



May 30, 2013

**To:** North American Dealers  
**Subject:** Service Bulletin S13WJ Radiator Inspection  
**Models Affected:** 2011-2014 D3RE All American with Diesel Engine  
**Bulletin Duration:** Three (3) Years from In-Service Date

#### **Overview**

Blue Bird is committed to customer satisfaction and providing superior service and support after the sale. We have been experiencing higher than expected radiator leaks on D3RE All American buses equipped with JB radiators. To alleviate customer concerns around this issue, we are announcing a 3-Year Service Bulletin to address these leaks. The duration of this bulletin is longer than normal to reinforce our commitment to addressing this issue and to provide our collective customers peace of mind.

#### **Inspection**

A printout is attached of the buses in your territory that are affected by this bulletin. The list includes 2011-2014 D3RE All American buses equipped with JB radiators built from May 6, 2010 to February 27, 2013. The buses on this list should be inspected for leaks and replaced with the new service AKG radiator kit if leaks are detected. Radiators without leaks should not be replaced.

#### **JB Radiators Only**

This Service Bulletin covers JB radiators only. We have not been experiencing failures with the AKG radiators that are included in the service kit and that have been used in production after February 27, 2013.

#### **Time Allowance**

Time to inspect the radiator for leaks per instructions for this bulletin is 0.1 hours (6 minutes) per bus. If leaks are detected and radiator replacement is required, a 7.0 hour allowance per bus is allotted, which includes the inspection time.

#### **Repair Parts**

The service AKG radiator kit required to replace radiators under this bulletin must be ordered directly through Blue Bird Service Parts. Parts are available to be ordered.

**BLUE BIRD BODY COMPANY**

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

**Parts Holding Period**

Failed radiators must be held for 60 days for possible parts return.

**Reimbursement for Previous Repairs**

Buses previously repaired for this issue without reimbursement may be submitted for reimbursement under this bulletin.

**Owner Notification**

A letter announcing this bulletin will be mailed directly to owners of affected buses advising them to contact their dealer if assistance is needed.

**Questions**

We believe the actions associated with this Service Bulletin will go a long way with our customers in reinforcing our commitment to stand behind our buses when product issues are identified. Questions regarding this bulletin should be directed to your Field Service Representative.

Sincerely,

Dennis C. Whitaker  
Vice President, Engineering

**BLUE BIRD BODY COMPANY**

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