



**BLUE BIRD**

**R18ZN**

**FINAL NOTICE**

**DATE:** February 13, 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](mailto: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**

Page 2

**R18ZN**

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



**BLUE BIRD**

**Blue Bird Body Company**

**R18ZN**

**Page 2**

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@hsmolutions.com](mailto:bautz@hsmolutions.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](mailto: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](mailto: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.

Rev. -

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 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

# 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 V.I.N. 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](mailto:bautz@hsm solutions.com) or Fax: 419.492.2544

**HSM**

**TRANSPORTATION SOLUTIONS**

417 N. Kibler St.  
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](mailto: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:

\_\_\_\_ 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](mailto: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:

\_\_\_\_ 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](mailto: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:

\_\_\_\_ 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](mailto:bautz@hsm solutions.com) or Fax: 419.492.2544

**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.

**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.

