



BLUE BIRD

SB-10055921-4988

July 19, 2013

To: Select Blue Bird Customers
Subject: Service Bulletin S13WJ Radiator Inspection
Models Affected: 2011-2014 D3RE All American with Diesel Engine
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 radiator leaks on D3RE All American buses equipped with JB radiators. To alleviate customer concerns around this issue, we are announcing a 3-Year Service Bulletin to address these leaks. 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 the Blue Bird body serial number(s) on the enclosed sheet. The list includes 2011-2014 D3RE All American buses equipped with JB radiators built from May 6, 2010 to February 27, 2013. The radiators on the buses on this list should be inspected for leaks and replaced with the new service AKG radiator kit if leaks are detected. Radiators without leaks should not be replaced.

JB Radiators Only

This Service Bulletin covers JB radiators only. We have not been experiencing failures with the AKG radiators that are included in the service kit and that have been used in production after February 27, 2013.

Time Allowance

Time to inspect the radiator for leaks per instructions for this bulletin is 0.1 hours (6 minutes) per bus. If leaks are detected and radiator replacement is required, a 7.0 hour allowance per bus is allotted, which includes the inspection time.

Repair Parts

The service AKG radiator kit required to replace radiators under this bulletin must be ordered by your dealer directly through Blue Bird Service Parts. Parts are available to be ordered.

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Parts Holding Period

Failed radiators 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.

Repair Facility

We encourage you to contact your Blue Bird dealer to arrange to have this Service Bulletin performed. However, you 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 the 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 should be directed to your Blue Bird dealer.

Sincerely,

Bill Coleman
Engineering Services
478-822-2242

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