



BLUE BIRD

R17ZB

FINAL NOTICE

DATE: June 6, 2018
TO: Blue Bird Owners
Subject: Recall R17ZB, C E White QS11 Series Convertible School Bus Seat With D-Ring Mounting Stud

According to our records, we have not received confirmation that the above referenced recall dated September 18, 2017, has been completed. A copy of Recall R17ZB is attached. Your buses affected by Recall R17ZB are identified by Blue Bird body number and VIN under Section 2 on the enclosed cover sheet.

If this is the first time you received notification of Recall R17ZB, please read the enclosed notification carefully. Recall R17ZB must be completed, as soon as possible. To correct this condition, HSM will ship a repair kit along with repair instructions on how the repair must be conducted to affected owners. The expected out of service time necessary to affect repairs is 5 minutes, per seat. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to the vehicle owner. Parts for this recall are currently available and the recall remedy should be performed immediately.

C E White/HSM will notify Blue Bird Campaigns Administration of the completion of the recall.

The C E White/HSM contact for this recall campaign is as follows:

Beth Utz

Customer Service Agent

HSM Transportation Solutions

417 N. Kibler Street

New Washington, OH 44854

Phone: 419-492-2157 ext. 243 | Fax: 419-492-2544

bautz@hsm solutions.com

If HSM Solutions does not provide service repair kits, you may contact Blue Bird Body Company Recall Administration at 478-822-2242.

If you have already had R17ZB performed on your affected buses, please complete and mail the enclosed recall reply sheet to us in the enclosed postage paid pink reply envelope so we may update our recall records. Be sure the reply sheet is filled out properly.

BLUE BIRD BODY COMPANY
3920 Arkwright Road, Suite 200, Macon, GA 31210 – (478) 825-2021



BLUE BIRD.

Blue Bird Body Company

Page 2

R17ZB

Questions regarding this recall campaign should be directed to me at (478) 822-2242 or lisa.hancock@blue-bird.com.

Thank you for your prompt attention to this matter.

Sincerely,

Lisa Hancock

Corporate Recall Administrator

Blue Bird Corporation

402 Blue Bird Blvd, Fort Valley, Georgia 31030

Phone 478.822.2242

lisa.hancock@blue-bird.com



R17ZB

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 17V-510 School Bus

September 18, 2017

Dear Blue Bird Owner:

Subject: Recall R17ZB, C E White QS11 Series Convertible School Bus Seat With D-Ring Mounting Stud

This important safety recall notice applies to your bus(es) identified by both Blue Bird Body Number and Vehicle Identification Number (VIN) on the enclosed yellow cover sheet.

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

Blue Bird Body Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2015-2019 Vision School Buses manufactured from July 18, 2014, through July 19, 2017, and certain model year 2018-2019 All American School Buses manufactured from November 28, 2016, through July 25, 2017. On the subject buses, C. E. White Company, a Subsidiary of Hickory Springs Manufacturing Company (HSM), has determined that a defect which relates to motor vehicle safety potentially exists in QS11 Convertible School Bus Seats.

Blue Bird has determined that all QS11 Convertible School Bus Seats supplied by C E White/HSM Solutions contain a defect, which in the event of a rear collision, may result in occupant injury. These seats were manufactured with integral D-Ring mounting studs in the upper area of the seat back frame. The upper seat area where the mounting studs are located may not provide an adequate padding for the seat occupant. Blue Bird has determined that in a rear end collision by a larger vehicle, there is a potential for increased risk of injury or death, to the passenger seat occupant(s). In a rear crash event, the occupant's head may contact the D-Ring mounting stud, if the occupant is sitting in a position on the seat, which places the back of the head in-line with the D-Ring mounting stud.

To correct this condition, HSM will ship a repair kit along with repair instructions on how the repair must be conducted to affected owners. The expected out of service time necessary to affect repairs is 5 minutes, per seat. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to the vehicle owner. Parts for this recall are currently available and the recall remedy should be performed immediately.

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



BLUE BIRD

Blue Bird Body Company

R17YB

Page 2

Your Blue Bird bus(es) affected by this recall are identified by both Blue Bird Body Number(s) and Vehicle Identification Number(s) (VIN) on the enclosed yellow cover sheet. If you no longer own the subject bus(es), please complete the appropriate section of the yellow reply sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

Your Blue Bird bus(es) affected by this recall are identified by both Blue Bird Body Number(s) and Vehicle Identification Number(s) (VIN) on the enclosed yellow cover sheet. If you no longer own the subject bus(es), please complete the appropriate section of the yellow reply sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

C E White/HSM will notify Blue Bird Campaigns Administration of the completion of the recall.

The C E White/HSM contact for this recall campaign is as follows:

Beth Utz

Customer Service Agent

HSM Transportation Solutions

417 N. Kibler Street

New Washington, OH 44854

Phone: 419-492-2157 ext. 243 | Fax: 419-492-2544

bautz@hsm solutions.com

If HSM Solutions does not provide service repair kits, you may contact Blue Bird Body Company Recall Administration at 478-822-2242.

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 the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, submit a copy of the work order/invoice to Beth Utz at the address above. 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.

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>



BLUE BIRD

Blue Bird Body Company

Page 3

R17ZB

Questions regarding this recall campaign should be directed to me at (478) 822-2242 or lisa.hancock@blue-bird.com.

Sincerely,

Lisa Hancock

Corporate Recall Administrator

Blue Bird Corporation

402 Blue Bird Blvd, Fort Valley, Georgia 31030

Phone 478.822.2242

lisa.hancock@blue-bird.com



August 15, 2017

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 17E045

[HSM Solutions Customer]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. No. 577.13, *“Notification to Dealers and Distributors”*.

HSM Solutions / CE White, A Subsidiary of Hickory Springs Manufacturing Company, has decided that a defect which relates to motor vehicle safety exists in certain “Convertible School Bus Seats, QS11 Model Series” manufactured by HSM Solutions / CE White, which were shipped between December 01, 2013 and August 02, 2017.

Specifically, HSM has determined that All QS11 Convertible School Bus Seats as manufactured by CE White / HSM Solutions contain a defect, which in the event of a rear collision, may result in occupant injury. These seats were manufactured with integral D-Ring mounting studs in the upper area of the seat back frame. The upper seat area where the mounting studs are located does not provide an acceptable padding surface between the seat occupant and the D-Ring mounting stud. HSM has determined that in a rear end collision by a larger vehicle, there is a potential increased risk of injury or death, to passenger seat occupant(s). In a rear crash event, the occupants head may contact the D-Ring mounting stud, resulting in a head injury. For this to occur, the occupant must be sitting in a position on the seat, which would place the back of the head in line with the D-Ring mounting stud during the crash event.

There is no audible or visual warning, which would precede an event. All seat models indicated in this notice are presumed to contain the defect and must be repaired.

Upon receipt of this Recall Notice, HSM Solutions / CE White is requesting that you provide notification of this Safety Recall, Recall Parts Request Form and the HSM Recall Warranty Claim form to your Dealer and Customer/Owner of the subject seat(s).

To correct this condition, HSM Solutions / CE White, will facilitate the repairs via your Dealer/Service Agent or the Customer. HSM will provide parts and a Service Repair Procedure “SRP”, which will provide instruction on how the repair must be conducted, to the servicing agent upon receipt of a completed HSM “Recall Parts Kit Order Card”. The expected out of service time necessary to affect repairs is 5 minutes per seat. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to you the manufacturer or to the vehicle owner. Parts for this recall are anticipated to be available for shipment on or before August 21, 2017.

Upon completion of the requisite service work, HSM will ask that your Dealer/Service Agent or Customer file a claim with HSM customer service for warranty reimbursement, referencing HSM Recall # 17E045 on the claim.

HSM Solutions Recall Contact:

Beth Utz
Customer Service Agent

HSM Transportation Solutions
417 N. Kibler Street
New Washington, OH 44854
Phone: 419-492-2157 ext. 243 | Fax: 419-492-2544
bautz@hsm solutions.com

Should you have any vehicle(s) in inventory that require the recall service work; please make certain that these vehicles are corrected prior to sale. The Federal Motor Vehicle Safety Standard No. 577.13 states that it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Based on our review of internal shipping records, HSM Solutions / CE White has determined that "QS11 Convertible School Bus Seats" as indicated on the enclosed "Appendix – A", were shipped to your manufacturing location on the dates indicated.

If after contacting HSM Solutions / CE White, you have not received the parts and requisite repairs required to remedy the defect, in a reasonable period of time, you may contact:

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590
1-888-327-4236
TTY: 1-800-424-9153
or go to: <http://www.safercar.gov>

If you have any questions about this recall please call HSM / C.E. White, Customer Service at 1-419-492-2157.

Sincerely,



Dan Daniels

Vice President / Innovation and Compliance Officer
HSM Transportation and Specialty Manufacturing Company

Service Repair Procedure

HSM Transportation Solutions

HSM/CE White

Convertible Seat Stud Head Protection

Service Repair Procedure Number SRP 1701-0001

HSM Recall Number 17E-045

Blue Bird Recall Number R17ZB



August 14th, 2017



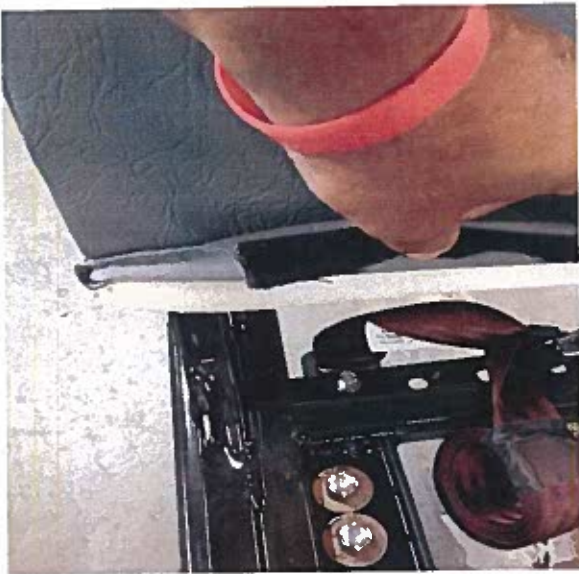
Tools and Equipment Required:

- 1. 7/16" Axle Guard – Part No. 800-532.**
 - **45/39" Seats = 4 Ea**
 - **30/36" Seats = 2 Ea**

- 2. Rebond Foam Block – Part No. 203-381.**
 - **45/39" Seats = 3 Ea**
 - **30/36" Seats = 2 Ea**

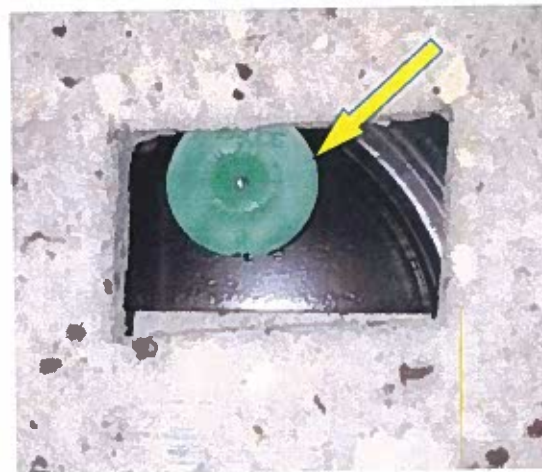
- 3. Automotive Contact Adhesive Spray**

Pull Up Cover:



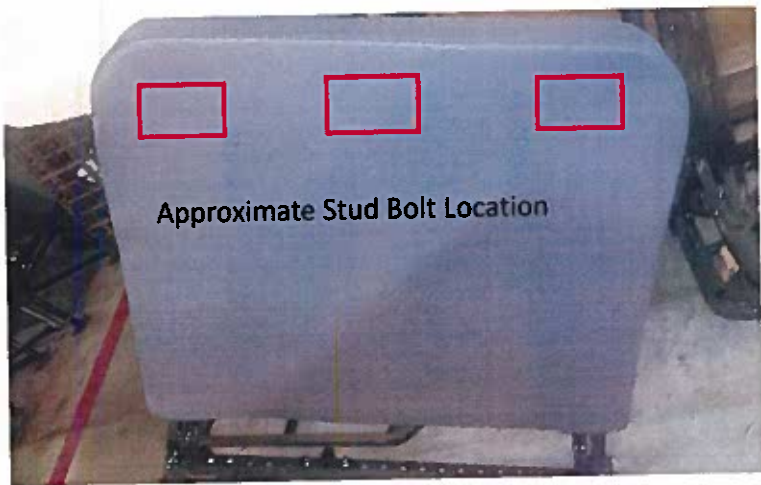
- Undo Velcro attachment at bottom of seatback cover.
- Pull up Cover until the Belt mounting stud bolts appear, keeping cover still intact to the top of the back foam.

Applying Thread Cap:



- ❑ Apply Thread Cap/Axle Guard (Part Number 800-532) to each stud bolt insuring cap bottoms out on the end of stud bolt.

Applying Rebond Foam Block:



- ❑ Apply Adhesive to the edges of the foam block (Part Number 203-381) and the edges of the opening in the seat back.
- ❑ Insert into existing opening in the seat back.

➤ Estimated Labor Time:

- 5 Minutes Per Seat.

HSM

TRANSPORTATION SOLUTIONS

417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

HSM

TRANSPORTATION SOLUTIONS

417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

RECALL PARTS KIT ORDER CARD

RECALL # 17E-045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

SHIPPING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

BLUE BIRD BODY NUMBER REQUIRED FOR ALL PARTS SHIPMENTS: _____
(PLEASE ATTACH A LIST AS NECESSARY)

ORDER DATE: ____/____/____.

PLEASE SPECIFY THE ORDER QUANTITY OF THE FOLLOWING PARTS:

HSM Stud Cap	_____	QTY.	_____	EA.
HSM Foam Plug	_____	QTY.	_____	EA.

SIGNATURE: _____ DATE: _____

RECALL PARTS KIT ORDER CARD

RECALL # 17E-045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

SHIPPING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

BLUE BIRD BODY NUMBER REQUIRED FOR ALL PARTS SHIPMENTS: _____
(PLEASE ATTACH A LIST AS NECESSARY)

ORDER DATE: ____/____/____.

PLEASE SPECIFY THE ORDER QUANTITY OF THE FOLLOWING PARTS:

HSM Stud Cap	_____	QTY.	_____	EA.
HSM Foam Plug	_____	QTY.	_____	EA.

SIGNATURE: _____ DATE: _____



417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.



417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.



417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.



417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

RECALL RESPONSE CARD

RECALL # 17E045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

BLUE BIRD BODY NUMBER: _____

RECALL COMPLETED BY: _____

COMPLETION DATE: ____/____/____.

PLEASE SELECT ONE OF THE FOLLOWING:

____ VEHICLE IS NO LONGER IN SERVICE -- DECLINES RECALL

____ VEHICLE NO LONGER REGISTERED TO THIS OWNER

____ RECALL REMEDY HAS BEEN COMPLETED

SIGNATURE: _____ DATE: _____

RECALL RESPONSE CARD

RECALL # 17E045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

BLUE BIRD BODY NUMBER: _____

RECALL COMPLETED BY: _____

COMPLETION DATE: ____/____/____.

PLEASE SELECT ONE OF THE FOLLOWING:

____ VEHICLE IS NO LONGER IN SERVICE -- DECLINES RECALL

____ VEHICLE NO LONGER REGISTERED TO THIS OWNER

____ RECALL REMEDY HAS BEEN COMPLETED

SIGNATURE: _____ DATE: _____

RECALL RESPONSE CARD

RECALL # 17E045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

BLUE BIRD BODY NUMBER: _____

RECALL COMPLETED BY: _____

COMPLETION DATE: ____/____/____.

PLEASE SELECT ONE OF THE FOLLOWING:

____ VEHICLE IS NO LONGER IN SERVICE -- DECLINES RECALL

____ VEHICLE NO LONGER REGISTERED TO THIS OWNER

____ RECALL REMEDY HAS BEEN COMPLETED

SIGNATURE: _____ DATE: _____

RECALL RESPONSE CARD

RECALL # 17E045/BLUE BIRD R17ZB

CUSTOMER NAME: _____

BLUE BIRD BODY NUMBER: _____

RECALL COMPLETED BY: _____

COMPLETION DATE: ____/____/____.

PLEASE SELECT ONE OF THE FOLLOWING:

____ VEHICLE IS NO LONGER IN SERVICE -- DECLINES RECALL

____ VEHICLE NO LONGER REGISTERED TO THIS OWNER

____ RECALL REMEDY HAS BEEN COMPLETED

SIGNATURE: _____ DATE: _____