



December 8, 2016

Service Memorandum
NO. SM1608

Subject: New Blue Bird Support Center-Technical Bus Support

Blue Bird is pleased to announce the new Blue Bird Support Center for technical bus support requests. This new Blue Bird Support Center for submitting requests for technical bus support replaces the existing Service Request Form currently available. This new center will also allow you to submit parts assistance requests to your customer service representative. The support center is easily accessed through Vantage. It is the preferred method for requesting Technical Bus Support from Blue Bird and is available to all Dealers. We encourage you to use this new system.

Key advantages are:

- Accessed directly from Vantage. No additional login required.
- Common site for all parts and bus technical support issues.
- All requests are assigned a ticket number that can be used for better communicating and tracking.
- Tickets can be tracked by Dealer or Blue Bird personnel at any time.
- All documents are stored with the ticket creating a history that protects you and assures your issues are promptly and accurately addressed.
- Communications between Blue Bird and dealer personnel are logged within the system, reducing the need for emails.
- Requests are automatically routed to other available personnel when your Customer Service Rep is out of the office.
- Automated e-mail notifications issued when the status of your ticket changes.
- If your respective Part or Field Service Engineer is out of the office, your requests will be answered by other available personnel.

Future enhancements will include full integration with warranty and other Blue Bird systems, support for mobile devices and even mobile apps.

Attached are the instructions for using this new system.

Please contact your Field Service Engineer with any questions

Thank you