



R20AW

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 20V-356 School Bus
NHTSA Recall Number: 20V-357 Non-School Bus

DATE: July 27, 2020
TO: U.S. DEALERS
SUBJECT: R20AW – Drag Link Castle Nut Torque Confirmation

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 is voluntarily recalling the following:

- Certain model year 2019-2021 Blue Bird Vision School Buses
 - manufactured from May 10, 2019 through July 30, 2019
- Certain model year 2020 Blue Bird Vision Non-School Buses
 - manufactured from May 17, 2019 through July 18, 2019

On the subject buses, it has been determined that the castle nut that attaches the drag link to the steering arm may not have been torqued to factory specifications on the affected buses. Improperly torqued drag link castle nuts could cause excessive movement at the drag link to steering arm connection which could lead to potential separation of the drag link from the steering arm and loss of steering control. If the drag link separates, loss of steering control may occur, increasing the risk of a crash. Blue Bird shall conduct a voluntary safety recall to correct this potential issue. Any potential issues should be detected by the pre-trip inspection, as required of all CDL holders.

Corrective Action:

To correct this condition, the castle nuts at both ends of the drag link assembly must be inspected for proper torque and torqued properly according to the Blue Bird provided instructions.

Labor Reimbursement:

Blue Bird will reimburse the labor cost of the repairs related to this recall at no cost to you the Dealer or to the vehicle owner. The standard repair time (SRT) to accomplish these repairs in accordance with the R20AW remedy procedure(s) is outlined below.

Repair Options and allowable labor times for this campaign:

Repair A: (Inspection & Torque)

- 0.2 hours (12 minutes)

Repair B: (Repair, If Needed)

- 0.2 hours (12 minutes)



BLUE BIRD

Blue Bird Body Company

Page 2

R20AW

Administering the Recall:

During the inspection, any parts needing replacement must be obtained from Blue Bird Recall Administration via e-mail at campaignparts@blue-bird.com or **return the yellow cover sheet to Blue Bird in the pink, self-addressed, postage prepaid envelope to receive parts at no charge.** Be sure to provide a valid shipping address as UPS does not deliver to post office boxes. You should retain a copy of the reply sheet for your records. **Parts are currently available through campaignparts@blue-bird.com**

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.

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.

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 Lisa Hancock at 478-822-2242 or lisa.hancock@blue-bird.com Questions regarding this recall campaign should be directed to Lisa Hancock, as well.

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