



R13WR

IMPORTANT SAFETY RECALL NOTICE

**NHTSA RECALL NO. 13V-543 SCHOOL BUS
NHTSA RECALL NO. 13V-545 NON-SCHOOL BUS**

DATE: DECEMBER 10, 2013

TO: U.S. DEALERS

SUBJECT: RECALL R13WR FRONT SUSPENSION BOLTS MAY BREAK

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Blue Bird Body Company has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Blue Bird All American and Vision model school and non-school buses manufactured from July 02, 2013 through October 03, 2013.

On the subject buses, the bolts in the front suspension rear shackles may break as a result of a defect which may have occurred during the bolt manufacturing process. The potentially defective bolts can be identified by a “ZY” manufacturing code on the bolt head. Only bolts with the “ZY” code are to be replaced.

Although broken bolts in the front suspension rear shackles may require greater steering inputs to produce expected road wheel responses, at no time would steering become fully inoperable. However, Blue Bird determined the degradation of steering performance is deemed an undesirable occurrence and could result in a vehicle crash. Blue Bird is conducting a recall to correct this defect.

The bolt heads in the front suspension rear shackles must be inspected to determine if bolts with a “ZY” code on the bolt head were installed. Any bolts found with the “ZY” manufacturing code must be removed and replaced with new bolts, nuts and washers according to the attached instructions for Recall R13WR. New replacement bolts, nuts and washers will be provided to dealers or owners at no charge through Blue Bird Recall Administration.

If our records indicate buses subject to this recall were delivered in your service area, a printout identifying affected buses by body number and VIN is enclosed. **Dealers should verify correct owners and assure that complete mailing and shipping addresses are provided for each listed owner.**

BLUE BIRD BODY COMPANY

P.O. Box 937 – 402 Blue Bird Blvd – Fort Valley, Georgia – (478) 825-2021



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If you have in your possession or have sold a bus that was purchased from another dealer that may be affected by this recall, please notify me at 478-822-2242.

Labor times to inspect and, if needed, to replace bolts found with the “ZY” manufacturing code are dependent upon the number of bolts found during inspection which have the “ZY” code on the bolt head. Except for buses that are found to have no bolts with the “ZY” code, inspection time is included with the replacement time for the number of bolts found with the “ZY” code.

Labor times set up in iWarranty are as follows:

Time to inspect all four bolts for presence of the “ZY” manufacturing code is six (6) minutes per bus. The manufacturing codes found on all bolt heads in the front suspension rear shackles must be recorded on the enclosed R13WR Inspection Sheet and the R13WR Inspection Sheet returned to Blue Bird Recall Administration. Recall R13WR Inspection Sheet may be faxed to Blue Bird Recall Administration at 478-822-2467.

Time to inspect all four (4) bolts and to subsequently remove and replace one (1) bolt found with the “ZY” code is 30 minutes (0.5hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace two (2) bolts found with the “ZY” code is 42 minutes (0.7hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace three (3) bolts found with the “ZY” code is 54 minutes (0.9hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace four (4) bolts found with the “ZY” code is 1 hour 6 minutes (1.1hrs) per bus

Some All American rear engine buses may have a front suspension rear shackle lower bolt obscured by an optional luggage box. Labor time to inspect all four (4) bolts and to subsequently remove and replace one to four bolts with lower bolt found with the “ZY” code behind the luggage box is 5 hours per bus.

All American front engine buses may have a lower bolt behind the exhaust on the right hand (curb side) of the bus. If the lower right hand (curb side) bolt is found to have a “ZY” code the time allowed to inspect all four bolts and remove and replace one to four bolts including the bolt with a “ZY” code on the lower right hand (curb side) behind the exhaust is 1 hour and 18 minutes (1.3hrs).



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For repairs performed by 'the Blue Bird Dealer', the Dealer may submit 'campaign-type' claims in iWarranty for labor reimbursement. For repairs performed by 'other than the Blue Bird Dealer', the Owner's recall notification letter includes a reply sheet that the Owner can send to Blue Bird Recall Administration for reimbursement of labor costs to the Owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Dealers are reminded of their responsibilities under section 154 of The National Traffic and Motor Vehicle Safety Act of 1991. Dealers are required to complete modifications on units in their inventory before delivering to the final owner. Reference Blue Bird Body Company Distributor Memo No. 42-92.

Questions regarding this recall campaign should be directed to me at (478) 822-2242.

Sincerely,

Bill Coleman

Bill Coleman
Corporate Recall Administrator
Blue Bird Body Company



R13WR

IMPORTANT SAFETY RECALL NOTICE

**NHTSA RECALL NO. 13V-543 SCHOOL BUS
NHTSA RECALL NO. 13V-545 NON-SCHOOL BUS**

December 10, 2013

Dear Blue Bird Owner:

This important safety recall notice applies to your buses identified by both Blue Bird Body Number and Vehicle Identification Number (VIN) on the attached yellow cover sheet.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Blue Bird Body Company has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Blue Bird All American and Vision model school and non-school buses manufactured from July 02, 2013 through October 03, 2013.

On the subject buses, the bolts in the front suspension rear shackles may break as a result of a defect which may have occurred during the bolt manufacturing process. The potentially defective bolts can be identified by a "ZY" manufacturing code on the bolt head. Only bolts with the "ZY" code are to be replaced.

Although broken bolts in the front suspension rear shackles may require greater steering inputs to produce expected road wheel responses, at no time would steering become fully inoperable. However, Blue Bird determined the degradation of steering performance is deemed an undesirable occurrence and could result in a vehicle crash. Blue Bird is conducting a recall to correct this defect.

The bolt heads in the front suspension rear shackles must be inspected to determine if bolts with a "ZY" code on the bolt head were installed. Any bolts found with the "ZY" manufacturing code must be removed and replaced with new bolts, nuts and washers according to the attached instructions for Recall R13WR. The manufacturing codes found on all bolt heads in the front suspension rear shackles must be recorded on the enclosed R13WR Inspection Sheet.

New replacement bolts, nuts and washers will be provided at no charge when a properly completed Recall R13WR Inspection Sheet is returned to Blue Bird Recall Administration. The inspection sheet may be returned in one of the enclosed pink postage paid reply envelopes or the inspection sheet may be faxed to 478-822-2467. You should retain a copy of the R13WR Inspection sheet for your records.

BLUE BIRD BODY COMPANY

P.O. Box 937 – 402 Blue Bird Blvd – Fort Valley, Georgia – (478) 825-2021



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If you no longer own the subject bus(es), please complete the appropriate section of the **yellow** reply sheet and return to Blue Bird in the enclosed pink postage prepaid envelope.

You may contact your Blue Bird dealer to arrange to have this recall performed. Or, if you prefer, you may perform this recall yourself or have a qualified repair facility convenient to you perform this recall. A qualified technician should perform this recall.

Labor times to inspect and, if needed, to replace front suspension rear shackle bolts found with the “ZY” manufacturing code are dependent upon the number of bolts found during inspection which have the “ZY” code on the bolt head. Except for buses that are found to have no bolts with the “ZY” code, inspection time is included with the replacement time for the number of bolts found with the “ZY” code.

Labor times for inspection and bolt replacement are as follows:

Time to inspect all four bolts for presence of the “ZY” manufacturing code is six (6) minutes per bus. The manufacturing codes found on all bolt heads in the front suspension rear shackles must be recorded on the enclosed R13WR Inspection Sheet and the R13WR Inspection Sheet returned to Blue Bird Recall Administration. Recall R13WR Inspection Sheet may be faxed to Blue Bird Recall Administration at 478-822-2467.

Time to inspect all four (4) bolts and to subsequently remove and replace one (1) bolt found with the “ZY” code is 30 minutes (0.5hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace two (2) bolts found with the “ZY” code is 42 minutes (0.7hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace three (3) bolts found with the “ZY” code is 54 minutes (0.9hrs) per bus.

Time to inspect all four (4) bolts and to subsequently remove and replace four (4) bolts found with the “ZY” code is 1 hour 6 minutes (1.1hrs) per bus

Some All American rear engine buses may have a front suspension rear shackle lower bolt obscured by an optional luggage box. Labor time to inspect all four (4) bolts and to subsequently remove and replace one to four bolts with lower bolt found with the “ZY” code behind the luggage box is 5 hours per bus.

All American front engine buses may have a lower bolt behind the exhaust on the right hand (curb side) of the bus. If the lower right hand (curb side) bolt is found to have a “ZY” code the time allowed to inspect all four bolts and remove and replace one to four bolts including the bolt with a “ZY” code on the lower right hand (curb side) behind the exhaust is 1 hour and 18 minutes (1.3hrs).



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Reimbursement for labor may be obtained by completing the pink "Labor Reimbursement" sheet provided and returning it to Blue Bird in the enclosed pink postage prepaid envelope. **Be sure to enter the date inspected and or repaired, the odometer reading and check Column "A" to indicate the bus(es) were inspected and, if bolts were replaced, enter the number of bolts replaced in Column "B".** Labor Reimbursement sheets may also be faxed to 478-822-2467.

If the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, complete and sign the recall reply sheet and attach a copy of the work order/invoice. Mail the documents in the **pink** self-addressed postage paid envelope included with the recall notification to Blue Bird for warranty consideration. Reimbursements will be made in accordance with the requirements of the National Highway Transportation Safety Act, Title 49 Code of Federal Regulations, Parts 573 and 577.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If Blue Bird Body Company should fail to or is unable to remedy this condition without charge to you, you may contact:

**ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, D.C. 20590**

Or, you may call The National Highway Traffic Safety Administration toll free at:

1-888-327-4236 TTY 1-800-424-9153 Or, go to: [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV)

Questions regarding this recall campaign should be directed to me at (478) 822-2242.

Sincerely,

Bill Coleman

Corporate Recall Administrator
Blue Bird Body Company

Recall R13WR Inspection Sheet
Front Suspension Rear Shackle Bolt Head Markings

					All American Rear Engine Only	All American Rear Engine Only
Blue Bird Body Number	Right (Curb) Side Upper Bolt Marking	Right (Curb) Side Lower Bolt Marking	Left (Driver's) Side Upper Bolt Marking	Left (Driver's) Side Lower Bolt Marking	Right (Curb) Side Luggage Box in Front of Lower Bolt	Left (Driver's) Side Luggage Box in Front of Lower Bolt

School or Company Name

Shipping Address

City, State, Zip

Signature

Print Name and Telephone Number



Front Suspension Rear Shackle Bolts

RECALL

Models Affected: Certain 2014 Model Year Vision and All American Front and Rear Engine Buses

ISSUE

The front suspension rear shackle bolts may break as a result of hydrogen embrittlement which may have occurred during the bolt manufacturing process.

CORRECTIVE ACTION

Inspect the front suspension rear shackle bolts for “ZY” code on the bolt head. Replace any rear shackle bolt that has the “ZY” code.

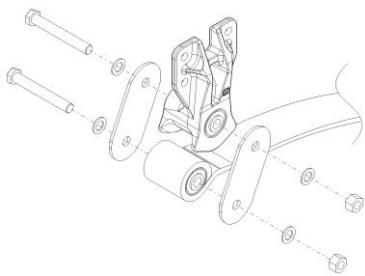
PROCEDURE

WARNING: Always follow all Federal, State, Local and Shop safety standards and use proper safety equipment, and thoroughly read and understand all instructions before performing these procedures.

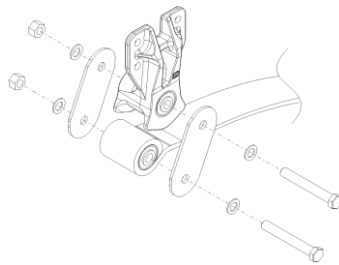
WARNING: Be sure to keep hands and arms from the moving portion of the suspension when lowering and raising suspension. With air suspension, prior to and during deflation and inflation of the air suspension system ensure that all personnel and equipment are clear from under the frame rails, luggage boxes or any other components that can crush or otherwise cause serious personal injury, death or property damage.

INSPECTION PROCEDURE

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on the right (curb) side and left (drivers) side of the chassis.
3. Inspect the head of the bolt for “ZY” code. If there is no “ZY” code on any of the four bolts, no further action is required. Document the bolt head code for all four bolts on the enclosed R13WR Inspection Sheet.



Vision and All American front engine



All American rear engine



Bolt head with “ZY” code

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- R E C A L L C A M P A I G N -



Front Suspension Rear Shackle Bolts

RECALL

WARNING: Always follow all Federal, State, Local and Shop safety standards and use proper safety equipment, and thoroughly read and understand all instructions before performing these procedures.

WARNING: Be sure to keep hands and arms from the moving portion of the suspension when lowering and raising suspension. With air suspension, prior to and during deflation and inflation of the air suspension system ensure that all personnel and equipment are clear from under the frame rails, luggage boxes or any other components that can crush or otherwise cause serious personal injury, death or property damage.

REPAIR PROCEDURE FOR VISION BUSES

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on both the right (curb) side and left (drivers) side of the chassis.
3. Locate bolt(s) with “ZY” code on bolt head(s) and replace only the bolt(s) with the “ZY” code.
4. Jack the chassis frame up to relieve the pressure/tension on the rear shackle bolts. Place a jack stand under both left hand and right hand rails. Lower the chassis frame onto the jack stands.
5. Remove one bolt at a time. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. Install new bolt, two new hardened flat washers, and new lock nut. Torque to 300 FT.LBS.
6. Continue to replace bolts until all bolts with the “ZY” codes have been replaced.
7. Jack chassis frame up and remove jack stands. Lower bus, remove chocks and place bus back into service.

R I 3 W R

--R E C A L L C A M P A I G N --



Front Suspension Rear Shackle Bolts

RECALL

REPAIR PROCEDURE FOR ALL AMERICAN FRONT ENGINE BUSES FOR BOTH BOLTS ON LEFT HAND (DRIVERS) SIDE AND TOP BOLT ON RIGHT HAND (CURB) SIDE

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on both the right side and left side of the chassis.
3. Locate bolt(s) with “ZY” code on bolt head(s) and replace only the bolt(s) with the “ZY” code.
4. Jack the chassis frame up to relieve the pressure/tension on the rear shackle bolts. Place a jack stand under both left hand and right hand rails. Lower the chassis frame onto the jack stands.
5. Remove one bolt at a time. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. Install new bolt, two new hardened flat washers, and new lock nut. Torque to 300 FT.LBS.
6. Continue to replace bolts until all bolts with the “ZY” codes have been replaced.
7. Jack chassis frame up and remove jack stands. Lower bus, remove chocks and place bus back into service.

REPAIR PROCEDURE FOR ALL AMERICAN FRONT ENGINE BUSES FOR RIGHT HAND (CURB) SIDE LOWER BOLT

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on the lower right side and verify that bolt has “ZY” code.
3. Be sure that engine and exhaust pipes are ambient temperature, then loosen exhaust clamps and remove exhaust pipe to provide access to rear shackle lower bolt.
4. Jack the chassis frame up to relieve the pressure/tension on the rear shackle bolts. Place a jack stand under both left hand and right hand rails. Lower the chassis frame onto the jack stands.
5. Remove right lower bolt. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. Install new bolt, two new hardened flat washers, and new lock nut. Torque to 300 FT.LBS.
6. Reinstall the exhaust pipe and torque exhaust pipe clamps to 9.9 +/- 0.2 FT.LBS.
7. Jack chassis frame up and remove jack stands. Lower bus, remove chocks and place bus back into service.



Front Suspension Rear Shackle Bolts

RECALL

REPAIR PROCEDURE FOR ALL AMERICAN REAR ENGINE BUSES WITHOUT LUGGAGE BOXES AND UPPER RIGHT AND LEFT HANDS BOLT(S)

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on both the right side and left side of the chassis.
3. Locate bolt(s) with “ZY” code on bolt head(s) and replace only the bolt(s) with the “ZY” code.
4. Jack the chassis frame up to relieve the pressure/tension on the rear shackle bolts. Place a jack stand under both left hand and right hand rails. Lower the chassis frame onto the jack stands.
5. Remove one bolt at a time. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. Install new bolt, two new hardened flat washers, and new lock nut. Torque to 300 FT.LBS.
6. Continue to replace bolts until all bolts with the “ZY” codes have been replaced.
7. Jack chassis frame up and remove jack stands. Lower bus, remove chocks and place bus back into service.

REPAIR PROCEDURE FOR ALL AMERICAN REAR ENGINE BUSES WITH LUGGAGE BOXES FOR EITHER RIGHT (CURB) OR LEFT (DRIVERS) HAND LOWER BOLT(S)

1. Park bus on a level surface, apply parking brake, turn off ignition, remove ignition key and chock rear wheels.
2. Underneath the bus, locate the front suspension, rear shackle bolts on both the right side and left side of the chassis.
3. Locate bolt(s) with “ZY” code on bolt head(s) and replace only the bolt(s) with the “ZY” code. If it is the upper bolt(s), use instructions above. If it is either the lower right or left with luggage box, continue with next step.

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RECALL CAMPAIGN



Front Suspension Rear Shackle Bolts

RECALL

4. Jack the chassis frame up to relieve the pressure/tension on the rear shackle bolts. Place a jack stand under both left hand and right hand rails. Lower the chassis frame onto the jack stands.
5. Place a jack underneath the front axle for support.
6. Remove upper right and left bolts. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. .
7. Jack chassis frame up again. As the chassis frame is raised, the rear of the front suspension will rotate downward exposing the two lower shackle bolts.
8. Adjust the jack stands to new height to support the chassis frame.
9. Locate bolt(s) with “ZY” code on bolt head(s) and replace only the bolt(s) with the “ZY” code.
10. Remove bolt(s) with “ZY” code. DO NOT REUSE, dispose of according to Federal, State, and Local regulations. Install new bolt, two new hardened flat washers, and new lock nut at each location with a “ZY” code. Torque to 300 FT.LBS.
11. After the bolt(s) have been replaced, jack up front axle to rotate suspension back up until the upper bolts align with shackle holes.
12. Install new upper bolts, new washers and new lock nut and torque to 300 FT.LBS.
13. Lower jack that is supporting front axle.
14. Jack chassis frame up and remove jack stands. Lower bus, remove chocks and place bus back into service.

PARTS LIST

PART NUMBER	DESCRIPTION	QUANTITY
00109147	Capscrew (Bolt), Hex Head, M20-20.5 X 150 Gr10.9	As Required
00054951	Nut, Hex Head, M20-20.5, Gr 10.9, Lock	As required
00607036	Washer, Flat, 13/16 X 3/8 X7/64 ZP, Hardened	2 per Bolt