



**BLUE BIRD**

**R20AW**

**FINAL NOTICE**

**DATE:** January 25, 2021  
**TO:** Blue Bird Owners  
**Subject:** R20AW – Drag Link Castle Nut Torque Confirmation

According to our records, we have not received confirmation that the above referenced recall, dated July 27, 2020, has been completed. A copy of Recall R20AW is attached. Your buses affected by Recall R20AW are identified by Blue Bird Body Number and VIN under Section 2 on the enclosed cover sheet.

If this is the first time you received notification of Recall R20AW, please read the enclosed notification carefully. Recall R20AW must be completed, as soon as possible. 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)

**Parts:**

During the inspection, any parts needing replacement must be obtained from Blue Bird Recall Administration via e-mail at [campaignparts@blue-bird.com](mailto: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.

If you have already had R20AW performed on your affected buses, please complete and mail the enclosed recall pink reply sheet to us in the enclosed postage paid pink reply envelope so we may update our recall records. Be sure the reply sheet is filled out properly.

Questions regarding this recall campaign should be directed to me at (478) 822-2242 or [campaignparts@blue-bird.com](mailto:campaignparts@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](mailto:lisa.hancock@blue-bird.com)

**BLUE BIRD BODY COMPANY**

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



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)



**BLUE BIRD**

Blue Bird Body Company  
Page 2

R20AW

**Parts:**

During the inspection, any parts needing replacement must be obtained from Blue Bird Recall Administration via e-mail at [campaignparts@blue-bird.com](mailto: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](mailto: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>



# RECALL

## R20AW Drag Link Castle Nut Torque

**Models Affected:** Certain Model Year 2019 - 2021 Vision buses.

**Issue:** The castle nuts on both ends of the drag link assembly may not have been installed according to manufacturer's installation specifications.

**Corrective Action:** Verify the castle nuts on both ends of the drag link assembly are torqued properly.

**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.

### Inspection:

1. Check the taper stud joint at both ends of the drag link to ensure the joint is tight. This can be completed by applying both vertical and horizontal pressure to the drag link. (Push and Pull) **No movement is allowed.**
2. If movement is found, the drag link will need to be removed for inspection of the machined surfaces and stud threads. No wear or oblong hole is allowed.
3. Replace any components that are found to be worn or damaged.
4. If the taper joints are tight move to step (1) of the instructions.

### Instructions:

1. Park bus on a level surface, apply parking brake, switch engine off, remove ignition key and chock wheels.
2. Remove cotter pin from ball stud on forward (pitman arm) end of drag link. (Fig. 1)
3. Torque castle nut on drag link ball stud to 120 ft-lbs.
4. Remove cotter pin from ball stud on aft (steer arm) end of drag link. (Fig. 1)
5. Torque castle nut on drag link ball stud to 120 ft-lbs.
6. Install cotter pins.
7. If castle nut slot for cotter pin does not line up with through hole in each ball stud, tighten castle nut until next slot aligns with through hole. Install cotter pin and bend-over pin tails. **WARNING: Do NOT loosen castle nut to line up slot with through hole in ball stud. Always tighten castle nut to align slot with through hole.**

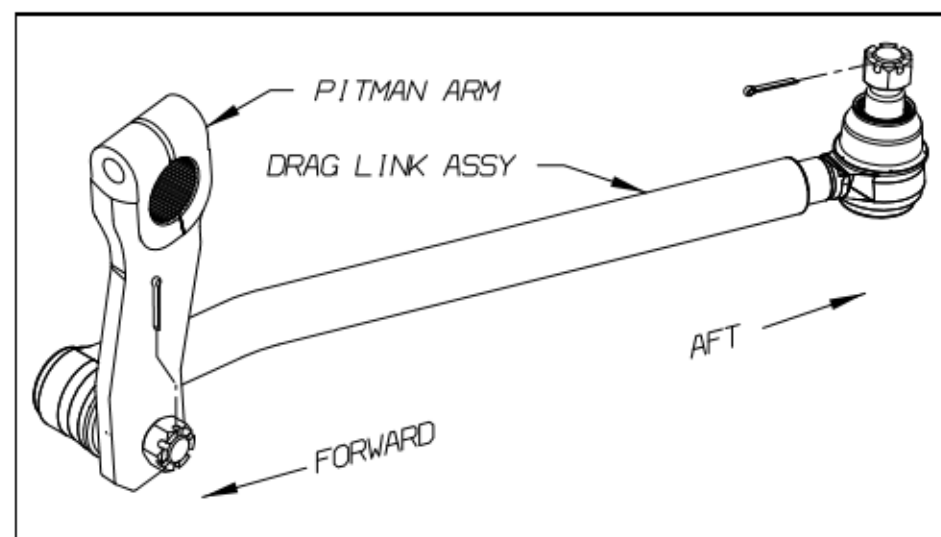


Fig. 1