



BLUE BIRD

July 25, 2013

SERVICE MEMORANDUM
NO. SM 1312

MEMO TO: All Blue Bird Dealers

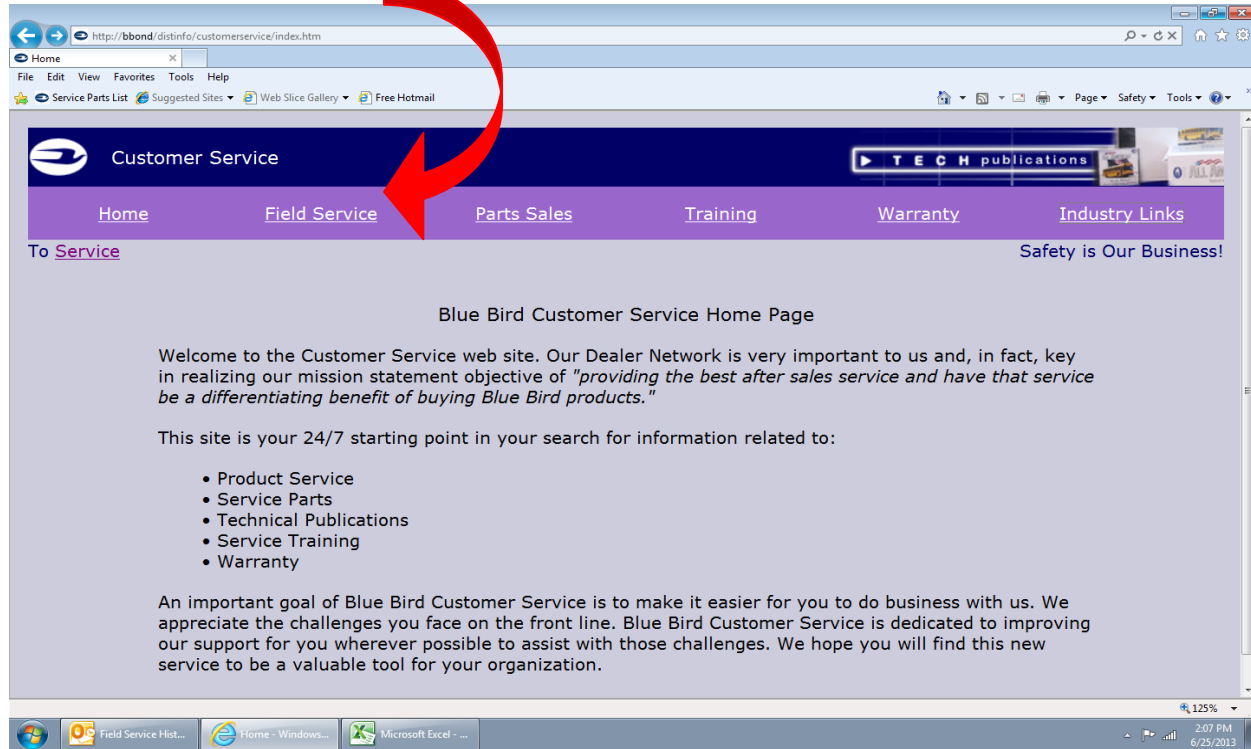
SUBJECT: Dealer Field Service Website Improvements

Blue Bird is committed to continuous improvement in all areas of our business. Dealer service support is very important! The dealer field service website has under gone many improvements and additions recently. We encourage you to utilize the service information available on the website.

To visit the Dealer Customer Service website:

<http://gateway.blue-bird.com:31030/distinfo/customerservice/index.htm>

Click the Field Service link:



Improvement highlights:

New troubleshooting documents on non-multiplex body control modules, multiplex diagnostics, instrumentation diagnostics, and J1939 datalink diagnostics. Dealer Service Council chats, prior meeting minutes, and presentations. Viewing dash displayed fault codes for engine, transmission, and anti-lock brake systems. Fault code descriptions can be viewed on the field Service website by choosing the system and entering the dash displayed fault code identifier and failure mode number(s). If you need assistance navigating the Field Service website, please contact your regional Field Service Representative.

BLUE BIRD BODY COMPANY

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