH CAN CAN'T BE REMOVED	\$0.00	\$0.00
0.00	M	Technician: REMOVED METAL BRACKETS AND MADE BOX FOR CAN TO SET IN - <i>can live w/ it.</i>	\$0.00	\$0.00
0.00	M	BOOTH LIGHT CRACKED COVER	\$0.00	\$0.00
0.00	M	Technician: REPLACED LIGHT	\$0.00	\$0.00
0.00	M	ONE SIDE OF BOOTH TO CLOSE	\$0.00	\$0.00
0.00	M	Technician: FRT 12 INCHES CLEARANCE REAR 12.5 IN CHES CLEARANCE <i>Bull</i>	\$0.00	\$0.00
0.00	M	BAY LIGHT NOT BURNING (LEARN HAVE TO HAVE MASTER ON CK <i>I was dumb</i>)	\$0.00	\$0.00
0.00	M	Technician: HAVE TO HAVE MASTER SWITCH ON	\$0.00	\$0.00
0.00	M	PANTRY SLIDE NEEDS ADJUSTING	\$0.00	\$0.00
0.00	M	Technician: ADJUSTED TRACKS	\$0.00	\$0.00
0.00	M	LEAK OVER BOOTH	\$0.00	\$0.00
0.00	M	Technician: REPAIRED AND CHECKED AT WATER TEST	\$0.00	\$0.00
0.00	M	DRAWER IN BATH NEEDS FIXING	\$0.00	\$0.00
0.00	M	Technician: READJUSTED TRACKS WORKING PROPERLY	\$0.00	\$0.00
0.00	M	MIDDLE PULL OUT IN SINK NEEDS FIXING (REPEAT)	\$0.00	\$0.00
0.00	M	Technician: INSTALLED NEW CATCH ON DRAWER	\$0.00	\$0.00
0.00	M	LID TO EXHAUST FAN IN TOILET STILL NOT OPEN	\$0.00	\$0.00
0.00	M	Technician: HAD TRASH ON UNIT CLEANED AND LUBED	\$0.00	\$0.00
0.00	M	SEAL VORAD ON FRT OF COACH LACKING IN <i>vorad need second sensor on each side</i>	\$0.00	\$0.00
0.00	M	Technician: SEALED OUTSIDE COMPLETELY		

Special Notes	Parts	Continued on Next Page
	Labor	
	Sublet	
	Misc	
	Sub Total	
	Sales Tax	
	Discount	
	Handling	
	Order Total	

Licenses:

Bluebird Wanderlodge

One Wanderlodge Way, Fort Valley US-GA 31030
Phone: (478) 825-0300 Fax: (478) 825-0340

TECHNICIAN WORKSHEET

PAGE	ORDER #	INVOICE #
3 of 5	10000162	10000200

ORIGINAL



Year		Make	
2006		Wanderlodge	
Date	Promised	Terms	Model
11/08/2007		Cash	M450
Home Phone	PO Number	V.I. Number	
		W [REDACTED]	
Work Phone	E-mail Address	Prod Date	Ref No
		01/2006	[REDACTED]
FAX	Service Advisor	Odometer	License
	House Account	13389	9999

43

Ponchatoula, LA
United States

Hours	Srvc Code	Srvc Description	Rate	Total
0.00	M	ALTIMETER INSTALLED ON PASSENGER SIDE Technician: <i>did not</i>	\$0.00	\$0.00
0.00	M	CLOCK OVER BED LIKE 01 INSTALLED Technician: <i>did not</i>	\$0.00	\$0.00
0.00	M	A/C DOES NOT COME WHEN TEMP SET LOW Technician:	\$0.00	\$0.00
0.00	M	REPLACED CONTROL BOARD ON A/C HEAT DOES NOT COME ON WHEN SET HIGH Technician: <i>still inconsistent</i>	\$0.00	\$0.00
0.00	M	REPLACED CONTROL BOARD WASTE VALVE LEAKS WHEN VALVE CLOSED Technician: <i>still does</i>	\$0.00	\$0.00
0.00	M	CHECK VALVES NO LEAK FOUND LEAK IN CONTAINER FOR WINDSHIELD WASHER TANK Technician:	\$0.00	\$0.00
0.00	M	SHRILL NOISE WHEN COACH ENGINE RUNNING Technician: <i>still does at times</i>	\$0.00	\$0.00
0.00	M	COULD NOT MAKE THIS REPEAT NO APPARENT PROBLEM FOUND ON MULTIPLE ROADTEST BELIEVE ENGINE NOISE IS ECEPTIONALY NOISY Technician:	\$0.00	\$0.00
0.00	M	CHECKED AND COMPARED TO SEVERAL OTHER COACHES ALL NOISE LEVELS THE SAME GET RID OF EXPOSED WIRES IN CEILING AREA ABOVE DINETTE Technician:	\$0.00	\$0.00
0.00	M	WIRES WERE SHOWING FROM REFLECTION ON MIRROR ON IN SIDE WASHER MAKES CLICKING NOISE WHILE RUNNING Technician:	\$0.00	\$0.00
0.00	M	THIS MODEL SOUNDS SAME AS OTHER COACHES END OF STRIP OVER FABRIC IN BEDROOM CEILING COMING LOOSE Technician: <i>using statement</i>	\$0.00	\$0.00
0.00	M	NOT LOOSE LIGHT ABOVE MAKES IT APPEAR TO BE SEPERATING CHECK JACK SENSORS Technician:	\$0.00	\$0.00

Special Notes	Parts :	Continued on Next Page
	Labor :	
	Sublet :	
	Misc :	
	Sub Total :	
	Sales Tax :	
	Discount :	
	Handling :	
	Order Total :	

Licenses:

Bluebird Wanderlodge

One Wanderlodge Way, Fort Valley US-GA 31030
 Phone: (478) 825-0300 Fax: (478) 825-0340

TECHNICIAN WORKSHEET

PAGE	ORDER #	INVOICE #
4 of 5	10000162	10000200

ORIGINAL



43

Date		Promised		Terms		Model	
11/08/2007				Cash		M450	
Home Phone		PO Number		V.I. Number		W	
Work Phone		E-mail Address		Prod Date		Ref No	
				01/2006			
FAX		Service Advisor		Odometer		License	
		House Account		13389		9999	

Customer Name	Address
Ponchatoula, LA	
United States	

Hours	Srvc Code	Srvc Description	Rate	Total
0.00	M	CHECKED ALL SENSORS SYSTEM WORKING PROPERLY ENTRY DOOR MAKING INDENTATION ON METAL FRAME Technician: REPLACED SCREWS IN LATCH AND ADJUSTED DOOR RECOVER COUCH Technician: COUCH WAS RECOVERED TO MATCH INTERIOR FABRIC WHEN COACH IS HOOKED UP SHORE POWER 110V DOES NOT COME ON. Technician: THIS CAN HAPPEN IF YOU HAVE A SURGE PROTECTOR ADDED. <i>not free</i>	\$0.00	\$0.00
0.00	M	FRONT DRVS SIDE AWNING ARM COMES UP IN SLIGHT WIND Technician: RECHECKED TENSION ON AWNING WORKS PROPERLY - <i>not in wind</i>	\$0.00	\$0.00
0.00	M	CRUISE CONTROL DOES NOT HOLD(DROPS BACK IN SPEED WHEN KNOCKED Technician: ROADTESTED UNIT MULTIPLE TIMES CRUISE WORKING CORRECTLY - <i>still doesn't</i>	\$0.00	\$0.00
0.00	M	DRAWERS WILL NOT STAY ADJ Technician: ADJUSTED TRACKS	\$0.00	\$0.00
0.00	M	NOISE OF GENERATOR EXCESSIVE CAN HEAR AT BACK OF COACH Technician: COMPARED TO SEVERAL OTHER COACHES SEEMS TO BE FINE <i>power seems disrupted</i>	\$0.00	\$0.00
0.00	M	WATER PUMP GOES OFF WHEN TURNED ON Technician: REPLACED WATER PUMP	\$0.00	\$0.00
0.00	M	NOISE OVER DRVS. WINDOW Technician: ROADTESTED WITH GENERATOR ON AND OFF NO NOISE HEARD <i>heard noise before leaving Ft Valley?</i>	\$0.00	\$0.00
0.00	M	NOISE OF FAN COOLING SATELITE RECIEVER Technician: REINSTALLED FAN BLADE <i>still very noisy</i>	\$0.00	\$0.00
0.00	M	ALL WHEELS SLING GREASE REAR ARE WORSE Technician: CEANED AND R/TESTED UNIT NO LEAKS - <i>grease everywhere when left at Bluebird</i>	\$0.00	\$0.00

Special Notes	Parts :	Continued on Next Page
	Labor :	
	Sublet :	
	Misc :	
	Sub Total :	
	Sales Tax :	
	Discount :	
	Order Total :	

Licenses:

Bluebird Wanderlodge

One Wanderlodge Way, Fort Valley US-GA 31030
Phone: (478) 825-0300 Fax: (478) 825-0340

TECHNICIAN WORKSHEET

PAGE	ORDER #	INVOICE #
5 of 5	10000162	10000200

ORIGINAL



Year		Make	
2006		Wanderlodge	
Date	Promised	Terms	Model
11/08/2007		Cash	M450
Home Phone	PO Number	V.I. Number	
		W [REDACTED]	
Work Phone	E-mail Address	Prod Date	Ref No
		01/2006	[REDACTED]
FAX	Service Advisor	Odometer	License
	House Account	13389	9999

43

Customer Name	Address
[REDACTED]	[REDACTED]
Ponchatoula, LA [REDACTED]	
United States	

Hours	Srvc Code	Srvc Description	Rate	Total
0.00	M	HANDLE ON DRAWER UNDER FORWARD SEAT OF DINETTE BOOTH BROKEN Technician:	\$0.00	\$0.00
0.00	M	INSTALLED NEW HANDLE INSTALL KNOBS ON DOORS RIGHT AT ENTRY DOOR Technician:	\$0.00	\$0.00
0.00	M	INSTALLED PULL KNOBS RECEPTICLE IN ENGINE BAY DEAD Technician:	\$0.00	\$0.00
0.00	M	ENGINE BLOCK BREAKER MUST BE TURNED ON FOR THIS RECEPTICLE TO HAVE POWER. CD'S FOR GPS OBSOLETE Technician: <i>told to go on line</i>	\$0.00	\$0.00
0.00	M	CEILING LIGHT SWITCH IN BEDROOM IS OPPOSITE OF WHAT HAPPENS Technician:	\$0.00	\$0.00
0.00	M	REWired AND FUNCTIONING PROPERLY ADJ ENTRY DOOR AND DOOR Technician:	\$0.00	\$0.00
0.00	M	ADJUSTED DOOR AND SCREEN EXCESSIVE SMOKE WHEN STARTING Technician: <i>told to take to caterpillar</i>	\$0.00	\$0.00
0.00	M	SHOCKS CAN BE HEARD AND FELT FROM SLIGHT BUMP Technician:	\$0.00	\$0.00
0.00	M	UNIT ROADTEST APPEARED TO BE O.K. <i>did not know of Bilstein shocks</i> NEW SHADE SWITCH SYSTEM INSTALLED Technician: <i>said would take too much work</i>	\$0.00	\$0.00
0.00	M	INSTALL A/M F/M AMPLIFIER FRT AND REAR Technician:	\$0.00	\$0.00
0.00	M	INSTALLED AM/FM ANTENNA AMPLIFIER UP FRT. DID NOT INSTALL IN REAR. <i>still don't know why</i> GREASE COACH ALL FITTINGS Technician:	\$0.00	\$0.00
0.00	M	GREASED ALL POINTS ELECTRICAL ISSUES WHEN MOVING OUT TO DEL. TO CUSTOMER Technician:	\$0.00	\$0.00

Special Notes	Parts	\$0.00
	Labor	\$0.00
	Sublet	\$0.00
	Misc	\$0.00
	Sub Total	\$0.00
	Sales Tax	\$0.00
	Discount	\$0.00
	Handling	\$0.00
	Order Total	\$0.00

Licenses:

See you then & thanks.



Blue Bird Factory 18 08

Items yet to be Fixed on 2006 Blue Bird

**Suspension system & rough ride to be fixed
(Macy & Ronnie rode in the couch w/me)**

**Coach does not level on slight grade (been to 3
parking sites since leaving Ft. Valley, not level
either place)**

**New upgraded window shade switch installed
(talked to Macy about this)**

**CD/s for GPS (outdated-get upgraded one)
(Macy said he would do this)**

Remote not reprogrammed

**Cruise control does not adjust properly after
some miles on the road (still happening)**

Items yet to be done on 2006 Blue Bird

- **Surge protector**
- **Coach does not level on slight grade**
- **New upgraded window shade switch installed**
- **CD/s for GPS**
- **Remote not reprogrammed**
- **Cruise control does not adjust properly after some miles on the road**
- **Rides rough**
- **Noise from panel over window of drivers side**
 - **was making the noise before getting out of Ft. Valley**
- **Excessive smoke when starting up**
- **Compressor runs frequently**
- **Altimeter installed**
- **Clock over bed**

Copy handed to Mary on 1/11/08

Since leaving Ft. Valley, washing machine clicking noise is getting louder & louder

Window beside passenger seal is loose (Have noticed since leaving Ft. Valley)

Altimeter installed

Clock over bed

Sometimes, when put transmission buttons in D, it begins flashing, same for R.

Hit the D

and R several times will finally go in D (talked to Allison rep at Tampa Show who said should not do this)

Electric heat does not blow from vent in toilet(may be something wrong with thermostat)

Trim over bed is lower on one end

October 13, 2006

Heart of Georgia Travelers 2007 Rally Schedule

January 26, 27 and 28th confirmed 20 sites w/Michelle

Lake Park, GA Tel. [redacted] call [redacted] by Jan. 5, 2007

February

FMCA SEA Rally "A Sweetheart of a Rally" February 7-11th

Brooksville, FL

Heart of Georgia Travelers February Rally will coincide with SEA Rally

March

FMCA 77th International Convention March 19-22nd

Perry, GA

Heart of Georgia Travelers March Rally will coincide with FMCA National Rally

April 13, 14 & 15th confirmed 20 sites

Ocean Lakes Family Campground

6001 South Kings Highway

Myrtle Beach, SC 29575 Tel. 877-510-1413 May 2, 3, 4 and 5 Friendship Rally Columbia, MS

May 18, 19 & 20th confirmed 20 sites

River Country Campground

1 River Rd

Gadsden, AL 35901 Tel. 256-543-7111

Post Rally Trip starting on May 20th

HOGT invitational trip to Tunica, Branson

and Nashville (8 nights - 9 days)

June, July, and August

Vacation months no HOGT Rallies

FMCA's 78th International Convention. Redmond, OR August 13-16th

September 14, 15 & 16th confirm 20 sites on Nov. 13th

River Plantation RV Park

1004 Parkway

Sevierville, TN 37862 Tel. 865-429-5267 800-758-5267

October

Best Holiday Trav-L-Park 12, 13 & 14th confirmed 20 sites

1623 S Mack Smith Rd

Chattanooga, TN 37412 tel. 706-891-9766

November 9, 10 & 11th

confirmed 20 sites with Charles

Pecan Park RV Resort

650 Pecan Park

Jacksonville, FL Tel. 904-751-6770

December 7, 8 & 9th

confirmed 20 sites

Twin Oaks RV Park and Campgrounds

305 Hwy 26 East

Elko, GA 31025 Tel. 478-987-9361

Reservations must be made at least 30 days in advance. Advise park that you are with "Heart of Georgia Travelers"

See you then & thanks.


Blue Bird Factory 18 08

1/8/08

Items yet to be Fixed on 2006 Blue Bird

Suspension system & rough ride to be fixed

(Macy & Ronnie rode in the coach w/me)

Owner & Salesperson

Coach does not level on slight grade (been to 3 parking sites since leaving Ft. Valley, not level either place)

New upgraded window shade switch installed

(talked to Macy about this)

was promised by Bluebird

CD/s for GPS (outdated get upgraded one)

(Macy said he would do this)

Remote not reprogrammed

Cruise control does not adjust properly after some miles on the road (still happening)

OK now

**At times, when put in D, seems like brakes
are holding the
coach from moving forward momentarily**

Altimeter installed — *unbelievable — so small, driver
can't see*

Clock over bed installed

**(these last 2 items have been discussed with
Macy at Parliament Rally)**

*A very small clock installed on
wall — can't see from bed*

Macy, 1 08 08

History of 2006 Bluebird at the Factory in Ft. Valley

May-----Made appointment through Mike Burkett for November 2(could not get appointment prior to Rally in Valley).

November 2--met at Ft Valley service area & was told my coach would be second in paint shop----reviewed list of items to be repaired, replaced, installed with person who replaced Mike Burkett
Communicated that i needed the coach by November 27 in order to attend a rally

Checked at beginning of week before expecting to pick up motorhome. Was told repairs would not be completed by the 27th but i could come get it & return after the rally. Told them i would not do anything to slow the completion of the work so did not pick up. — *missed the rally & had paid for*

Asked for a completion date & was told the 14th & then the 17th of December.
Called later & told them that since i had already missed having the coach for the rally, when it was finished that they could just please park it in the Birds Nest or somewhere & i would pick it up on my way to Florida on January 7.

Called on the 4th to remind that i would be in Ft. Valley on the 7th soon after lunch to pick up the coach. Was told it would be ready. i also called Allan Barbee & mentioned that he was to be the final inspector. He said nobody had called him about the coach. i suggested he contact maintenance. — *Per Macy*

When i arrived at 1:30 on the 7th was told it would be another hour before they were finished. After that hour was up, was told it would be another hour. The coach rolled into the Birds' Nest just after 5. When hooked to electric the coach did not have 110v. Was told it was the Surge Protector that was causing the problem & they didn't know where it was located on the coach. Moved down near the Sales & Service Center to a hook up that worked. i asked Wendall to come by the next morning to go over the check list with me so i could know what had been done. Wendall asked what time, i suggested 7am, he said he had to pick up something at 7am, how about 7:45. O. K. He did arrive at 8:15. Dennis Noble did come by before 8am. Dennis said he had been by twice & knocked on the door. i did not hear & i had been up since before 6am. We do have a door bell that does work. Dennis Noble does seem to be a nice guy but appears not to be forceful in getting things done. On the surface it appears to me that a flurry of work was done last week, the coach was certainly not ready on the 17th.

During this entire period of time i did not receive a telephone call from anybody at Blue Bird about status or that an item could not be done. To me, this is just unacceptable service. One of the items was not done because maintenance had not realized how much work would be involved.

Items yet to be Fixed on 2006 Blue Bird 1 11 08

- Suspension system & rough ride to be fixed
needs shocks
- Coach does not level on slight grade (been to 2 parking sites, not level either place)
- New upgraded window shade switch installed
never happened
- CD/s for GPS
- Remote not reprogrammed
- Cruise control does not adjust properly after some miles on the road (still happening) *O.R. 1/1/00*
- Noise from panel over window of drivers side was making the noise before getting out of Ft. Valley
 - Excessive smoke when starting up (advised to take to Cat dealer)
- Compressor runs frequently
- Since leaving Ft. Valley, washing machine clicking noise is getting louder & louder
- Window beside passenger chair fogs between the layers (Have noticed since leaving Ft. Valley)

Locks on drawers—is there a stonger lock? i fix them over over & over, especially 2 of them. south

- **Front air conditioner does not operate off invertor**

balance ← , cloth over bed has dropped down ^{especially on Rear End}
• seal around front slide is out & splitting - seal replaced again
• tail lights do not operate.
• generator soot - (Added clean out)

Dennis 1 29 08

I got it .
Thanks
Dennis

From: [REDACTED]
Sent: Tuesday, January 29, 2008 11:21 AM
To: dnobles@bluebirdcoachworks.com
Subject: Repairs 2/18/08

Dennis,

i am sorry we are having so much trouble communicating through e:mail. When at the Parliament Rally, Macy & Ronnie road with me in my coach. When we returned they said they couldn't tell too much about the rough ride. We then drove the last coach that you all have(or had). They almost immediately could feel the difference in the ride. It could be something small like shocks, etc., but definitely needs fixing. Looking at the list, i cannot tell if you need to order parts, but i hope you

Compressor runs frequently & loud(could be partly a leak in system)

Since leaving Ft. Valley, washing machine acts like it is overloaded(shakes the whole coach & the noise is getting louder & louder (was mentioned when we first got the Coach).

Window leak beside passenger seat, (seal is loose, have noticed since leaving Ft. Valley)

Most times, when put transmission buttons in D, it begins flashing, same for R. Hit the D and R several times will finally go in D (talked to Allison rep at Tampa Show who said should not do this)

Electric heat does not blow from ventin toilet (may be something wrong with thermostat)

Trim over bed is coming looser on one end

Altimeter installed

Clock over bed installed (these last 2 items have been discussed with Macy)

Leak over sofa

**At times, when put in D, seems like brakes
are holding the
coach from moving forward momentarily**

Altimeter installed — *so small cannot see*

Clock over bed installed — *Installed but not ~~is~~ over bed and does not operate.*

**(these last 2 items have been discussed with
Macy at Parliament Rally)**

Noise from panel over window of drivers side was making the noise before getting out of Ft. Valley

Excessive smoke when starting up (advised by Blue Bird to take to Cat dealer)

Compressor runs frequently & loud, vibrates to back of coach (could be partly a leak in system)

Since leaving Ft. Valley, washing machine acts like it is overloaded (shakes the whole coach & the noise is getting louder & louder (was mentioned when we first got the Coach).

Later Window seak beside passenger seal is broken (Have noticed since leaving Ft. Valley)

Most times, when put transmission buttons in D, it begins flashing, same for R. Hit the D and R several times will finally go in D (talked to Allison rep at Tampa Show who said should not do this)

Electric heat does not blow from ventin toilet (may be something wrong with thermostat) *explained*

Trim over bed is coming lose on one end

**CD/s for GPS (outdated-get upgraded one)
(Macy said he would do this)(at Parliament)**

Remote not reprogrammed

**Cruise control does not adjust properly after
some miles on the road (still happening)**

**Noise from panel over window of drivers side was
making the noise before getting out of Ft. Valley**

**Excessive smoke when starting up (advised by
Blue Bird to take to Cat dealer)**

**Compressor runs frequently & loud, vibrates to back
of coach (could be partly a leak in system)**

**Since leaving Ft. Valley, washing machine acts like it
is overloaded(shakes the whole coach & the
noise is getting louder & louder (was mentioned
when we first got the Coach).**

**Window leak beside passenger seal is broken (Have
noticed since leaving Ft. Valley)**

**Most times, when put transmission buttons in D, it
begins flashing, same for R. Hit back & forth**

● will ahead of time since Dot & i need to leave by Saturday the 23rd. Any questions, please call. We will be coming to the Birdsnest on the 16th so the coach will be ready for you at 7am on the 18th.

See you then & thanks.

● 
Blue Bird Factory Service 2 18 08

Items yet to be Fixed on 2006 Blue Bird

Suspension system & rough ride to be fixed
(Macy & Ronnie rode in the coach w/me)

Coach does not level on slight grade (been to 3 parking sites since leaving Ft. Valley, not level either place)

● New upgraded window shade switch installed
(talked to Macy about this at Parliament)

Subject: \$5.00

I went into the gas station today and asked for five dollars worth of gas.....

The clerk **farted** and gave me a receipt.

Experience at BlueBird 3 24 08

Arrived at the Bluebird Service Center about 12:45pm on Monday. We left Mooresville just before 6am. Checked in the building, could not find anybody in the building to let them know our Coach was available to get the new tie rods installed. Finally caught Jesse coming in, told him my purpose. He said his group was not responsible for taking care of the recall. Jesse said he had been trying to call Bennie all morning. I called Bennie who told me that someone would come get the coach & get it set up for the installation. Nobody came for some time so I asked one of the technicians that has worked on the coach before about it. He said he would go get Kenny to come talk to me. Never showed up for over an hour so I decided to go ahead & park in the Birdsnest. Sometime later Kenny & a new person Frank Yavorski, who is, on his card, listed as Customer Shop Manager. We talked for awhile & finally, Frank said that the parts were not on sight, & expected them to arrive Tuesday morning. He did not know when exactly. He also said he could not promise that the installation process would take less than 3 full days. The tie rods have to be installed, the coach realigned, & then taken to an outside service to recheck the alignment. I expressed my disappointment that I had been led to believe that they could immediately get started upon our arrival & we could leave by Tuesday afternoon to attend the Parliament rally in Charleston. Registration would take place 1 to 3pm. While Frank & Kenny were there, I showed them the damage from the leak over the sofa which now covers the entire valance. When I went into the coach on Saturday to begin the preparation for leaving on Monday, noticed the sofa was soaked, & a bunch of rugs were also wet, apparently from an earlier rain. Also pointed out that the window by the passenger seat was a safety hazard for me because when driving with no passenger, when turning left, cannot see traffic coming from the right & the compressor is louder, vibrated the bed in the bedroom & comes on more frequently than earlier. Before leaving I have accomplished everything directed by the recall, called Macy, called Bennie Collier, front tires were replaced w/130lbs of psi., drove the coach to Charlotte to Gerrard Tire to get

the tires balanced & alignment adjusted, removed almost everything from the front of the coach & the bays, then drove to a weigh station to assure the front axle weight was less than 17K; called Bennie telling him we would be in Ft. Valley just after noon Monday to get the tie rods installed. Called Pat Mitchell at the Parliament Rally to tell them we would not be able to drive the coach until the recall was completed by BlueBird. Really wanted to go to this rally, love the food in Charleston. This is my story to this point, another day with a BlueBird.

Blue Bird Factory 2 18 08

Items yet to be Fixed on 2006 Blue Bird

**Suspension system & rough ride to be fixed
(Macy & Ronnie rode in the couch w/me)**

**Coach does not level on slight grade (been to 3
parking sites since leaving Ft. Valley, not level
either place)**

**New upgraded window shade switch installed
(talked to Macy about this)**

**CD/s for GPS (outdated-get upgraded one)
(Macy said he would do this)**

Remote not reprogrammed

**Cruise control does not adjust properly after some
miles on the road (still happening)**

**Noise from panel over window of drivers side was
making the noise before getting out of Ft. Valley**

**Excessive smoke when starting up (advised by Blue
Bird to take to Cat dealer)**

Maintenance at BlueBird 3 25 08

. Repair leak over sofa (3rd fix)

. Replace window next to passenger seat

(A leak)

. 110v compressor vibrates so much can feel the vibration in the bedroom. Bowl on table will move. (did not fix)

BlueBird Coachworks Service Center

3 26 08

- Fix Leak over sofa (3rd time)
- Replace window by Passenger seat
- Adjust aircompressor (when it is on, can feel vibrations in bedroom,
 - table vibrates when eating
- Recall change to be completed in 10 days

Communications at BlueBird are very difficult. i followed the process listed in the recall letter exactly. Called Macy who referred me to Benny who set a schedule for installation of the new tie rods on Monday afternoon March 24. The new tie rods were supposed to have arrived in Ft. Valley Friday the 21st. We left home at 6am in order to arrive in Ft. Valley by 1pm expecting the work to begin. To my surprise the tie rods had not arrived. We had planned to leave Tuesday late to attend the Parliament Rally Charleston. Brenda & Ronnie had already left for the rally Monday afternoon. Telephoned Parliament (Miss Pat) Tuesday afternoon when the tie rods still hadn't arrived to let them know i could not attend the rally & why. The folks in the service shop & those in the BlueBird bus company are not communicating. Each of them tell me to telephone the other. Seems to me, i should not have to do that to get status.

Called Macy who persuaded me to leave the coach & he assured me the Recall could be implemented in 10days. Told Frank & Kenny both that i need the coach on the 13th for another rally. As it turned out, i missed the rally so i told them i would arrive on the 16th but would have to leave on the 18th to meet friends going to the Bluebird chapter rally in Kerrville, TX & then on to the Las Cruces Bluebird rally. On the 16th was told would need for 3 hrs. The coach was brought back to the birdsnest at 5:30.

Thursday i was told they would need the coach for 2 more hours to finish up. The coach was returned to the birdsnest after 7pm & was told would need the coach for a couple more hours on Friday morning. Returned to me at 2:30 Friday afternoon. Had drive to Meridian that evening to meet my friends. We arrived in the rain that evening about 8:45pm.

- drain valve for water system would not work
(faulty valve - installed twice)
- slides would not move in or out -
- Front slide seal replaced 5/9/09
- coach does not level -
- suspension system ~~was~~ - rough ride
- window replaced on passenger side
- Remote not program for TV
- noise from panel over window of driver's side
- excessive smoke when starting
- cruise control does not perform
- C/D's for R/PB finally got new one
- flashing Transmission light - I, R, O
- trim over bed coming loose on one end
- look over sofa - 2/18/08
- altimeter installed - (ridiculous attempt)
- 3/28/08 experience
- could not get shore power to firm

Rick Clayton

From: [REDACTED]
Sent: Sunday, April 27, 2008 9:23 PM
To: rclayton@bluebirdcoachworks.com
Subject: Problems since leaving Ft. Valley

Problems Since Leaving Blue Bird Coachworks

4-18--generator would not start by switches inside coach
what does AcoF mean on the multiplex led?

Why/what can kick off 80amp breakers when hooking to
shore power, only after attempting to start generator a
couple of times did we get power?

Front & Living area air conditioners cut off before reaching the
temperature set for them. Other times the front air would
not turn off even turning the temp. up to 90.

4 19--Could not start coach engine from front. Started from rear engine compartment--then later w/switch
key

generator will not start from inside. At generator, would start
for 20seconds & cut off. Did this several times.

Water is leaking from underneath the 3rd bay on the drivers side
& 4th bay on the passenger side. Several days later Ronnie
located where water was coming from. He cut the hole &
reconnected the water hose.

4 20--Could not drain gray water.

Generator would not start w/inside switches---

. there is a beep the goes off every day or so, lasts for several
minutes---sounds like the beeps come from the overhead
panel above the driver's seat

4 23---seal around front slide out of place & almost broken through
near the back top.

4 26---could not get shore power to function. Ran the generator for a
3 hours (it was 92degrees). Cut it off, the shore power came
on.

What is the big lighted O located just under the speaker just left of the
satellite equipment?

(com from missalhan)

4 27--the 110v compressor is getting louder & is vibrating at the kitchen
table

Just to add to the info you have.

Thanks
[REDACTED]

From Rick Clayton 4 28 08

I am sorry to hear about all your troubles. I will be meeting this afternoon with our Service Manager and Service Advisor. The file you gave me will be my main topic. I will get back to you by tomorrow via E-Mail on our action plan.

Thank you for your feedback.

Rick

From: [REDACTED]

Sent: Sunday, April 27, 2008 9:23 PM

To: rclayton@bluebirdcoachworks.com

Subject: Problems since leaving Ft. Valley

Problems Since Leaving Blue Bird Coachworks

4-18--generator would not start by switches inside coach

what does AcoF mean on the multiplex led?

Why/what can kick off 80amp breakers when hooking to shore power, only after attempting to start generator a couple of times did we get power?

Front & Living area air conditioners cut off before reaching the temperature set for them. Other times the front air would not turn off even turning the temp. up to 90.

4 19--Could not start coach engine from front. Started from rear engine compartment--then later w/switch key

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What is the big lighted O located just under the speaker just left of the satellite equipment?

4 27--the 110v compressor is getting louder & is vibrating at the kitchen table

Just to add to the info you have.

Thanks,

[REDACTED]

E:mail to Rick Clayton 5 6 08

Just wanted you to know, we have been working with Jesse for about an hour trying to get the 2 slides in. Spent much time before calling Jesse.



This occurred in San Cruces

Maintenance to be Done at Ft. Valley 5 8and9 08

- **Install gray tank drain valve**
- **Repair Slides(we not go out or in) Also, the front**
 - **slide has torn seal**
- **Check temperature sensors (sometimes ac will not**
 - **come on unless set temp. at 50degrees, heat pump will not come on until set temp. at 90.**

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Balance Summary
12/28/2009

\$3,818.38	Current Balance
\$21,090.62	Available credit
\$91.00	Temporary Authorization (rounded) ?
	Request a credit line increase
12/24/2009	Payment due date
\$0.00	Current payment due
\$0.00	Past due amount
\$0.00	Total minimum payment due
	Pay now »
\$2,480.80	Balance as of your last statement
\$25,000.00	Credit Limit
\$0.00	Amount over the limit

Payment Summary



Cancel your credit card payments for up to 18 months.
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Experience at Bluebird Service Center

May 8-9 08

Called Frank Yavorski as we enter Ft. Valley. He said some one would come get the coach. When we arrived no one was around. i hooked up & Frank came by & left. Dot & i went to lunch. The coach was Ben

The RCIA/RCIC Inquirer and Responder

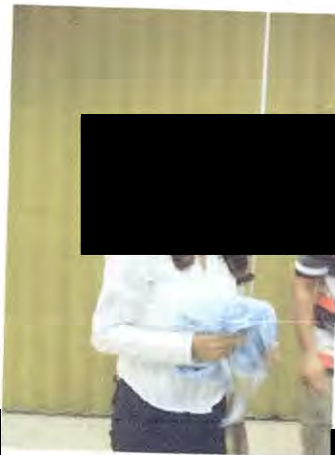
A weekly update to keep you informed and on track in your journey

This week's topic: The Mass part 1

Speaker: Sr. Mary Hugh

Updates/handouts: Sacraments: Finding Jesus in the Eucharist

3rd Sunday of Advent. The readings are: *Isaiah 61:1-11, Luke 1:46-54, 1Thessalonians 5:16-24, John 1:6-8, 19-28*



This week's team member is [REDACTED] is the lovely wife of [REDACTED] Catholic since birth, [REDACTED] favorite God spots are rainbows after a rain shower. Her favorite bible verse is John chapter 11:25 He/She that believes will never perish. Jennifer enjoys participating in the Eucharist, the body and blood of Christ and the true presence of the Lord. [REDACTED] has felt/seen a miracle in the Sacrament of Marriage

Be prepared

Next topic: The Mass part 2

Next speaker: Sr. Mary Hugh

Next handouts/Updates: **Participating Fully at Sunday Mass**

BOW: Leo Fahey

Remember; we need baptismal certificates & you need to be registered with our parish.

**Locks on drawers—is there a stonger lock? i fix them over over
& over, especially 2 of them. south**

- **Front air conditioner does not operate off inverter**

valance ← , cloth over bed has dropped down—especially on Rear End
• seal around front slide is out of
splitting— seal replaced again
• tail lights do not operate.
• generator soot — (Added clean out)

Maintenance Left to be Done at Coachworks-----5 18 08 (9 14 08)

- Install new upgraded window shade control system

(Macy & i have discussed this, he recognizes the commitments Fred Vandenburg made)

but now will not approve

- Coach still does not level (have parked many times, would not level if slight grade back to front or front to back. The drivers side seems to be lower than passenger side after being parked for some time) Everytime it has been checked at Coachworks they say it is perfect, but i can tell you without question it does not perform on the road. Most people are shocked that it won't level with just a slight up or down hill adjustment. People look & can not understand. *Rick has worked really hard, but still not right*
- Security alarm goes off on its own intermittently (have talked to Jesse several times about this) *Replaced something (this is 2nd time) still chirps periodically*
- Compressor vibrates (still noisy, can hear & feel in bedroom, runs frequently, boots apparently lose air, may be a leak) *Rick did find a leak runs for shorter period but still has vibration + is loud not fixed*
- Washing machine clicking noise getting louder. *could not find anything*
- Altimeter installed that can be read from the driver's seat (have asked for the kind in the '91) *After conversation w/ Rick Clayton, told them to just forget it*
- Clock installed under cabinets over bed (like the one in the '91 w/o the other controls included in the '91) *(same as above)*
- Leak somewhere from shower, don't know if in wall, door or where (water in toilet & in front of shower) *found leak in piping*
- Engine air is not cool (has been checked before) *said they put more fluid in - down to 55° - Recharged*

● between D-N-R several times will finally go in D
(talked to Allison rep at Tampa Show who said
should not do this)

Electric heat does not blow from vent in toilet (may be
something wrong with thermostat)

Trim over bed is coming lose on one end

Leak over sofa (water leaks through lights &
vents)

● At times, when put in D, seems like brakes
are holding the
coach from moving forward momentarily

Altimeter installed

Clock over bed installed

(these last 2 items have been discussed with
Macy at Parliament Rally)

Altimeter installed — *Reckless*

Clock over bed installed

(these last 2 items have been discussed with
Macy)

*located on wall not over head
so small can hardly see*



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428 Interstate Drive
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Phone: (336)751-4499 Fax: (336)751-4140
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2009

SERVICE ORDER

I N	INDEBTEDNESS IS HEREBY ACKNOWLEDGED IN THE SUM INDICATED BELOW, BEING ALL OR THE BALANCE OWING FOR REPAIRS, PARTS AND ACCESSORIES DESCRIBED IN THIS WORK ORDER.					
	DATE		AMT \$5,276.11		SIGNATURE	
CUSTOMER NO. 10232		ADVISOR AC		TECHNICIAN AC		KEY TAG
[REDACTED] Moorsville, NC [REDACTED]		LABOR RATE 85.00		LICENSE NO.		MILEAGE IN
		YEAR/MAKE/MODEL		MILEAGE OUT		DATE IN
		SUBMODEL/SUB-SUBMODEL		PURCHASE DATE		STATUS
VIN/SERIAL/HULL #		PROMISE DATE 11/2/2009		PRINTED DATE 11/13/2009		UNIT TYPE
OTHER PHONE		CHASSIS/TRAILER		REF. DOC		TRANSACTION TYPE Standard

Job 1

CONCERN: Load tested batteries customer says coach will not start and inverters will not come on. Customer just got coach back from repair shop after being an accident

CORRECTION: Load tested all batteries found house batteries bad. Found one chassis battery bad. R&R all house batteries and one chassis battery. Checked charging system and found it working properly. Found coach would start from rear but not the front. Traced out system and found solenoid burnt for starter. Replaced solenoid and tested working properly

LABOR	ST	HRS	TECH	DESCRIPTION	PRICE	TOTAL
Coach	-	10.00	CM	Coach Labor	95.00	950.00
TOTAL LABOR						950.00
PARTS	ST	QTY				
GPL4DAP M336BBT	H	8.00	AC	Battery, 4D Auto Post	440.24	3,521.92
00-00507-512	H	1.00	AC	Big Boy 12V 200A Master	395.41	395.41
M336BBT						
TOTAL PARTS						3,917.33
JOB 1 TOTAL						4,867.33

Service Checklist

[] Service Wheels

Service Totals

TOTAL PARTS	3,917.33
TOTAL LABOR	950.00
TOTAL SUBLET	0.00
SUPPLY	35.00
MISC/FREIGHT	62.63
DISCOUNTS	0.00
CREDIT	0.00
TAX	311.15
TOTAL	5,276.11
AMOUNT DUE	2,638.05

PAYMENTS/DEPOSIT
VISA 11/12/2009 2,638.06

TRAILERS OF THE EAST COAST
428 INTERSTATE DR
MOCKSVILLE, NC 27028

Merchant ID: 3280

Ref #: 0601

Phone Order

Entry Method: Manual

VISA

Amount: \$ 2,638.06
Tax: \$ 0.00
Total: \$ 2,638.06

11/12/09 16:07:35

Inv #: 0000001

Apprvd: Online

ANS Code: EXACT MATCH Y

CWV2 Code: MATCH M

PO #: 11573

Appr Code: 020548

Batch#: 000034

Customer Copy

THANK YOU!

12/28/2009

I am providing the information requested per your letter dated December 11, 2009;

[REDACTED]
Ocala, Florida [REDACTED]
[REDACTED]

Body # 000426
VIN#1BBCRBG806W [REDACTED]
Body Service # WH4RE10 [REDACTED]
Engine Serial # KCB40346
Chassis # WH4RE10001435
Chassis Serial # 100332

Purchased November 2006

Mileage less than 30,000

Intended use is recreational only

Generator has been relocated. New tire rods have been changed. Two new tires were replaced on the front end to handle 130 psi pressure. Air compressor was installed to accommodate the required 130 psi inflation pressure. Front end was aligned.

We are scheduled January 20 and 21, 2010 at the BlueBird plant in Fort Valley, Georgia to have the final updates on the generator recall. We were contacted by Alan Barbee with BlueBird to make these arrangements.

If you need additional information, please call me at the number above or email me,

[REDACTED]
Ocala, Florida [REDACTED]

Phone [REDACTED]
Fax [REDACTED]