



BLUE BIRD

R18ZN

SECOND FINAL NOTICE

DATE: July 30, 2019
TO: Blue Bird Owners
Subject: **RECALL R18ZN, HSM NextGen (School Bus) Seat with Integrated Child Restraint Belt System Warning Label**

According to our records, we have not received confirmation that the above referenced recall, dated September 27, 2018, has been completed. A copy of Recall R18ZN is attached. Your buses affected by Recall R18ZN 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 R18ZN, please read the enclosed notification carefully. Recall R18ZN must be completed, as soon as possible. To correct this condition, HSM will provide parts and a Service Repair Procedure that will give instructions on how the repair must be conducted by the servicing agent upon receipt of a completed HSM "Recall Parts Kit Order Card". The expected out of service time necessary to accomplish repairs is 1 minute per Integrated Child Restraint Belt System. HSM will reimburse the cost of repairs related to this recall, including both parts and labor, at no cost to you the Dealer or 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 R18ZN performed on your affected buses, please complete and mail the enclosed recall yellow coversheet 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

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R18ZN

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



R18ZN

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 18V-566 School Bus

DATE: September 27, 2018

Dear Blue Bird Owner:

SUBJECT: RECALL R18ZN, HSM NextGen (School Bus) Seat with Integrated Child Restraint Belt System Warning Label

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

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. 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.

Blue Bird Body Company is recalling certain model year 2019-2020 Vision School Buses manufactured from November 8, 2017 through September 1, 2018, and certain model year 2019 All American School Buses manufactured from February 9, 2018 through August 7, 2018. On the subject buses, Blue Bird and HSM Transportation Solutions (HSM) have determined that certain NextGen School Bus Seats equipped with an Integrated Child Restraint Belt System, manufactured by HSM, do not comply with the labeling requirements of FMVSS 213, Child Restraint Systems.

Blue Bird and HSM have determined that this condition only applies to the NextGen School Bus Seat Series with Integrated Child Restraint Belt System. The affected seats can be distinguished by visual inspection of the seats to confirm the presence of an Integrated Child Restraint Belt System. Blue Bird and HSM have determined that there may be an increased risk of death or injury if the Child Restraint Belt System is improperly used. Risk of injury may occur during a hard braking and/or a crash event, and there is no audible or visual warning which would precede an event.

To correct this condition, HSM will provide parts and a Service Repair Procedure that will give instructions on how the repair must be conducted by the servicing agent upon receipt of a completed HSM "Recall Parts Kit Order Card". The expected out of service time necessary to accomplish repairs is 1 minute per Integrated Child Restraint Belt System. HSM will reimburse the cost of repairs related to this recall, including both parts and labor, at no cost to you the Dealer or to the vehicle owner. Parts for this recall are currently available.

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



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Blue Bird Body Company
Page 2

R18ZN

Upon completion of the recall remedy, HSM requests that the Dealer, Service Agent, or Customer file a claim with HSM Customer Service for warranty reimbursement, referencing HSM Recall Number 18E-083 on the claim.

The 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>

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

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 18E083

Dear 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 has decided that “NextGen” Series School Bus Seats fail to conform to Federal Motor Vehicle Safety Standard No. 571.213 “Child restraint systems”, more specifically the requirements of paragraph S5.5 Labeling. The affected population includes seats manufactured by HSM Solutions / CE White Company, shipped between August 31, 2017 and August 10, 2018.

HSM Solutions has determined that “NextGen” series School Bus Seats as manufactured by HSM Solutions, do not comply with the labeling requirements of CFR 49.571.213. Specifically, the warning label, as required by the regulation is missing from the restraint belt set. There is a risk that the restraint system may be used improperly, resulting in an increased risk of injury in a vehicle hard braking situation, or vehicle 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 is requesting that you provide notification of this Safety Recall, Recall Parts Request Form and the HSM Recall Warranty Claim form to your Customer/Owner of the subject seat('s).

Two repair methods are available – (1) belt replacement; and (2) heat applied label. HSM will determine the repair method based on the quantity of seats to be repaired at a particular location. To correct this condition, HSM Solutions will facilitate the repairs via your Dealer/Service Agent or directly to your Customer. HSM will provide parts and a Service Repair Procedure “SRP1801-0012 or SRP1801-0015”, 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 2 minutes per ICS belt set. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to you the Dealer/Distributor or to the vehicle owner. Parts for this recall are expected to be available for shipment on or before October 12, 2018.

Upon completion of the requisite service work, HSM will ask that the Dealer/Service Agent or Customer file a claim with HSM customer service for warranty reimbursement, referencing HSM Recall # 18E083 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@hsmsolutions.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 has determined that "NextGen" School Bus Seats as indicated on the enclosed "Appendix – A", were shipped to your location on the dates indicated.

If after contacting HSM Solutions, 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,



Nate Seigler

Director of Engineering; HSM Transportation and Specialty Manufacturing Company



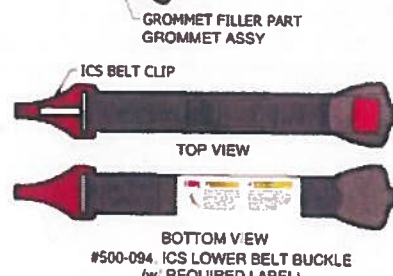
#500-094, ICS LOWER BELT CLIP
CUSHION FRAME ICS ROD



#500-094, ICS LOWER BELT BUCKLE
GROMMET



#600-640, CUSHION KEY
PLUNGER



HSM SOLUTIONS

RECALL #18E083 SERVICE REPAIR PROCEDURE #1801-0012

NOTE:
1. THIS REPAIR PROCEDURE IS TO BE USED FOR 17 OR FEWER SEATS TO BE REPAIRED AT A PARTICULAR LOCATION.
2. THIS REPAIR METHOD IS INDEPENDENT OF SRP #1801-0015/INS-168. ONLY ONE REPAIR METHOD IS REQUIRED TO REPAIR A SEAT. HSM WILL DETERMINE THE REPAIR METHOD BASED ON NUMBER OF SEATS TO BE REPAIRED

- PARTS/ITEMS NEEDED:**
- 1 500-094 ICS LOWER BELT BUCKLE w/ LABEL
 - 2 CUSHION KEY, #600-640
 - 3 FLAT HEAD SCREWDRIVER
 - 4 WEDGE OR CLOTH, (INSTALLER PREFERENCE)
 - 5 VISE GRIPS OR CLAMP w/ RUBBER ENDS, (INSTALLER PREFERENCE)

- STEPS TO REPLACE BELT:**
- 1 FIRST CHECK WHETHER ICS LOWER BELT BUCKLE NEEDS REPLACED. IF CURRENT ICS BELT DOES NOT HAVE LABEL, PROCEED WITH REPLACING BELT.
 - 2 ASSURE ALL NEEDED PARTS/ITEMS ARE AVAILABLE.
 - 3 UNLOCK CUSHION AND PLACE IN UPWARD POSITION. TO UNLOCK PLACE KEY IN PLUNGER, TWIST TO SET AND PULL OUT TO D SENGAGE. SEE ILL #5
 - NOTE: CAN KEEP CUSHION UNLOCKED TO ALLOW FOR QUICKER REPLACEMENT, (INSTALLER PREFERENCE)
 - 4 TO ACCESS #500-094 ICS LOWER BELT BUCKLE ATTACHMENT POINT, OPEN BOTTOM OF CUSHION COVER BY UNFASTENING HOOK AND ARROW ON SIDE OF CUSHION WHERE ICS BELT IS LOCATED. SEE ILL #2
 - NOTE: LOOSEN SIDE ONLY WHERE ICS BELT IS TO AVOID HAVING TO CLOSE ENTIRE CUSHION COVER. USE VISE GRIPS/CLAMP w/ RUBBER ENDS TO KEEP CUSHION COVER FROM FULLY OPENING. WHEN (2) ICS POSITIONS, INSTALL ONE AT A TIME. SEE ILL #6 (INSTALLER PREFERENCE)
 - 5 LOCATE ICS BELT CLIP AND UNHOOK. WHEN (2) ICS POSITIONS, INSTALL ONE AT A TIME. SEE ILL #2.
 - 6 ROTATE CUSHION INTO DOWNWARD POSITION
 - 7 PULL BUCKLE END OF BELT, THE PULLING MOTION MAY LOOSEN GROMMET FILLER PART AND ALLOW ENTIRE BELT TO BE REMOVED.
 - NOTE: IF GROMMET FILLER PART DOES NOT LOOSEN, A FLAT HEAD SCREWDRIVER CAN BE USED IN AID TO REMOVE GROMMET FILLER PART.
 - 8 LOCATE REPLACEMENT ICS BELT 500-094 w/ LABEL.
 - 9 GUIDE ICS BELT CLIP FIRST THROUGH GROMMET, ASSURE BELT ORIENTATION IS CORRECT.
 - 10 ROTATE CUSHION IN UPWARD POSITION.
 - 11 ATTACH ICS BELT CLIP INTO CUSHION FRAME ICS ROD, ASSURE BELT AND BELT CLIP ARE ON BOTTOM SIDE OF CUSHION FOAM AND FLEXMAT.
 - 12 TO CLOSE CUSHION COVER LOCK HOOK AND ARROW. WHEN (2) ICS POSITIONS, CLOSE COVER AND REPEAT ON OPPOSITE SIDE STARTING WITH STEP #1.
 - 13 ROTATE CUSHION INTO DOWNWARD POSITION.
 - 14 PLACE GROMMET FILLER PART BACK INTO GROMMET, ASSURE FILLER PART IS FLUSH WITH REMAINING GROMMET ASSY.
 - 15 ASSURE CUSHION IS LOCKED IN THE DOWNWARD POSITION.

REV	ECN	DESCRIPTION	DATE	DRN BY
C	CM0658	ADDED NOTES!	9/20/2018	ALN
B	CM0638	ADDED RECALL #18E-083	9/6/2018	ALN
A	CM0623	NEW RELEASE	8/20/2018	ALN

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HSM SOLUTIONS
The C.E. White Co.
Helm, Springfield, Ohio 44554
417 492 2157 Fax 417 492 2544
www.cwhite.com

HSM RECALL #18E083 SERVICE REPAIR PROCEDURE #1801-0015 SOLUTIONS

- NOTES:**
1. THIS REPAIR PROCEDURE IS TO BE USED FOR MORE THAN 17 SEATS TO BE REPAIRED AT A PARTICULAR LOCATION
 2. THIS REPAIR METHOD IS INDEPENDENT OF SRP #1801 0012/INS-167 ONLY ONE REPAIR METHOD IS REQUIRED TO REPAIR A SEAT HSM WILL DETERMINE THE REPAIR METHOD BASED ON NUMBER OF SEATS TO BE REPAIRED.



500-094 ICS LOWER BELT BUCKLE

ILL #1



HAIR STRAIGHTENER

LABEL
(HEAT TRANSFER NOT ACTIVATED)
EXAMPLE OF HEAT TRANSFER CLEAR LABEL
(NOT 800-651-HT)

ILL #2

LABEL
(HEAT TRANSFER ACTIVATED)



ILL #3

LABEL #800-651-HT

PARTS/ITEMS NEEDED:

1. HAIR STRAIGHTENER
2. EXTENSION CORD
3. CUSHION KEY, #600-640 (ONLY NEEDED IF CUSHIONS ARE IN UPRIGHT POSITION)

STEPS TO REPLACE BELT:

1. FIRST CHECK WHETHER ICS LOWER BELT BUCKLE NEEDS REPLACED. IF CURRENT ICS BELT DOES NOT HAVE LABEL, PROCEED WITH THE ADDITION OF LABEL 800-651-HT.
2. LOCATE LABEL AS SHOWN ON BELT 500-094 BOTTOM VIEW. ASSURE LABEL IS LOCATED ON BOTTOM OF BELT.
3. USE HEATED HAIR STRAIGHTENER OVER BELT AND LABEL. GLIDE HAIR STRAIGHTENER BACK AND FORTH SLOWLY AS NEEDED TO ACTIVATE LABEL HEAT TRANSFER.
NOTE! SEE ILL #2 TO SEE VISUAL DIFFERENCE OF ACTIVATED HEAT TRANSFER ON LABEL.
NOTE! USE CAUTION TO NOT KEEP HAIR STRAIGHTENER IN ONE AREA TOO LONG. THIS WILL AVOID OVERHEATING THE LABEL THAT COULD CAUSE DAMAGE/LEGIBILITY
4. ASSURE LABEL DOES NOT MOVE WHILE ACTIVATING HEAT TRANSFER.
5. CHECK THAT LABEL HEAT TRANSFER IS FULLY ACTIVATED ON WEBBING. ANY QUESTIONABLE AREAS REPEAT STEPS 2 - 5.



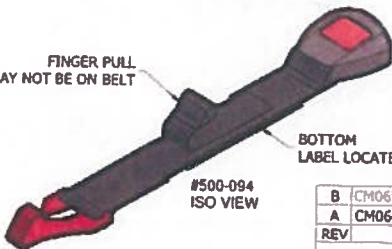
TOP VIEW



BOTTOM VIEW

#500-094, ICS LOWER BELT BUCKLE
(w/ REQUIRED LABEL)

FINGER PULL
MAY OR MAY NOT BE ON BELT



#500-094
ISO VIEW

BOTTOM
LABEL LOCATED



HAIR STRAIGHTENER



#600-640, CUSHION KEY

B	CM0658	ADDED NOTES!	9/20/2018	ALN
A	CM0645	NEW RELEASE	9/10/2018	ALN
REV	ECN	DESCRIPTION	DATE	DRN BY

REVISION HISTORY

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The C E White Co
New Washington, Ohio 44854
417 Elder St., P. O. Box 308
ph 419-492-1187 fax 419-492-2544
www.cewhite.com

DATE	DESCRIPTION	BY	CHKD
9/20/2018	NEW RELEASE	ALN	
9/10/2018	NEW RELEASE	ALN	

TAR 3/20/18

INS-168

HSM

TRANSPORTATION SOLUTIONS

417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

RECALL PARTS KIT ORDER CARD

RECALL# 18E083/BLUE BIRD R18ZN

CUSTOMER NAME: _____

SHIPPING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

VEHICLE IDENTIFICATION "VIN" NO('S): _____
(PLEASE ATTACH A VIN LIST AS NECESSARY)

ORDER DATE: ____/____/____

PLEASE SPECIFY THE ORDER QUANTITY OF THE FOLLOWING PARTS:

ASSM'Y, NEXTGEN ICS

BUCKLE LOWER RESTRAINT Part # 500-094 QTY. _____ EA.

SIGNATURE: _____ DATE: _____

HSM CONTACT: bautz@hsm solutions.com or Fax: 419.492.2544

HSM

TRANSPORTATION SOLUTIONS

417 N. Kibler St.
New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

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New Washington, OH 44854

ATTENTION: CUSTOMER SERVICE DEPT.

RECALL RESPONSE CARD

RECALL# 18E083/BLUE BIRD R18ZN

CUSTOMER NAME: _____

VEHICLE IDENTIFICATION "VIN" NO: _____

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: _____

HSM CONTACT: bautz@hsm solutions.com or Fax: 419.492.2544

RECALL RESPONSE CARD

RECALL# 18E083/BLUE BIRD R18ZN

CUSTOMER NAME: _____

VEHICLE IDENTIFICATION "VIN" NO: _____

RECALL COMPLETED BY: _____

COMPLETION DATE: ____ / ____ / ____

PLEASE SELECT ONE OF THE FOLLOWING:

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SIGNATURE: _____ DATE: _____

HSM CONTACT: bautz@hsm solutions.com or Fax: 419.492.2544

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RECALL# 18E083/BLUE BIRD R18ZN

CUSTOMER NAME: _____

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HSM CONTACT: bautz@hsm solutions.com or Fax: 419.492.2544

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