



SB-10055917-4300

July 18, 2013

To: Select Blue Bird Customers

Subject: Service Bulletin S13WH Surge Tank Inspection

Models Affected: 2011-2014 BBCV Vision Models

Bulletin Duration: Three (3) Years from In-Service Date

Overview

Blue Bird is committed to customer satisfaction and providing superior service and support after the sale. We have been experiencing higher than expected surge tank cracks on BBCV Vision buses. To alleviate customer concerns around this issue, we are announcing a 3-Year Service Bulletin to address these cracks. The duration of this bulletin is longer than normal to reinforce our commitment to addressing this issue and to provide you peace of mind.

Inspection

The buses in your fleet that are affected by this bulletin are identified by Blue Bird body serial number(s) on the enclosed cover sheet. The list includes 2011-2014 BBCV Vision buses built after May 5, 2010. The surge tanks on the buses on this list should be inspected for cracks and replaced with a new surge tank if cracks are detected. Surge tanks without cracks should not be replaced.

Time Allowance

Time to inspect the surge tank for cracks per instructions for this bulletin is 0.1 hours (6 minutes) per bus. If cracks are detected and surge tank replacement is required, a 1.0 hour allowance per bus is allotted, which includes the inspection time.

New Surge Tank Design & Repair Parts

A new surge tank has been designed and is currently being tooled with an expected availability date of January 2014. The test and validation of this new surge tank has been long and extensive. This fact gives us confidence that the new design will be a successful solution.

Replacement parts for repairs under this bulletin will be the current surge tank until the new design is available in January. The existing surge tank design has been modified to increase strength until the new design is available.

BLUE BIRD BODY COMPANY

P.O. Box 937 – 402 Blue Bird Blvd – Fort Valley, Georgia – (478) 825-2021



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The parts required to perform this Bulletin must be ordered by your dealer directly through Blue Bird Service Parts. Parts are available to be ordered.

Parts Holding Period

Failed surge tanks must be held for 60 days for possible parts return.

Labor Reimbursement

If you perform this service bulletin yourself or have an outside repair facility perform this bulletin you may submit claims for labor and parts reimbursement to your Blue Bird dealer.

Reimbursement for Previous Repairs

Buses previously repaired for this issue without reimbursement may be submitted for reimbursement under this bulletin.

Bulletin Duration

This Service Bulletin ends three (3) years from the in-service date on BBCV Vision buses built from May 6, 2010 until implementation of the new design surge tank that is expected to begin in January 2014.

Repair Facility

We encourage you to contact your Blue Bird dealer to arrange to have this Service Bulletin performed. However, you may have the option to perform this Service Bulletin yourself or have a qualified repair facility convenient to you perform this work. A qualified technician must perform work required under this bulletin.

Questions

We believe the actions associated with this Service Bulletin reinforce our commitment to stand behind our buses when product issues are identified. Questions regarding this bulletin should be directed to your Blue Bird Dealer.

Sincerely,

Bill Coleman
Engineering Services
478-822-2242

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