



R17ZB

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 17V-510 School Bus

September 18, 2017

Dear Blue Bird Owner:

Subject: Recall R17ZB, C E White QS11 Series Convertible School Bus Seat With D-Ring Mounting Stud

This important safety recall notice applies to your bus(es) identified by both Blue Bird Body Number and Vehicle Identification Number (VIN) on the enclosed 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 model year 2015-2019 Vision School Buses manufactured from July 18, 2014, through July 19, 2017, and certain model year 2018-2019 All American School Buses manufactured from November 28, 2016, through July 25, 2017. On the subject buses, C. E. White Company, a Subsidiary of Hickory Springs Manufacturing Company (HSM), has determined that a defect which relates to motor vehicle safety potentially exists in QS11 Convertible School Bus Seats.

Blue Bird has determined that all QS11 Convertible School Bus Seats supplied by C E White/HSM Solutions contain a defect, which in the event of a rear collision, may result in occupant injury. These seats were manufactured with integral D-Ring mounting studs in the upper area of the seat back frame. The upper seat area where the mounting studs are located may not provide an adequate padding for the seat occupant. Blue Bird has determined that in a rear end collision by a larger vehicle, there is a potential for increased risk of injury or death, to the passenger seat occupant(s). In a rear crash event, the occupant's head may contact the D-Ring mounting stud, if the occupant is sitting in a position on the seat, which places the back of the head in-line with the D-Ring mounting stud.

To correct this condition, HSM will ship a repair kit along with repair instructions on how the repair must be conducted to affected owners. The expected out of service time necessary to affect repairs is 5 minutes, per seat. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to the vehicle owner. Parts for this recall are currently available and the recall remedy should be performed immediately.

BLUE BIRD BODY COMPANY

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



BLUE BIRD

Blue Bird Body Company
Page 2

R17ZB

Your Blue Bird bus(es) affected by this recall are identified by both Blue Bird Body Number(s) and Vehicle Identification Number(s) (VIN) on the enclosed yellow cover sheet. 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.

Your Blue Bird bus(es) affected by this recall are identified by both Blue Bird Body Number(s) and Vehicle Identification Number(s) (VIN) on the enclosed yellow cover sheet. 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.

C E White/HSM will notify Blue Bird Campaigns Administration of the completion of the recall.

The C E White/HSM contact for this recall campaign is as follows:

Beth Utz

Customer Service Agent

HSM Transportation Solutions

417 N. Kibler Street

New Washington, OH 44854

Phone: 419-492-2157 ext. 243 | Fax: 419-492-2544

bautz@hsm solutions.com

If HSM Solutions does not provide service repair kits, you may contact Blue Bird Body Company Recall Administration at 478-822-2242.

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 the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, submit a copy of the work order/invoice to Beth Utz at the address above. 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.

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>



BLUE BIRD

Blue Bird Body Company
Page 3

R17ZB

Questions regarding this recall campaign should be directed to me at (478) 822-2242 or lisa.hancock@blue-bird.com.

Sincerely,

Lisa Hancock
Corporate Recall Administrator
Blue Bird Corporation
402 Blue Bird Blvd, Fort Valley, Georgia 31030
Phone 478.822.2242
lisa.hancock@blue-bird.com