



R24CX

## IMPORTANT SAFETY RECALL

NHTSA Number: 24V-068 (School Bus)

**DATE:** March 26, 2024

**SUBJECT:** R24CX: Ametek MUX Firmware

**Dear Blue Bird Owner:**

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. If you no longer own the subject bus(es), please complete the appropriate section of the yellow cover sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

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 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 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)



**BLUE BIRD**

Blue Bird Body Company

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**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.

**Blue Bird recommends you contact your local or nearest Blue Bird Dealer to arrange for this recall to be performed.**

To locate an authorized dealer, search online at [www.blue-bird.com/find-a-dealer](http://www.blue-bird.com/find-a-dealer). The Dealer can perform the repairs, or arrange for repairs to be performed by a service repair facility authorized by the Dealer. However, you may elect to perform this recall yourself or pay another independent repair facility to perform this recall. A qualified technician should perform this recall. If you elect to perform this recall yourself or pay another independent repair facility to perform this recall, complete and submit the Pink Owner's Recall Reply Sheet provided. The Recall Reply Sheet includes a section for the owner to request reimbursement of the owner's labor or to request reimbursement for a labor invoice paid by the owner to an independent repair facility.

**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, attach a copy of the work order/invoice.** Mail the documents in the pink self-addressed postage prepaid envelope included with the pink reply sheet to Blue Bird for warranty consideration. 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.

**Please contact your local Blue Bird Dealer with any questions regarding this recall campaign.**

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>