



R24CX

## IMPORTANT SAFETY RECALL

NHTSA Number: 24V-068 (School Bus)

**DATE:** March 26, 2024  
**TO:** U.S. DEALERS  
**SUBJECT:** R24CX: Ametek MUX Firmware

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 a defect, which relates to motor vehicle safety, exists in certain

- Model year 2021-2024 Blue Bird Vision School Buses
    - Manufactured from October 28, 2021 through November 15, 2022
- vehicles. These vehicles may fail to have the multiplex software updated to the latest version.

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

On the subject buses, Blue Bird has determined certain Blue Bird Vision (BBCV) School Buses equipped with multiplex software should be updated to the latest version to eliminate the risk of the failure mode. The warning lights are activated by a momentary switch and will begin flashing the amber lights, as the vehicle prepares for a stop. When the driver opens the entrance door the red lights will begin flashing and the stop arm will extend to alert other vehicles. If the module reset were to occur within this sequence, the warning lights would be deactivated and the stop arm retracted without a warning to the driver, increasing the risk of a crash or injury. There is not an audible or visual warning which would precede or occur.

Blue Bird shall conduct a voluntary safety recall to correct the root cause of the module reset issue related to the firmware.

### **Corrective Action:**

Blue Bird will notify the affected dealers and owners and will provide repair instructions. All affected units need to have the multiplex software updated to the latest version to eliminate the risk of the failure mode. Updated software files have been uploaded to Vantage for all affected vehicles. Blue Bird will reimburse the labor cost of the repair related to this recall at no cost to the Dealer or to the vehicle owner. Recall R24CX should be repaired, per R24CX Recall Repair Instructions.

### **Labor Reimbursement:**

A software update is currently available. The expected out of service time necessary to accomplish the software update is 60 minutes (1 hour). Blue Bird will reimburse the labor cost of the repairs related to this recall at no cost to the Dealer or to the vehicle owner. The standard repair time (SRT) to accomplish the repair in accordance with the R24CX remedy procedure is outlined below.

- **R24CX Repair**
  - 1.0 hour (60 minutes)



**Administering the Recall:**

All affected units in the field need to have the multiplex software updated to the latest version to eliminate the risk of the failure mode. Updated software files have been uploaded to Vantage for all affected vehicles.

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 complete mailing and shipping addresses are provided for each listed owner.**

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

**Federal law requires 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](mailto:lisa.hancock@blue-bird.com) Questions regarding this recall campaign should be directed to Lisa Hancock, as well.

Sincerely,

***Lisa Hancock***

Corporate Recall Administrator  
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