



**S19ZZ**

**March 27, 2019**

**To:** Blue Bird Owner

**Subject:** S19ZZ, NexGen Seat Track Mount LH Missing Bolt

**Models Affected:** Model Year: 2019 and 2020 (School Bus)  
Model: All American School Bus (Model Year 2020)  
Vision School Bus (Model Year 2019-2020)

**Bulletin Duration:** One (1) Year from Date of Issue

**Overview:**

Blue Bird and HSM Quality/Engineering teams have determined that certain NexGen Left-Hand Track Mounted seats shipped from October 1, 2017 to February 1, 2019 have a missing bolt in the assembly. HSM testing has shown this issue is not a compliance concern and examination shows it does not pose a safety concern. HSM has developed a Voluntary Technical Service Bulletin (SB18-0018) for the installation of the missing bolt. HSM will provide parts at no cost and cover limited labor repayment for installation of the repair.

**Affected Units:**

This service bulletin includes 2020 Blue Bird All American School Buses manufactured from September 7, 2018 through September 28, 2018 and 2019 through 2020 Blue Bird Vision School Buses manufactured from December 8, 2017 through January 28, 2019. A separate printout will be provided listing all buses in your territory that are affected by this service bulletin. Service Bulletin S19ZZ will be mailed to all owners on record. Be sure to review your list and advise of any incorrect owner names and/or addresses. On the subject buses, the Dealer is to execute the seat repair in accordance with the service repair procedure SB18-0018 or you may elect and 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.

**Repair Parts:**

Reference attached HSM Service Repair Procedure SB18-0018.

**Time Allowance:**

Reference attached HSM Service Repair Procedure SB18-0018.

**Completion Notification:**

Please Contact HSM Customer Service at:

HSM Customer Service

Gina Moore, Senior Customer Service Manager and Sales

256 Industrial Blvd.

Fort Valley, GA 31030

Cell Phone: 478-542-3888

Phone: 478-822-0800

Fax: 419-492-2544

[glmoore@hsm solutions.com](mailto:glmoore@hsm solutions.com)

**BLUE BIRD BODY COMPANY**

3920 Arkwright Road, Suite 200, Macon, GA 31210 – (478) 825-2021



Blue Bird Body Company  
Page 2

**S19ZZ**

**Bulletin Duration:**

This Service Bulletin ends one (1) year from date of issue.

**Repair Facility:**

We encourage you to contact your Blue Bird Dealer to arrange to have this Service Bulletin performed. However, you may elect and 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:**

Questions regarding this bulletin should be directed to HSM Customer Service (referenced on the previous page), your local Blue Bird Dealer, or Blue Bird Field Service Engineer.