



R20AW

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall Number: 20V-356 School Bus
NHTSA Recall Number: 20V-357 Non-School Bus

DATE: July 27, 2020

SUBJECT: R20AW – Drag Link Castle Nut Torque Confirmation

Dear Blue Bird Owner:

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.

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

Blue Bird Body Company is voluntarily recalling the following:

- Certain model year 2019-2021 Blue Bird Vision School Buses
 - manufactured from May 10, 2019 through July 30, 2019
- Certain model year 2020 Blue Bird Vision Non-School Buses
 - manufactured from May 17, 2019 through July 18, 2019

On the subject buses, it has been determined that the castle nut that attaches the drag link to the steering arm may not have been torqued to factory specifications on the affected buses. Improperly torqued drag link castle nuts could cause excessive movement at the drag link to steering arm connection which could lead to potential separation of the drag link from the steering arm and loss of steering control. If the drag link separates, loss of steering control may occur, increasing the risk of a crash. Blue Bird shall conduct a voluntary safety recall to correct this potential issue. Any potential issues should be detected by the pre-trip inspection, as required of all CDL holders.

Corrective Action:

To correct this condition, the castle nuts at both ends of the drag link assembly must be inspected for proper torque and torqued properly according to the Blue Bird provided instructions.

Labor Reimbursement:

Blue Bird will reimburse the labor cost of the repairs related to this recall at no cost to the vehicle owner. The standard repair time (SRT) to accomplish these repairs in accordance with the R20AW remedy procedure(s) is outlined below.

Repair Options and allowable labor times for this campaign:

Repair A: (Inspection & Torque)

- 0.2 hours (12 minutes)

Repair B: (Repair, If Needed)

- 0.2 hours (12 minutes)



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Parts:

During the inspection, any parts needing replacement must be obtained from Blue Bird Recall Administration via e-mail at campaignparts@blue-bird.com or return the yellow cover sheet to Blue Bird in the pink, self-addressed, postage prepaid envelope to receive parts at no charge. Be sure to provide a valid shipping address as UPS does not deliver to post office boxes. You should retain a copy of the reply sheet for your records. Parts are currently available through campaignparts@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.

If the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, attach a copy of the work order/invoice. Mail the documents in the pink self-addressed postage prepaid envelope included with the pink reply sheet 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.

Please contact your local Blue Bird Dealer with any questions regarding this recall campaign.

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>