



**R19AF**

**IMPORTANT SAFETY RECALL NOTICE**

**NHTSA Recall Number: 19V-526 (School Bus)**  
**NHTSA Recall Number: 19V-524 (Non-School Bus)**

**DATE: August 21, 2019**

**TO: U.S. DEALERS**

**SUBJECT: RECALL R19AF, Safe Fleet Prolo Roof Hatch Handle**

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 buses identified by both Blue Bird Body Number and Vehicle Identification Number (VIN) on the attached yellow cover sheet.

Blue Bird Body Company and Specialty Manufacturing, Incorporated (SMI) are recalling certain model year 2018 and 2020 Vision School Buses manufactured from September 7, 2018, through July 10, 2019; certain model year 2018-2020 All American School Buses manufactured from September 10, 2018, through June 30, 2019; certain Vision 2020 Non-School Buses manufactured from November 15, 2018, through May 31, 2019; and a 2020 All American Non-School Bus manufactured on November 1, 2018.

On the subject buses, Blue Bird and Specialty Manufacturing, Incorporated (SMI) have determined that some Prolo Hatches may contain defects (voids/porosity) in the outside release handle that have resulted from the casting process. Excess voids and porosity may create failure points in the handle that can lead to breakage under reasonable use. Failure of the external release handle will prevent the hatch release mechanism from being actuated from outside the vehicle. The hatch can still be opened from the outside by venting the hatch and actuating the inside release handle, however, this operation is not intuitive and not detailed in the required instructions located on the hatch. Failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle. Blue Bird and SMI have determined these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 217, Bus Emergency Exits and Window Retention and Release. If the roof hatch external handle breaks, in the event of an emergency, the hatch cannot be easily opened from outside the vehicle, increasing the risk of injury.

Blue Bird and SMI have determined that to identify the suspect parts, one would need to check the label on the bottom of the Prolo Hatch for dates between August 1, 2018, and May 20, 2019.

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



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To correct this condition, SMI will provide a parts replacement kit and a Service Repair Procedure, free of charge, on how the repair must be conducted by the servicing agent. **Parts for this recall are currently available.** Parts and Labor Reimbursement for this campaign may be requested through SMI in any one of the three avenues, as outlined below:

- Visit the web <https://busandrail.safefleet.net/resources/technical-support/>
  - Click on Recall Forms
  - 19E042 – Prolo Hatches
- Via e-mail [warranty@safefleet.net](mailto:warranty@safefleet.net)
  - Indicate the quantity of Prolo Hatch Handle Service Kits required and provide the following information for each vehicle
    - Company Name
    - Contact Name
    - Contact Phone Number
    - Contact E-mail Address
    - Shipping Address (no Post Office Boxes)
    - Vehicle Manufacturer
    - **Blue Bird Body Number**
    - VIN Number
    - Hatch Part Number(s)
    - Hatch Build Date
- Phone
  - SMI Customer Service 1-800-951-7867

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

Upon completion of the recall remedy, SMI requests that the Dealer, Service Agent, or Customer file a claim with SMI through [warranty@safefleet.net](mailto:warranty@safefleet.net) or through the contact information above. SMI will reimburse at a flat rate of \$25.00 for each remedied hatch. SMI will notify Blue Bird Campaigns Administration of the completion of the recall.

If Blue Bird's records indicate bus(es) subject to this recall were delivered in your service area, a list of affected bus(es) will be enclosed. The bus(es) will be identified by Blue Bird Body Number and Vehicle Identification Number (VIN) on the enclosed yellow cover sheet. **Dealers should verify correct owners and assure that complete mailing and shipping addresses are provided for each listed owner.**

It is the dealer's responsibility to verify that the correct owner name, address, and telephone number is provided for each listed vehicle. Any corrections or updates should be made in ClaimsCenter. Addresses that cannot be updated should be forwarded to the Recall Administrator.



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If you have in your possession or have sold a bus that was purchased from another Dealer that may be affected by this recall, please notify me at 478-822-2242 or [lisa.hancock@blue-bird.com](mailto:lisa.hancock@blue-bird.com)

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

Dealers are reminded of their responsibilities under Section 154 of The National Traffic and Motor Vehicle Safety Act of 1991. Dealers are required to complete modifications on units in their inventory before delivering to the final owner. Reference Blue Bird Body Company Distributor Memo No. 42-92.

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  
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[lisa.hancock@blue-bird.com](mailto:lisa.hancock@blue-bird.com)