



BLUE BIRD

R12VE

June 21, 2012

Dear Blue Bird Owner:

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 certain 2012 and 2013 model year All American and Vision model school and non-school buses manufactured from April 07, 2011 through March 21, 2012 and equipped with SMI Prolo roof hatches manufactured by SMI from April 01, 2011 through March 25, 2012 may fail to conform to the emergency exit requirements of Federal Motor Vehicle Safety Standard (FMVSS) 217 "Bus Emergency Exits and Window Retention and Release".

On the subject buses, the opening force required to open the subject Prolo roof hatch may exceed the 40 pound maximum prescribed preventing the hatch from opening sufficiently resulting in a nonconformance to FMVSS 217 "Bus Emergency Exits and Window Retention and Release". In the event of an emergency, egress of the bus may be hindered possibly resulting in injury to the vehicle occupants. Blue Bird is conducting a recall to correct this noncompliance.

To correct this condition SMI has developed a repair service kit which includes a replacement nylon receiver for the roof hatch latch. Instructions for correcting this condition are included in the SMI Prolo Repair service kit.

If our records indicate affected buses were delivered in your service area, a printout identifying affected buses is enclosed. **Dealers should verify correct owners and assure that complete shipping addresses are provided for each listed vehicle.**

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.

Check the label just to the right of the handle on the hatch lid for the build date to determine if the hatch was manufactured by SMI during the period from April 01, 2011 through March 25, 2012. Units built within this date range are subject to this campaign.

If the date on the roof hatch(es) falls within the above build dates you may obtain SMI Prolo Repair service kits by one of the following methods.

1. **Web:** Visit SMI's website: [http://www.smiglobal.net/tech\\_bulletins.php](http://www.smiglobal.net/tech_bulletins.php) and click on the safety **Recall 12E-017: Prolo Hatch Receiver** link under the **Roof Hatches** section.
2. **Email:** Send an e-mail to SMI at [warranty@smiglobal.net](mailto:warranty@smiglobal.net) indicating the quantity of Prolo repair kits you need, the installers complete mailing/shipping address, contact name, and phone number, and vehicle VIN or Body Number.
3. **Phone:** Contact SMI Warranty Service at 1-800-951-7867.

**BLUE BIRD BODY COMPANY**

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



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Prolo Repair kits will be sent to you upon request and will include complete instructions on the removal and reinstallation of the nonconforming components. Removal and reinstallation of each Prolo Repair kit can be accomplished in 10 minutes, for which SMI will reimburse installers \$25 for each remedied hatch.

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

**Important: Be sure to complete the attached R12VE recall completion sheet and return to Blue Bird Recall Administration or send an email to [bill.coleman@blue-bird.com](mailto:bill.coleman@blue-bird.com) with the body number, date of manufacture of the roof hatch and date completed so our records may be updated. This will prevent owners from receiving further follow up notices. The completed R12VE recall completion sheet may also be faxed to 478-822-2467.**

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, complete and sign the recall reply sheet and attached 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.

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.

Thank you,

Bill Coleman  
Corporate Recall Administrator  
**BLUE BIRD CORPORATION**

