

Part 573 Safety Recall Report

24V-068

Manufacturer Name : Blue Bird Body Company

Submission Date : FEB 02, 2024

NHTSA Recall No. : 24V-068

Manufacturer Recall No. : R24CX (SB)



Manufacturer Information :

Population :

Manufacturer Name : Blue Bird Body Company

Number of potentially involved : 5,197

Address : P.O. Box 937
402 Blue Bird Boulevard Fort Valley
GA 31030

Estimated percentage with defect : 100 %

Company phone : 478-822-2242

Vehicle Information :

Vehicle 1 : 2021-2024 Blue Bird Vision

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Blue Bird's supplier Ametek, who provides multiplex modules for the BBCV product, has informed Blue Bird there is a firmware issue with some of the modules. This issue can cause the multiplex module to reset while in operation. Certain Blue Bird Vision School Buses equipment with Ametek Multiplex Modules Software have a firmware issue. The reset would occur momentarily and would not cause any loss of function of the vehicle's primary systems. However, the reset would cause any 'saved state' functions to be lost. A 'saved state' function occurs when a momentary switch is used to activate a sequence of events. If the reset occurred during the sequence after a momentary switch was activated, the remainder of the sequence would not be completed.

Production Dates : OCT 28, 2021 - NOV 15, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Blue Bird's supplier Ametek, who provides multiplex modules for the BBCV product, has informed Blue Bird there is a firmware issue with some of the modules. This issue can cause the multiplex module to reset while in operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Blue Bird evaluated the risk to motor vehicle safety related to this issue and determined this could be a potential risk to safety due to the impact of the warning light system. If the module reset were to occur within the warning light sequence, the warning lights would be deactivated and the stop arm

retracted without a warning to the driver potentially causing a crash and or injury.

Description of the Cause : Blue Bird's supplier Ametek, who provides multiplex modules for the BBCV product, has informed Blue Bird there is a firmware issue with some of the modules. This issue can cause the multiplex module to reset while in operation.

Identification of Any Warning that can Occur : There is no audible or visual warning, which would precede an event.

Involved Components :

Component Name 1 : Module,Multiplex,Ametek Dixson

Component Description : Multiplex Module

Component Part Number : 10059122

Supplier Identification :

Component Manufacturer

Name : Ametek Dixson

Address : 287 27 Road
Grand Junction Colorado

Country : United States

Chronology :

June 9, 2023: Blue Bird was notified by Ametek

July 25, 2023: Blue Bird verified affected

October 27, 2022: Blue Bird received parts with correct firmware. Blue Bird Clean, per Ametek App Version 1.2

October 27, 2022: Any other important / milestone dates- Ametek Official release of APP 1.2

Blue Bird's supplier Ametek, provides multiplex modules for the BBCV product, has informed Blue Bird there is a firmware issue with some of the modules.

As part of the investigation, Blue Bird tried to replicate the failure mode in a vehicle. To date, there have been no field reports that would indicate a customer has experienced this issue.

The Blue Bird Engineering team also reviewed the severity of the systems that could be impacted by losing a 'saved state' function during the module reset. The team determined that the vehicle warning light system and

stop arm would be impacted. The warning lights are activated by a momentary switch and will begin flashing the amber lights as the vehicle prepares for a stop. When the driver opens the entrance door the red lights will begin flashing and the stop arm will extend to alert other vehicles. If the module reset were to occur within this sequence, the warning lights would be deactivated and stop arm retracted without a warning to the driver.

Description of Remedy :

Description of Remedy Program : All affected units are in the field need to have the multiplex firmware updated to the latest version to eliminate the risk of the failure mode. Updated firmware files have been uploaded to Vantage for all affected vehicles and should be updated per R24CX Recall Repair Instructions.

If the modifications directed by this notification were performed on your bus prior to the receipt of this recall notification, provide a copy of the work order/invoice to campaignparts@blue-bird.com for Blue Bird warranty consideration.

Updated software files have been uploaded to Vantage for all affected vehicles.

How Remedy Component Differs from Recalled Component : Current production units have the correct multiplex software and are not at risk for the failure mode. All affected units that are in the field need to have the multiplex software updated to the latest version to eliminate the risk of the failure mode. Updated software files have been uploaded to Vantage for all affected vehicles. Ametek Base software is APP 1.2 or greater is good.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in Production upon receipt of Ametek modules, which included the updated firmware.

Recall Schedule :

Description of Recall Schedule : Dealer and Owner Notifications are to be issued on or before March 26, 2024
Updated firmware files have been uploaded to Vantage for all affected vehicles.

Planned Dealer Notification Date : MAR 26, 2024 - MAR 26, 2024

Planned Owner Notification Date : MAR 26, 2024 - MAR 26, 2024

* NR - Not Reported