



June 7, 2012

Service Memorandum  
NO. SM1204

To: All Blue Bird Dealers  
From: Paul Barrs  
Subject: Improved Field Service Phone System

Your Dealer assigned Blue Bird Field Service Representative (FSR) supports you by providing advice and technical diagnosis related to service issues that are difficult to resolve or recurring at the dealer level.

To better support you, Blue Bird Field Service recently implemented a new phone system that improves the communication and support provided to the Dealers. This new system assures that your call to Blue Bird Field Service will be answered in a timely manner without you ever having to call multiple numbers or persons.

Always contact your respective Blue Bird Field Service Representative (FSR) first for advice or technical assistance. If you're FSR is out of the office for any reason; your call will be automatically routed to a support group that will assist you as needed.

If for some reason, all members of the support group are busy assisting other dealers, you will be instructed to leave a message with your name, telephone number, body number of the bus you are calling about and a brief message of the assistance required. Your voice message is then emailed to members of the support group and a member will contact you as soon as possible on the same day during normal business hours.

We remind you that the **Electronic Dealer Service Request Form** (see Service Memorandum NO. SM1201) is the preferred method for requesting Technical Assistance from your Blue Bird FSR. Phone and email communication remains available to you.

*Paul Barrs*  
Paul Barrs  
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