



S26DW

April 30, 2026

To: Blue Bird Owner

Subject: S26DW: Neutral at Stop Customer Credit

Affected Units:

- **Vision School Bus Units (BBCV):**
 - Certain Model Years: 2024-2025
 - Manufactured from October 13, 2022 through January 5, 2024
- **All American School Bus Units (T3FE/T3RE):**
 - Certain Model Years: 2024-2025
 - Manufactured from October 19, 2022 through January 4, 2024
- **Vision Non-School Bus Units (BBCV):**
 - Certain Model Years: 2024-2025
 - Manufactured from October 10, 2022 through January 4, 2024
- **Shell Forward Engine Non-School Bus Units (S3FE):**
 - Certain Model Years: 2024-2025
 - Manufactured from July 25, 2023 through October 23, 2023
- **All American Non-School Bus Units (T3FE/T3RE):**
 - Certain Model Years: 2024-2025
 - Manufactured from March 10, 2023 through January 5, 2024

Bulletin Duration: Blue Bird will provide a one-year from date of issue to initiate a claim.

Overview:

Blue Bird desires to inform you of a software issue which affects the neutral-at-stop feature in your recently purchased bus. Unfortunately, this issue has prevented the feature from performing as expected. The software problem has been identified and remediated. However, to fully resolve the issue, your bus requires an in-person software update at an Allison Transmission Dealer. This update is necessary because the transmission software is proprietary and can only be updated by authorized Allison Dealer. Remote updates are not possible.

To express our sincere apologies for the inconvenience, Blue Bird is offering a \$500 credit.

To claim this credit, please complete, sign, and return the attached white coversheet. Once the completed white coversheet form is received, reviewed, and approved a credit will be processed and a check will be issued.

Repair Facility:

If it is your desire to utilize this feature in the future, it requires the bus to be upgraded with the latest software version. If you wish so, Blue Bird recommends you contact your local or nearest Allison Transmission Dealer to arrange for feature to be updated. To locate an authorized Allison Transmission Dealer, search online at <https://www.allisontransmission.com/support/sales-and-service-locator>

Blue Bird sincerely apologizes for any inconvenience this issue may have caused. Blue Bird values your business and is committed to provide you with the highest level of customer service possible. Please do not hesitate to contact Roberta Markham at 478-822-2763 or roberta.markham@blue-bird.com if you have any questions or concerns.

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



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Repair Parts: Not required.

Questions:

For Blue Bird Campaign Assistance contact 478-822-2763 or roberta.markham@blue-bird.com

Thank you for your understanding and cooperation.

Warmest Regards,

Lisa Hancock

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