



BLUE BIRD

S19AC

September 17, 2019

To: Affected US Dealers

Subject: S19AC, Rear Engine Exhaust Hanger Rod Fastener Torque

Models Affected: Model Year: Certain 2018 to 2020 (School Bus and Non-school Bus)
Model: All American

Bulletin Duration: One (1) Year from Date of Issue

Overview:

Blue Bird has determined that the exhaust muffler hanger rods may not be torqued properly. As part of this service bulletin, it is necessary to check the torque on rods to ensure they are torqued in accordance with the provided instructions. If both exhaust hanger rod's torque are correct, no further action is required. In the event that one or both hanger rods are determined to be less than the required installation torque, then the torque application process shall be utilized, per the provided instructions. Blue Bird will reimburse the repair time in accordance with the information presented below.

Affected Units:

This service bulletin includes certain 2018 through 2020 Blue Bird All American School Buses manufactured from March 2, 2017 through March 30, 2019. Additionally, this service bulletin includes certain 2018 through 2020 Blue Bird All American Non-school Buses manufactured from March 18, 2017 through February 20, 2019. A separate printout will be provided listing all buses in your territory that are affected by this service bulletin. Service Bulletin S19AC will be mailed to all owners on record. Be sure to review your list and advise of any incorrect owner names and/or addresses.

Repair Parts:

No parts are required for this service bulletin.

Time Allowance:

- Time allowed to complete the Torque Verification (Repair A) is 0.1 hr (6 mins).
- Time allowed to complete the Torque Application (Repair B), if required, is 0.3hr (18 mins).

Remedy to be performed, per enclosed campaign instructions.



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Completion Notification:

To request reimbursement for completed repairs, Dealers may submit claims via Blue Bird ClaimsCenter. Upon submission and approval of the claim, the body number will be flagged 'Completed/Claim'. For completed repairs where **no** reimbursement is requested, Dealers shall send the body number, repair date, odometer, and name of the repair facility to campaignparts@blue-bird.com the body number will be flagged 'Completed/Reply'.

If the modification directed by this notification **was performed** on your unit prior to the receipt of this notification, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the subject matter of the campaign. Please provide a copy of all receipts to campaignparts@blue-bird.com.

Bulletin Duration:

This Service Bulletin ends one (1) year from date of issue.

Repair Facility:

Owners are being advised to contact their Dealer for completion of this repair.

Questions:

Questions regarding this bulletin should be directed to your Blue Bird Field Service Engineer.

Regards,

Lisa Hancock

Corporate Recall Administrator
Blue Bird Corporation
3920 Arkwright Road, Suite 200 Macon, Georgia 31210
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lisa.hancock@blue-bird.com



BLUE BIRD

S19AC

September 17, 2019

To: Blue Bird Owner

Subject: S19AC, Rear Engine Exhaust Hanger Rod Fastener Torque

Models Affected: Model Year: Certain 2018 to 2020 (School Bus and Non-school Bus)
Model: All American

Bulletin Duration: One (1) Year from Date of Issue

Overview:

Blue Bird has determined that the exhaust muffler hanger rods may not be torqued properly. As part of this service bulletin, it is necessary to check the torque on rods to ensure they are torqued in accordance with the provided instructions. If both exhaust hanger rod's torque are correct, no further action is required. In the event that one or both hanger rods are determined to be less than the required installation torque, then the torque application process shall be utilized, per the provided instructions. Blue Bird will reimburse the repair time in accordance with the information presented below.

Affected Units:

This service bulletin includes certain 2018 through 2020 Blue Bird All American School Buses manufactured from March 2, 2017 through March 30, 2019. Additionally, this service bulletin includes certain 2018 through 2020 Blue Bird All American Non-school Buses manufactured from March 18, 2017 through February 20, 2019. A separate printout is included, which lists all of your buses that are affected by this service bulletin.

Repair Parts:

No parts are required for this service bulletin.

Time Allowance:

- Time allowed to complete the Torque Verification (Repair A) is 0.1 hr (6 mins).
- Time allowed to complete the Torque Application (Repair B), if required, is 0.3hr (18 mins).

Remedy to be performed, per enclosed campaign instructions.



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Completion Notification:

If you perform this service bulletin yourself or have an outside repair facility perform this bulletin, please notify your Blue Bird Dealer when the repair is completed. Send the body number, repair date, and odometer reading to your Blue Bird Dealer. If you request reimbursement for labor, also send a copy of the work order/invoice to your Blue Bird Dealer.

If the modification directed by this notification **was performed** on your unit prior to the receipt of this notification, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the subject matter of the campaign. Please provide a copy of all receipts to campaignparts@blue-bird.com.

Bulletin Duration:

This Service Bulletin ends one (1) year from date of issue.

Repair Facility:

We encourage you to contact your Blue Bird Dealer to arrange to have this Service Bulletin performed. However, you may elect and have the option to perform this Service Bulletin yourself or have a qualified repair facility convenient to you perform this work. A qualified technician must perform work required under this bulletin.

Questions:

Questions regarding this bulletin should be directed to your Blue Bird Dealer.



Service Bulletin

S19AC Rear Engine Exhaust Hanger Rod Fastener Torque

Models Affected: Certain Model Year 2018 thru 2020 All American Rear Engines

Issue: Exhaust muffler hanger rods may not be torqued properly.

Corrective Action: Verify and torque fastener, if necessary.

Parts/Items Needed:

Item Number	Part Number	Description	Quantity
1	Obtain Locally	Red Locktite	1

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.

Park bus on level surface, apply parking brake, turn off ignition key, and chock wheels.

Instructions:

Torque Verification (Repair A)

1. Locate the exhaust hanger rods that supports the muffler. (See figure 1)
2. Using a torque wrench with a 17mm crow's foot on the flat portion of the hanger rod, check torque on rods to ensure they are torqued to 60-64 FT-LBS. (See Figure 2)
3. If both exhaust hanger rods torque is correct, no further action is required.

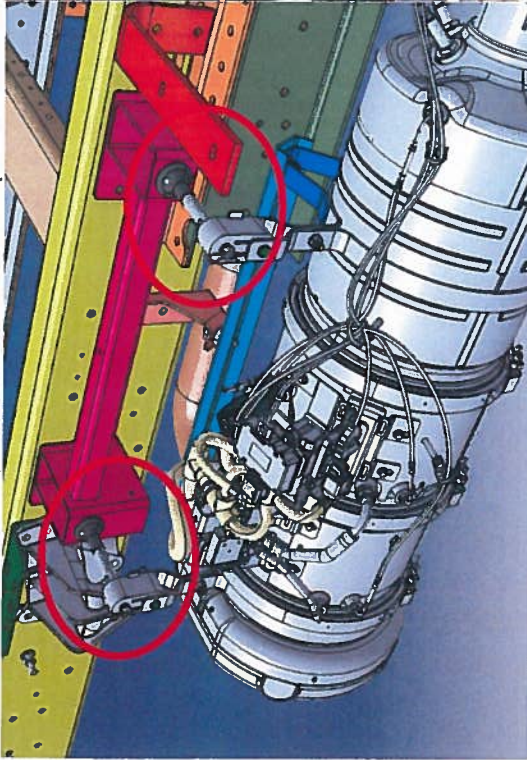


Figure 1



Muffler hanger rod fastener.
Torque 60-64 FT-LBS

Figure 2



Service Bulletin

S19AC Rear Engine Exhaust Hanger Rod Fastener Torque

Torque Application, if needed (Repair B)

1. Use a floor jack and a block of wood to hold the weight of the exhaust canister.
2. Remove one exhaust hanger bolt at a time.
3. Using a pneumatic 90 degree impact with a 3" extension and 5/8" socket, remove the exhaust hanger bolt. Use a 17mm wrench to hold the exhaust hanger rod to keep it from spinning.
4. Once bolt is removed, apply Loctite to bolt threads.
5. Reinstall the exhaust hanger bolt into the exhaust hanger rod starting the threads by hand to ensure the bolt does not cross thread.
6. Using the pneumatic 90 degree impact, turn the bolt into the exhaust hanger rod until it is tight.
7. Using a torque wrench with a 17mm crow's foot, check torque on exhaust hanger rod and ensure it is torqued to 60-64 FT.-LBS.
8. Repeat for the second exhaust hanger bolt.