



R11TN

December 06, 2011

Dear Blue Bird Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Blue Bird has decided that a defect which relates to motor vehicle safety exists on the buses identified below which are equipped with vertical pushout emergency exit windows.

Certain 2012 model year Blue Bird All American model school buses manufactured from August 10, 2011 through September 14, 2011.

Certain 2012 model year Blue Bird "Vision" model conventional school buses manufactured from August 02, 2011 through August 28, 2011.

On the subject buses the rivets used to install the handles on the vertical emergency exit windows may have been incorrect. As a consequence, if the handle is actuated during a non-emergency situation and detaches, the emergency window cannot be re-secured, posing a risk that children may fall or climb out. However, if the handle were to detach during an emergency, the exit window will open and egress through the window will not be hindered. Buses with this defect must be modified according to the enclosed instructions for Recall R11TN.

Your Blue Bird bus(es) affected by this recall are identified by body serial number(s) on the enclosed reply sheets. If you no longer own the subject bus(es), please complete the "sold to" section of the yellow reply sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

You may contact your Blue Bird dealer to arrange to have this recall performed. Or, if you prefer, you may perform this recall yourself or have a qualified repair facility convenient to you perform this recall. A qualified technician should perform this recall.

Labor time to install the replacement handle is ten (10) minutes per window.

To receive parts to correct this condition, you must return the yellow recall reply sheet to Blue Bird in the pink, self addressed, postage prepaid envelope. Be sure to provide a valid shipping address as UPS does not deliver to P.O. Boxes.

BLUE BIRD BODY COMPANY
P.O. Box 937 – 402 Blue Bird Blvd – Fort Valley, Georgia – (478) 825-2021



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To receive reimbursement for labor enter the number of vertical emergency exit pushout window handles that you changed in column "A" of the enclosed pink labor reimbursement sheet, along with the date of repair and mileage, and return to Blue Bird in the enclosed **pink** postage prepaid envelope.

If the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, complete and sign the recall reply sheet and attach a copy of the work order/invoice. Mail the documents in the **pink** self-addressed postage paid envelope included with the recall notification to Blue Bird for warranty consideration. Reimbursements will be made in accordance with the requirements of the National Highway Transportation Safety Act, Title 49 Code of Federal Regulations, Parts 573 and 577.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If Blue Bird Body Company should fail to or is unable to remedy this condition without charge to you, you may contact:

**ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, D.C. 20590**

Or, you may call The National Highway Traffic Safety Administration toll free at:

1-888-327-4236
TTY 1-800-424-9153

Or, go to: [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV)

Questions regarding this recall campaign should be directed to me at (478) 822-2242.

Thank you,

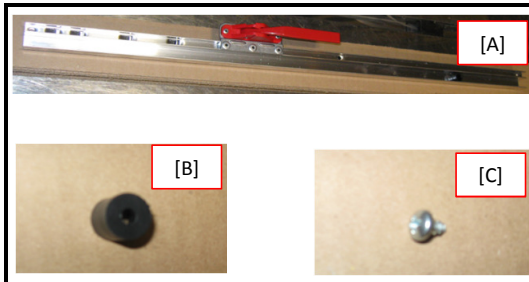
Bill Coleman
Corporate Recall Administrator
BLUE BIRD CORPORATION

**Handle side member change on vertical P/O, installed
Changement du coté de poignée, fenêtre d'urgence verticale installée**

WARNING / AVERTISSEMENT

Always follow all Federal, State, Local and Shop safety standards and use proper safety equipment when performing these procedures. Make sure to wear appropriate eye protection when using the tools to perform the repair. Bus must be parked on a level surface and wheels chocked. This procedure requires working from ladders or scaffolds to reach the top of the window on outside during repair. Observe all safety precautions to secure the bus from rolling and for use of ladders or scaffolds.

Toujours respecter les lois et règles de sécurité et utiliser les équipements de sécurité requis pendant l'exécution de ces procédures. S'assurer de porter des lunettes de sécurité pour les yeux, lorsque les outils sont utilisés pour effectuer la réparation. L'autobus doit être stationné sur une surface au niveau et les roues bloquées. Ces procédures nécessitent des échelles ou échafaudages pour atteindre la fenêtre du haut par l'extérieur. Observez toutes les mesures de précautions nécessaires pour empêcher le véhicule, ainsi que les échelles ou échafaudages, de bouger.



ENG
This kit should contain : Handle side member for replacement [A].
Optional items : Window stop [B] and screw [C] - depending on window's model - please refer to your vertical push-out currently installed on the bus.

FRA
Ce kit de réparation contient les éléments de remplacement suivants : Côté poignée fenêtre [A].
Items optionnels : Butée d'arrêt [B] et une vis [C] - selon le modèle de fenêtre - veuillez vous référer à la fenêtre présentement installée sur l'autobus et qui fera l'objet de remplacement.

RECOMMENDED TOOLS	OUTILS RECOMMANDÉS
1- Power drill	1- Perceuse
2- #2 square drill bit	2- Embout de tournevis carré #2
3- Phillips drill bit (stop installed with screw)	3- Embout de tournevis Phillips (butée de partie mobile installée avec vis)




If you have any questions or uncertain about how to perform this repair, please contact SpectAL (1-888-773-2825) or an authorized dealer.

Si vous avez des questions ou si vous êtes incertains de la façon dont il faut effectuer cette réparation, veuillez appeler au numéro suivant SpectAL (1-888-773-2825) ou tout autre concessionnaire autorisé.



ENG
Select and open pushout window to replace part. Designate someone to hold top section (slider) of window firmly at all times while the handle side-member [D] of the window is being replaced.

FRA
Sélectionner et ouvrir la fenêtre d'urgence pour y remplacer le côté poignée de la fenêtre [D]. Désigner quelqu'un pour tenir la partie mobile tout au long du processus de changement de la pièce.

	<p>ENG <i>Make sure that top section (slider) of window is closed. Open pushout window. Using the #2 square bit & power drill, remove all four (4) screws [E] completely. Remove side member starting at the top. Remove spacer [F] at the bottom and set aside to reinstall later.</i></p> <p>FRA <i>Fermer la partie mobile de la fenêtre. Ouvrir la fenêtre d'urgence. À l'aide d'une perceuse et d'un embout de tournevis carré #2, retirer complètement les quatre (4) vis [E]. Enlever le coté à partir du haut. Enlever l'espaceur du bas [F], et conserver pour la réinstallation en étape subséquente.</i></p>
	<p>ENG CAUTION: <i>Be sure that top sliding section [G] of window is being held in place and will not fall. Replace with new side member.</i></p> <p>FRA ATTENTION: <i>Assurez-vous que la partie mobile coulissante [G] soit bien maintenue en place pour ne pas qu'elle tombe. Remplacez le par le nouveau coté.</i></p>
	<p>ENG <i>Line-up side-member properly and replace the four screws to secure window frame. Re-install new side-member, inserting the top first [H]. Reinstall spacer correctly [I], making sure that it is inserted all the way in the vertical side member of the window. Using the #2 square bit & power drill, reinstall the four (4) screws, with a torque of 50-54 lb-in. Make sure that no gasket is pinched.</i></p> <p>FRA <i>Aligner le coté avec les verres en l'enfonçant bien sur les verres. Ré-installer le bon côté, en insérant au niveau du dessus en premier [H]. Repositionner l'espaceur [I] et insérer complètement au fond du côté de fenêtre vertical. À l'aide d'une perceuse et d'un embout de tournevis carré #2, revisser les quatres (4) vis, avec un couple de serrage de 50-54 livres-pouce. S'assurer que les joints d'étanchéité ne sont pas coincés.</i></p>
	<p>ENG <i>If applicable, select the right hole for the window stop position (refer to the part that has just been disassembled). Install the window stop with the screw [J] from the interior of the channel. Use the powerdrill & the philips drill bit.</i></p> <p>FRA <i>Si applicable, sélectionner la position de la butée de partie mobile (en vous fiant au coté préalablement retiré). Installez la butée de partie mobile en insérant la vis [J] de l'intérieur du profilé de la fenêtre. Utiliser le perceuse ainsi que l'embout de type philips.</i></p>
	<p>ENG <i>Verify that both 'Red Latch-Handle' [K] and top section of sliding window [L] work and engage properly.</i></p> <p>FRA <i>Vérifier le bon fonctionnement de la poignée rouge [K] et des loquets du verre coulissant [L].</i></p>