



BLUE BIRD[®]

Owner Assistance
&
Warranty Guide

SB 06.2009

How Do You Obtain Service for Your New Blue Bird Bus?

Contact your Blue Bird Dealer. Your Blue Bird Dealer will help arrange for repairs, either by the Dealer or another qualified repair facility. Your Blue Bird Dealer can also help you obtain service for the bus components that are warranted separately by the component manufacturer. If you don't know who your Blue Bird Dealer is, you may use the Dealer Locator at <http://www.blue-bird.com>. Have the Vehicle Identification Number (VIN) and/or the Blue Bird Body Number, the odometer reading, and a description of the failure available when you contact your Blue Bird Dealer.

The Owner/Operator is responsible for operating and maintaining the Blue Bird bus as described in the Operator's and Service Manuals. All maintenance records should be retained by the Owner/Operator. Your Blue Bird Dealer will register your bus with Blue Bird by providing the Blue Bird body number, owner's/operator's name and address, and the delivery date. If bus is sold or transferred to a subsequent owner, give this Guide to the new owner/operator. Use the following to record information about your Blue Bird bus.

Owner/Operator Name: _____

Address: _____

City/State/Zip: _____

Vehicle Identification Number (VIN): _____

Blue Bird Body Number: _____

Delivery Date: _____

My Blue Bird Dealer is: _____

My Blue Bird Dealer Phone Number is: _____

Other helpful contacts for service information or to locate authorized service centers:

- | | | |
|-------------------------|-------------------------------------------------------|------------------------------------------------------------------------------|
| • Blue Bird | 1-478-825-2021 | www.Blue-Bird.com |
| • Caterpillar Engines | 1-800-447-4986 | www.Cat.com |
| • Cummins Engines | 1-800-DIESELS | www.Cummins.com |
| • Deere Engines | 1-800-JDENGINE | www.Deere.com |
| • Allison Transmissions | 1-800-254-2303 | www.AllisonTransmission.com |
| • Braun Lifts | 1-800-THE-LIFT | www.BraunMobility.com |
| • Ricon Lifts | 1-800-322-2884 | www.RiconCorp.com |
| • Carrier A/C | 1-800-450-2211 | www.Transcold.Carrier.com |
| • ThermoKing A/C | 1-888-887-2202 | www.Thermoking.com |
| • Trans/Air A/C | 1-800-673-2446 | www.TransairMfg.com |
| • Tires | Contact the tire manufacturer's local service dealer. | |
| • Ford Chassis | Contact your local Ford chassis dealer. | |
| • GM Chassis | Contact your local GM chassis dealer. | |



BLUE BIRD

Standard Limited Warranty

North America (U.S.A. & Canada)

Blue Bird Body Company (Blue Bird) warrants each bus to be free from defects in material and workmanship under normal use and service within the limits described below:

1. For a period of five (5) years/100,000 miles/160,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
 - All American and Vision chassis frame rails and crossmembers to be free from defects in structural integrity (breaking or cracking).
 - Body shell (those structural metal components welded or riveted together forming floor, side walls, roof, front and rear sections) to be free from defects in structural integrity (breaking or cracking) including rust-through.
 - Interior and exterior paint adhesion to the body shell (those components forming side walls, roof, front and rear sections) and doors.
 - School bus seat frames and barrier frames to be free from defects in structural integrity (breaking or cracking).
2. For a period of four (4) years/50,000 miles/80,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
 - All American and Vision front axle assembly, including king pins, I-beam, bushings and spindles, excluding brakes and wheel ends.
 - All American and Vision rear axle assembly and differential, excluding brakes and wheel ends.
3. For a period of three (3) years/36,000 miles/60,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
 - Comfort Aire® integrated air conditioner, if equipped, subject to annual service inspections.
4. For a period of two (2) years from date of delivery to the original user, Blue Bird warrants the:
 - School bus passenger and driver windows. Transit-style windows not included.
5. For a period of two (2) years/24,000 miles/40,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants the:
 - All American and Vision suspension, excluding pins and bushings.
 - All American and Vision driveshafts, support bearings and universal joints.
6. For a period of one (1) year/12,000 miles/20,000 kilometers, whichever occurs first from date of delivery to the original user, Blue Bird warrants:
 - All other components not covered in 1, 2, 3, 4 and 5 above, except engines, automatic transmissions, wheelchair lifts, air conditioners, tires, batteries, and non-Blue Bird chassis (MicroBird). The warranties of the engine, automatic transmission, wheelchair lift, air conditioner, tires, batteries, and non-Blue Bird chassis are provided solely by, and are the responsibility of, those manufacturers and are not a part of Blue Bird's limited warranty.

Blue Bird's obligation covered in this limited warranty is limited to the repair or replacement of such parts as shall, under normal use and service, appear to have been defective in workmanship or material. This warranty is applicable to Blue Bird bus products, All American (D3FE, D3RE), Vision (BBCV), and MicroBird (A1VC, B1VC, B2VC), that are registered and operated in the United States of America, Canada, Puerto Rico, U.S. Virgin Islands, Guam, and American Samoa. The warranty period begins on the date the bus is delivered to the original user. During the warranty period, this warranty is transferable to subsequent Owners/Operators.

THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED AND ALL OTHER OBLIGATIONS OR LIABILITIES. NO PERSON, INCLUDING SALESPERSONS, DEALERS, OR FACTORY REPRESENTATIVES OF BLUE BIRD, IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING BLUE BIRD PRODUCTS EXCEPT TO REFER PURCHASERS TO THIS LIMITED WARRANTY. BLUE BIRD MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BLUE BIRD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Defects must be reported to a Blue Bird Dealer immediately upon discovery of the defect and within the warranty period as stated herein. Unless authorized by the Blue Bird Dealer, repairs under this limited warranty are to be performed by the Blue Bird Dealer. It is the responsibility of the Owner/Operator to return the bus to the Blue Bird Dealer, or qualified repair facility authorized by the Blue Bird Dealer for warranty repairs. All claims for warranty repairs by other than the Blue Bird Dealer must be received by the Blue Bird Dealer not later than 30 days after the repair date.

Limitations & Exclusions

In addition to the limitations described on the previous page, the following items are specifically not covered:

- Engines, automatic transmissions, wheelchair lifts, air conditioners (other than Blue Bird ComfortAire® system), tires, batteries, and non-Blue Bird chassis (MicroBird). The limited warranties for these components are provided solely by and are the responsibility of those manufacturers and are not a part of Blue Bird's limited warranty.
- Loss of use and incidental consequential expenses, including but not limited to commercial loss, loss of commercial fares, driver time or pay, lease or rental of substitute vehicle, storage, lodging, meals, telephone calls and other travel costs.
- Maintenance, wear-out and consumption. This warranty shall not apply to any parts or components which must be repaired, replaced or adjusted during the warranty period as a result of what is wear-out or consumption in the course of normal operations or use, including but not limited to brake pads and linings, wiper blades, light bulbs, filters, lubricants, fluids, belts, tires, tightening threaded-fasteners, front-end alignment, wheel-balancing, body tie-downs, and door adjustments.
- This warranty shall not apply to any parts or components which must be repaired, replaced or adjusted during the warranty period as a result of accident damage, abnormal operation, misuse and/or abuse, including but not limited to excessive operation on unpaved, un-maintained roads, operation on cross-country trails or off-road conditions, collision, fire, vandalism, explosion, objects striking the vehicle, theft, freezing, riot, flood.
- Paint adhesion failures resulting from abrasions, atmospheric conditions, road chemicals, caustic detergents/cleaners, and/or improper maintenance. Paint adhesion failures, whether warrantable defects or non-warrantable events, that are not repaired immediately upon discovery of the failure may deteriorate the finish and/or panels underneath. Surface corrosion and/or other progressive deterioration as a result of not repairing paint failures immediately is not covered by this warranty.
- If dealers or customers have any vehicle modifications or equipment installations performed without the written approval of Blue Bird, to the extent the modifications or equipment installations adversely affect other vehicle components or performance, Blue Bird shall not accept any product liability or claims under the terms of the limited warranty. These claims become the sole responsibility of the company performing the modifications and/or installations.
- Transportation expenses to deliver the bus to a Blue Bird Dealer or nearest qualified repair facility, including but not limited to fuel, driver time/pay, mileage and towing.
- Repairs to parts or components which have been previously replaced with parts not obtained from Blue Bird or failures caused by non-Blue Bird parts or components. Rework of repairs not performed by or approved by a Blue Bird Dealer.
- Excessive labor hours, premium labor costs, overtime labor costs, local taxes. This limited warranty covers reasonable labor to perform replacement or repair.
- Defects not reported to a Blue Bird Dealer and repaired during the warranty period. Repairs are to be made immediately upon discovery of the defect.
- Damage caused by using improper or contaminated fluids, including but not limited to fuels, lubricants and coolant. Damage caused by using fluids that do not meet Blue Bird's or the Manufacturers' minimum recommendations. Damage caused by the lack of fluids and/or improper fluid maintenance.
- Overloading beyond the normal seated and standee capacity voids all warranties.

Blue Bird reserves the right to make changes in design and changes or improvements upon its products without imposing any obligations upon itself to install the same upon products theretofore manufactured. Any suit alleging a breach of this limited warranty or of any other alleged warranty, including any claim for rescission or revocation of acceptance, must be filed within one year of breach.

Controlling Law and Severability

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Georgia, U.S.A. The owner/operator agrees and consents to the exclusive jurisdiction of the courts of the State of Georgia for all purposes regarding this Limited Warranty and further agrees and consents that venue of any action involving this Limited Warranty or any other alleged warranty, including any claim for rescission or revocation of acceptance, shall be exclusively in Peach County, Georgia. Owner/Operator hereby submits to personal jurisdiction in Peach County, Georgia and waives any objection or argument related to venue, personal jurisdiction, forum non convenienc, and/or transfer. If any portion hereof is found to be void or unenforceable, the remaining provisions of the Limited Warranty shall remain in full force and effect.