



**BLUE BIRD**

**S19ZI**

**September 12, 2019**

**To:** Affected US Dealers

**Subject:** S19ZI, NextGen Seat H-Tube Plug Install In Exposed Holes

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

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

**Overview:**

Blue Bird and HSM Quality/Engineering teams have determined that the NextGen seats shipped from September 19, 2017 to March 21, 2019 have exposed holes in the rear side of the seat back frame that can allow a passenger(s) to insert their finger into the holes and possibly get their finger stuck. The number of exposed holes varies with the seat size. Only those holes directly visible to the passenger require plugs. The rear row seats are excluded. HSM has developed a Voluntary Technical Service Bulletin (S19ZI) for the installation of the hole plugs. HSM will provide parts at no cost. **No labor will be reimbursed for the installation of the plugs.**

**Affected Units:**

This service bulletin includes 2018 through 2020 Blue Bird All American and Vision School Buses manufactured from September 19, 2017 through March 21, 2019. Additionally, this service bulletin includes 2019 through 2020 Blue Bird All American and Vision Non-school buses manufactured from June 29, 2018 through February 16, 2019. A separate printout will be provided listing all buses in your territory that are affected by this service bulletin. Service Bulletin S19ZI 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:**

HSM will provide parts at no cost.

Please remit requests for parts to Blue Bird via [campaignparts@blue-bird.com](mailto:campaignparts@blue-bird.com) using the Service Bulletin S19ZI Kit Order Card and include the Blue Bird Body Number on all documentation. Parts are currently available in limited quantities.

**Time Allowance:**

**No labor will be reimbursed for the installation of the plugs.**

**Bulletin Duration:**

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

**Repair Facility:**

Owners may accomplish this repair, as part of the normal maintenance process.

**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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**Questions:**

**Questions regarding this bulletin should be directed to your Blue Bird Field Service Engineer and/or HSM customer service.**

Please Contact HSM Customer Service at:

HSM Customer Service

Gina Moore, Senior Customer Service Manager and Sales

256 Industrial Blvd.

Fort Valley, GA 31030

Phone: 478-822-0800

Fax: 419-492-2544

[gimoore@hsm solutions.com](mailto:gimoore@hsm solutions.com)

Regards,

***Lisa Hancock***

Corporate Recall Administrator

Blue Bird Corporation

3920 Arkwright Road, Suite 200, Macon, Georgia 31210

Phone 478.822.2242

[lisa.hancock@blue-bird.com](mailto:lisa.hancock@blue-bird.com)



**BLUE BIRD**

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**S19ZI**

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256 Industrial Blvd.

Fort Valley, GA 31030

Phone: 478-822-0800

Fax: 419-492-2544

[gmoore@hsm solutions.com](mailto:gmoore@hsm solutions.com)



235 2<sup>nd</sup> Avenue NE  
Hickory, NC 28604

Sept 4, 2019

Attention Blue Bird:

HSM in conjunction with Blue Bird Quality and Engineering have reviewed and found a potential concern both parties wish to address.

In response, Blue Bird Quality/Engineering and HSM Quality/Engineering have reviewed and identified visible holes that HSM has agreed to plug.

HSM has developed a Voluntary Technical Service Bulletin (S19ZI) and agreed to provide parts at no cost on seats not equipped with these plugs. **As this is voluntary, there will be no reimbursement of labor for performing this Service Bulletin.** In conversations in conjunction with Blue Bird Engineering, all other aspects of the Service Bulletin will be handled by Blue Bird Parts and Service.

HSM has the parts on hand to cover those seats shipped to Blue Bird. Limited quantities of the parts needed for this bulletin are currently available with additional parts available on or after October 1.

Sincerely,

Christopher L. Murphy  
Director of Quality Assurance  
E: [clmurphy@hsmsolutions.com](mailto:clmurphy@hsmsolutions.com)  
P: 479-646-6161 ext 348

# S19ZI, NextGen Seat H-Tube Plug Install In Exposed Holes

## Parts Order Card

CUSTOMER NAME: \_\_\_\_\_

SHIPPING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

**BLUE BIRD BODY NUMBER REQUIRED FOR ALL PARTS SHIPMENTS:** \_\_\_\_\_

(PLEASE ATTACH A LIST AS NECESSARY)

ORDER DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

PLEASE SPECIFY THE ORDER QUANTITY OF THE FOLLOWING PARTS:

800-643 HEYCO STYLE PLUG 2643 FOR .500" HOLES QTY. \_\_\_\_\_ EACH

800-644 HEYCO STYLE PLUG 1675 FOR .600" HOLES QTY. \_\_\_\_\_ EACH

Contact: [campaignparts@blue-bird.com](mailto:campaignparts@blue-bird.com) or 478-822-2261 (Zach Burch) or 478-822-2012 (Ivy Meeks)

E-MAIL ADDRESS: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

NextGen Seat H-Tube Plug Install In Exposed Holes			SRP NUMBER	
			S19ZI	
NAME:	DEPARTMENT	DATE	REV. LVL.	
Chris Murphy	Quality	9/9/2019	7	

## MODEL

School Bus Seat - NextGen Convertible Seats

## ISSUE

Two different size exposed holes in the rear side of the Seat Back Frame that can allow passenger(s) to place/insert their fingers into the holes and possibly get their fingers stuck. The number of holes exposed varies with seat size. Only those directly visible to the passenger(s) are in need of remedy (Rear Row Seating is excluded).

## REMEDY

Install required plugs in the exposed holes to prevent passengers from inserting their fingers in the holes.

## TOOLS REQUIRED

ITEM:	QTY:	DESCRIPTION:
1	1	Channel Lock Pliers
2	1	Shop Towel

## PARTS REQUIRED

ITEM:	QTY:	PART NO.	DESCRIPTION:
1	Up to 4 per seat	800-643	Heyco Style Plug 2643 for .50" Holes
2	Up to 6 per seat	800-644	Heyco Style Plug 1675 for .60" holes

# NextGen Seat H-Tube Plug Install In Exposed Holes

SRP NUMBER

S19ZI

NAME:

Chris Murphy

DEPARTMENT

Quality

DATE

9/9/2019

REV. LVL.

7

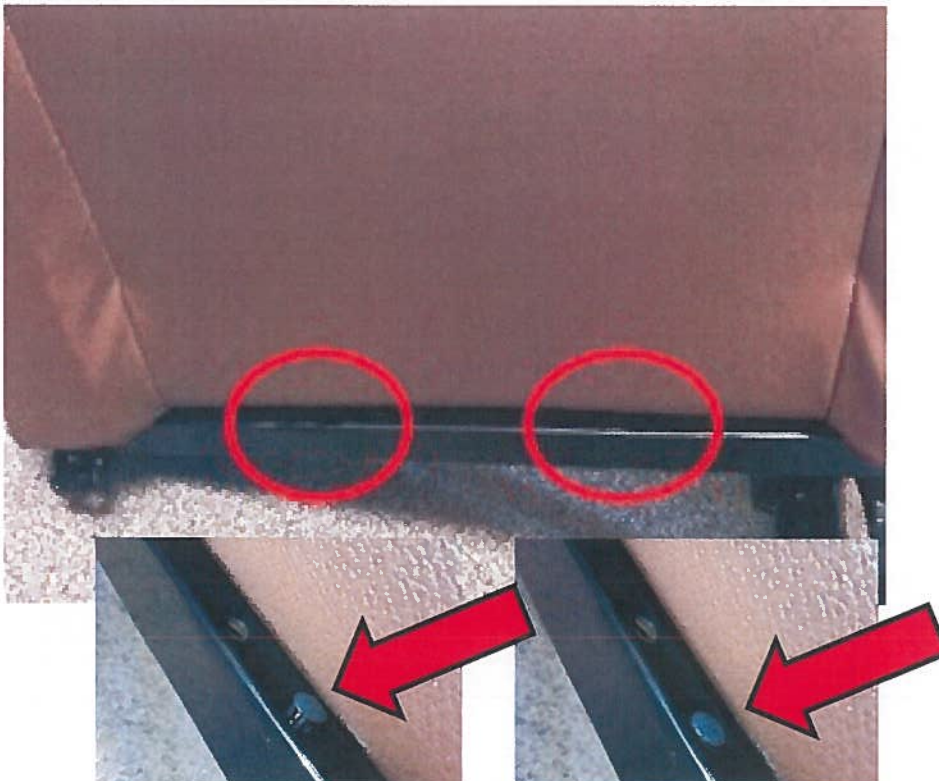
## REPAIR PROCEDURE

### VEHICLE PREPARATION

- 1 The vehicle must be parked on a flat level surface.
- 2 Vehicle ignition must be in the off position.
- 3 Engage parking brake and use wheel chocks.
- 4 Use adequate lighting during service operations.

### REPAIR INSTRUCTION

- 1 Locate (up to 4) .50" diameter holes in the Rear Seat Frame. Review previous page for parts required. Push the plug into the holes using your thumb. Use a shop towel to prevent scratching. The channel locks can be used to make sure the plug is completely installed.





# NextGen Seat H-Tube Plug Install In Exposed Holes

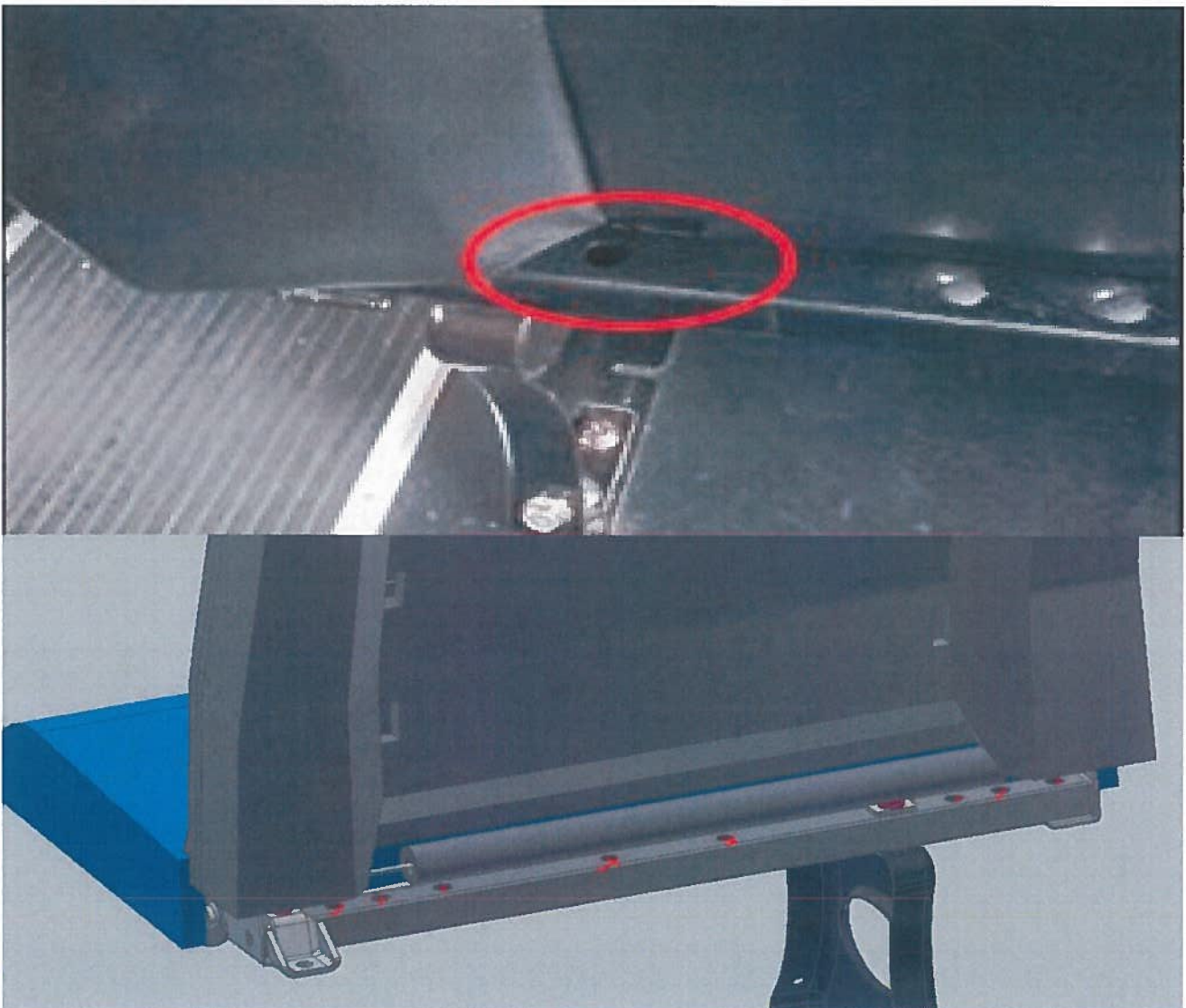
SRP NUMBER

S19ZI

NAME:	DEPARTMENT	DATE	REV. LVL.
Chris Murphy	Quality	9/9/2019	7

## REPAIR INSTRUCTION (continued)

- 2 Locate (up to 6) .60" diameter holes in the Rear Seat Frame, and push the plug into the holes using your thumb. Use a shop towel to prevent scratching. The channel locks can be used to make sure the plug is completely installed.



# NextGen Seat H-Tube Plug Install In Exposed Holes

SRP NUMBER

**S19ZI**

NAME:	DEPARTMENT	DATE	REV. LVL.
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## OPERATION TIME

45 seconds per seat

Labor time is provided as a guide to estimate out of service times.

5 minutes administrative

## HSM WARRANTY STATUS

### COVERAGE DESCRIPTION

- Parts and Labor • HSM will supply parts at no cost to you, the customer, as goodwill.
- **No labor will be reimbursed.**
- Please remit requests for parts to Blue Bird [campaignparts@blue-bird.com](mailto:campaignparts@blue-bird.com) using the Service Bulletin S19ZI Kit Order Card and include the BlueBird Body Number on all documentation.

## HSM CUSTOMER SERVICE

### CONTACT INFORMATION:

Customer Service  
Gina Moore  
[glmoore@hsm solutions.com](mailto:glmoore@hsm solutions.com)  
256 Industrial Blvd.  
Fort Valley, GA. 31030  
Phone: 478-542-3888