



R19AF

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 19V-526 (School Bus)
NHTSA Recall Number: 19V-524 (Non-School Bus)

DATE: August 21, 2019

TO: U.S. DEALERS

SUBJECT: RECALL R19AF, Safe Fleet Prolo Roof Hatch Handle

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

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.

Blue Bird Body Company and Specialty Manufacturing, Incorporated (SMI) are recalling certain model year 2018 and 2020 Vision School Buses manufactured from September 7, 2018, through July 10, 2019; certain model year 2018-2020 All American School Buses manufactured from September 10, 2018, through June 30, 2019; certain Vision 2020 Non-School Buses manufactured from November 15, 2018, through May 31, 2019; and a 2020 All American Non-School Bus manufactured on November 1, 2018.

On the subject buses, Blue Bird and Specialty Manufacturing, Incorporated (SMI) have determined that some Prolo Hatches may contain defects (voids/porosity) in the outside release handle that have resulted from the casting process. Excess voids and porosity may create failure points in the handle that can lead to breakage under reasonable use. Failure of the external release handle will prevent the hatch release mechanism from being actuated from outside the vehicle. The hatch can still be opened from the outside by venting the hatch and actuating the inside release handle, however, this operation is not intuitive and not detailed in the required instructions located on the hatch. Failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle. Blue Bird and SMI have determined these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 217, Bus Emergency Exits and Window Retention and Release. If the roof hatch external handle breaks, in the event of an emergency, the hatch cannot be easily opened from outside the vehicle, increasing the risk of injury.

Blue Bird and SMI have determined that to identify the suspect parts, one would need to check the label on the bottom of the Prolo Hatch for dates between August 1, 2018, and May 20, 2019.

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



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Blue Bird Body Company

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To correct this condition, SMI will provide a parts replacement kit and a Service Repair Procedure, free of charge, on how the repair must be conducted by the servicing agent. **Parts for this recall are currently available.** Parts and Labor Reimbursement for this campaign may be requested through SMI in any one of the three avenues, as outlined below:

- Visit the web <https://busandrail.safefleet.net/resources/technical-support/>
 - Click on Recall Forms
 - 19E042 – Prolo Hatches
- Via e-mail warranty@safefleet.net
 - Indicate the quantity of Prolo Hatch Handle Service Kits required and provide the following information for each vehicle
 - Company Name
 - Contact Name
 - Contact Phone Number
 - Contact E-mail Address
 - Shipping Address (no Post Office Boxes)
 - Vehicle Manufacturer
 - **Blue Bird Body Number**
 - VIN Number
 - Hatch Part Number(s)
 - Hatch Build Date
- Phone
 - SMI Customer Service 1-800-951-7867

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

Upon completion of the recall remedy, SMI requests that the Dealer, Service Agent, or Customer file a claim with SMI through warranty@safefleet.net or through the contact information above. SMI will reimburse at a flat rate of \$25.00 for each remedied hatch. SMI will notify Blue Bird Campaigns Administration of the completion of the recall.

If Blue Bird's records indicate bus(es) subject to this recall were delivered in your service area, a list of affected bus(es) will be enclosed. The bus(es) will be identified by Blue Bird Body Number and Vehicle Identification Number (VIN) on the enclosed yellow cover sheet. **Dealers should verify correct owners and assure that complete mailing and shipping addresses are provided for each listed owner.**

It is the dealer's responsibility to verify that the correct owner name, address, and telephone number is provided for each listed vehicle. Any corrections or updates should be made in ClaimsCenter. Addresses that cannot be updated should be forwarded to the Recall Administrator.



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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 or lisa.hancock@blue-bird.com

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 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



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IMPORTANT SAFETY RECALL NOTICE

**NHTSA Recall Number: 19V-526 (School Bus)
NHTSA Recall Number: 19V-524 (Non-School Bus)**

DATE: August 21, 2019

Dear Blue Bird Owner:

SUBJECT: RECALL R19AF, Safe Fleet Prolo Roof Hatch Handle

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

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

Blue Bird Body Company and Specialty Manufacturing, Incorporated (SMI) are recalling certain model year 2018 and 2020 Vision School Buses manufactured from September 7, 2018, through July 10, 2019; certain model year 2018-2020 All American School Buses manufactured from September 10, 2018, through June 30, 2019; certain Vision 2020 Non-School Buses manufactured from November 15, 2018, through May 31, 2019; and a 2020 All American Non-School Bus manufactured on November 1, 2018.

On the subject buses, Blue Bird and Specialty Manufacturing, Incorporated (SMI) have determined that some Prolo Hatches may contain defects (voids/porosity) in the outside release handle that have resulted from the casting process. Excess voids and porosity may create failure points in the handle that can lead to breakage under reasonable use. Failure of the external release handle will prevent the hatch release mechanism from being actuated from outside the vehicle. The hatch can still be opened from the outside by venting the hatch and actuating the inside release handle, however, this operation is not intuitive and not detailed in the required instructions located on the hatch. Failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle. Blue Bird and SMI have determined these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 217, Bus Emergency Exits and Window Retention and Release. If the roof hatch external handle breaks, in the event of an emergency, the hatch cannot be easily opened from outside the vehicle, increasing the risk of injury.

Blue Bird and SMI have determined that to identify the suspect parts, one would need to check the label on the bottom of the Prolo Hatch for dates between August 1, 2018, and May 20, 2019.

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



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To correct this condition, SMI will provide a parts replacement kit and a Service Repair Procedure, free of charge, on how the repair must be conducted by the servicing agent. **Parts for this recall are currently available.** Parts and Labor Reimbursement for this campaign may be requested through SMI in any one of the three avenues, as outlined below:

Visit the web <https://busandrail.safefleet.net/resources/technical-support/>

- Click on Recall Forms
- 19E042 – Prolo Hatches
- Via e-mail warranty@safefleet.net
 - Indicate the quantity of Prolo Hatch Handle Service Kits required and provide the following information for each vehicle
 - Company Name
 - Contact Name
 - Contact Phone Number
 - Contact E-mail Address
 - Shipping Address (no Post Office Boxes)
 - Vehicle Manufacturer
 - **Blue Bird Body Number**
 - VIN Number
 - Hatch Part Number(s)
 - Hatch Build Date
- Phone
 - SMI Customer Service 1-800-951-7867

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

Upon completion of the recall remedy, SMI requests that the Dealer, Service Agent, or Customer file a claim with SMI through warranty@safefleet.net or through the contact information above. SMI will reimburse at a flat rate of \$25.00 for each remedied hatch. SMI will notify Blue Bird Campaigns Administration of the completion of the recall.

If Blue Bird's records indicate bus(es) subject to this recall were delivered in your service area, a list of affected bus(es) will be enclosed. The bus(es) will be identified by Blue Bird Body Number and Vehicle Identification Number (VIN) on the enclosed yellow cover sheet.



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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 warranty@safefleet.net 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>



IMPORTANT SAFETY RECALL NOTICE

August 5, 2019

Name/Company
Address
City, State Zip Code

Subject: Safety Recall 19E-042 – Prolo Hatches

Dear Customer:

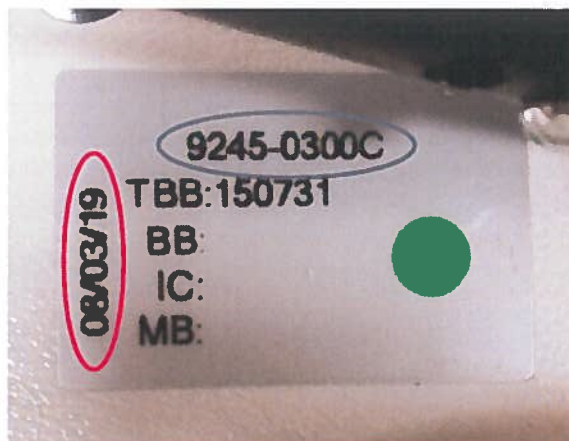
This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Specialty Manufacturing, Inc. (SMI) has decided that certain Prolo Hatches manufactured between August 1, 2018 and May 20, 2019 may contain a defect in the outside release handle that can result of failure of the handle.

Description of Defect

SMI has determined that some Prolo Hatches may contain defects (voids/porosity) in the outside release handle that have resulted from the casting process. Excess voids and porosity may create failure points in the handle that can lead to breakage under reasonable use. Failure of the external release handle will prevent the hatch release mechanism from being actuated from outside the vehicle. The hatch can still be opened from the outside by venting the hatch and actuating the inside release handle however this operation is not intuitive and not detailed in the required instructions located on the hatch. Failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle.

Identifying Suspect Parts

1. Check the label on the bottom of the Prolo Hatch p/n 92XX-XXXXX (circled below in blue) for dates between August 1, 2018 and May 20, 2019 (circled below in red). Units built within this date range are subject to the replacement campaign.





IMPORTANT SAFETY RECALL NOTICE

Remedy Program

Replacing the outside release handle will resolve the defect. The replacement kit will include (1) replacement handle, associated hardware, and replacement instruction information.

To help you comply with your obligation to issue a safety recall of the vehicles that contain any of the affected hatch assemblies on the attached list, please see the sample letter found in Appendix C of NHTSA Safety Recall Compendium: <http://www-odi.nhtsa.dot.gov/recalls/documents/recompendium.pdf> **You must submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected hatch assemblies.**

IMPORTANT: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information. Notifications to owners of potentially affected vehicles are by first class mail. Each envelope must be marked with a notation including the words "SAFETY," "RECALL," and "NOTICE," in capital letters, in a type size larger than that used in the address sections, and in another manner distinguishable from the other type on the envelope (e.g., color or style). A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. SMI will provide repair kits for these units or dispatch SMI personnel to your facility to repair these units prior to delivery to your customers.

Availability of Service Kits

Service kits will be expedited and may be obtained by one of three methods outlined below:

- **Web:** Visit <https://busandrail.safefleet.net/resources/technical-support/> and click on the **Safety Recall: 19E-042 – Prolo Hatch** link under the Recall Forms section.
- **E-mail:** Send an e-mail to SMI at warranty@safefleet.net indicating the quantity of Prolo Hatch handle service kits you need along with the following information for each vehicle:
 - Company Name
 - Contact Name
 - Contact Phone
 - Contact E-mail Address
 - Mailing Address
 - Shipping Address (if different than mailing address)
 - Vehicle Manufacturer
 - VIN
 - Body Number
 - Hatch Part Number (s)
 - Hatch Build Date
- **Phone:** Contact SMI Customer Service at 1-800-951-7867.



IMPORTANT SAFETY RECALL NOTICE

Prolo Hatch handle replacement kits will be sent to you upon request and will include complete instructions on the removal and reinstallation of the defective components. SMI will reimburse installers **\$25.00** for each remedied hatch.

If after having attempted to take advantage of this recall you believe you have not been able to have your Prolo Hatch remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, West Building, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience caused by this issue, but safety is our first concern.

Sincerely,

A handwritten signature in black ink that reads "Corbin West". The signature is written in a cursive style with a checkmark-like flourish at the beginning.

Corbin West
Manager – Warranty and Reliability
Safe Fleet Bus & Rail

PROLO OUTER HANDLE REPLACEMENT

Control No: W-HAT-180

Content Revision: B

Dept: PROLO HATCH

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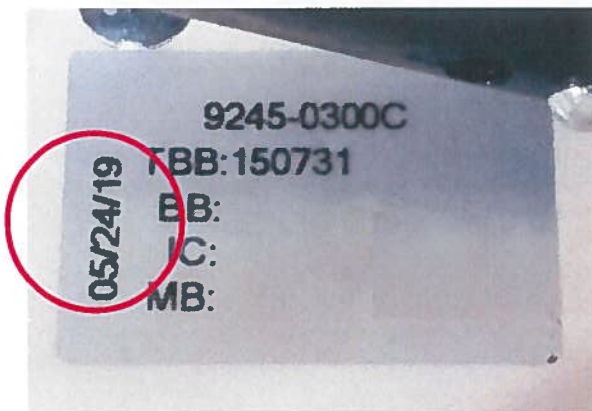
1. **PURPOSE:** How to replace the 009336 Outer Handle for a 924X Series Prolo Roof Hatch.
2. **SAFETY:** Wear safety glasses all the time on the production floor.
3. **WORK INSTRUCTION:**



Step 1: Gather the necessary components for the work. 009336 Handle, 009321-5 O-ring, 008798 Screw, 1/8" Allen wrench or driver w/ 1/8" bit



Step 2. Locate the silver "build date" sticker on the inside of the lid (located in red circle shown above)



Step 3: If the date is between 8-1-18 and 5-21-19, the hatch will need to be reworked. Dates before or after that timeframe do not need rework.



Step 4: **REWORKING THE HATCH**
Rotate the handle into the orientation shown

PROLO OUTER HANDLE REPLACEMENT

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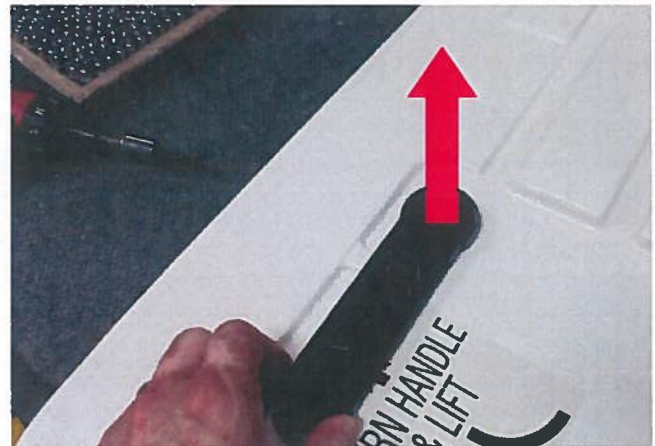
Step 5: Set the torque setting to 4-5, or the minimum needed to set the screw.



Step 6: Insert the 1/8" Allen bit into the 008798 screw and remove screw from red handle.



Step 7: Pull down to remove the red handle



Step 8: Open the lid 5-6 inches, reach around and lift the black handle out of the bushing.

PROLO OUTER HANDLE REPLACEMENT

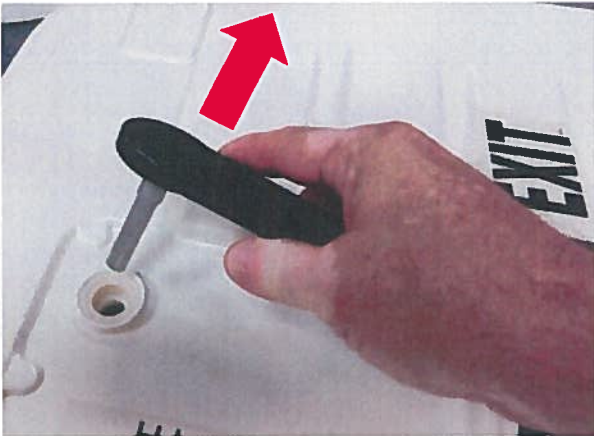
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**Step 9: Remove outer handle****Step 10: Ensure that the 009321-5 O-ring is secured around the base of the handle stem. If it is not there, check to see if it is in the lid bushing. If it is not in either location, replace with a new o-ring.****Step 11: Insert the new handle into the bushing and orient as shown.****Step 12: From inside the lid, you will see the shaft of the outer handle**

PROLO OUTER HANDLE REPLACEMENT

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Content Revision: B

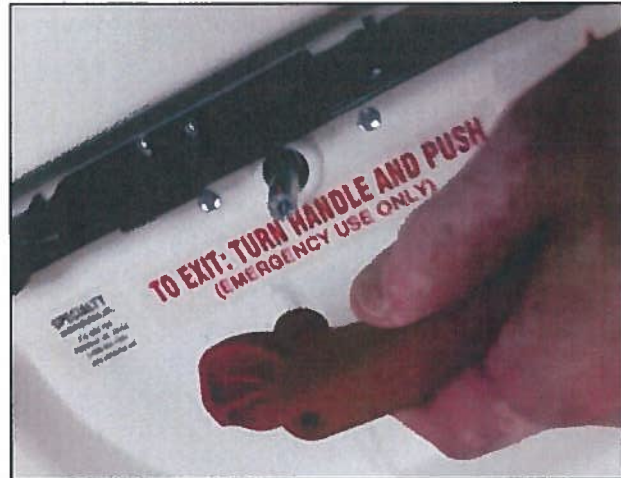
Dept: PROLO HATCH

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Step 13: The inside of the red handle has ribs to self-orient the red handle on the outer handle.



Step 14: Place the handle onto the stem of the outer handle (oriented as shown).



Step 15: Insert the 008798 screw into the red handle and thread the screw into the outer handle stem. Approximately 10-12 in-lbs to secure. Setting of 4-5 on driver

Step 16 Close the lid from the vented position. The rework is complete. Move to the other hatch in the bus.

PROLO OUTER HANDLE REPLACEMENT

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4. DOCUMENT HISTORY (UP TO 5 REVISIONS ONLY)

Revision Level	Section(s)	Summary of Significant Changes
-	NA	Initial Release
A	All	Added steps 3, 5, 19 and 20; updated image on current step 18
B	3	Removed Steps 17-20