



SERVICE & WARRANTY HANDBOOK

Revised August, 2014



Blue Bird Warranty

What to Do

Please call MacAllister Transportation at (317) 803-2496 and ask for Gene Westman before beginning any warranty repair work. You will need the body # of the bus (located on the passenger side of the front header panel above the windshield on a blue tag, ex. *F426441*) along with the current mileage of that vehicle. Gene will input the body # into Blue Bird's system, let you know what warranties are available, and then issue a **warranty authorization number** which you must have on your warranty invoice. Gene will direct you to the best source of diagnosis for your vehicle, give you standard warranty repair times authorized by Blue Bird, and facilitate the process to get you replacement warranty parts, and instruct you on how to file a claim. Please take note of the following requirements required by Blue Bird to make sure your claim is paid in full:

1. Any repair claiming for diagnostic time requires a phone call to MacAllister (Gene Westman – 317-803-2496) **before** proceeding with the repair. MacAllister will then alert Blue Bird of the problem at hand, request time for labor to resolve, and provide you diagnostic information to expedite the repair. Failure to contact MacAllister may severely reduce your warranty payment for repairs made to the vehicle.
2. Any body paint work which exceeds \$500.00 requires an estimate, pictures of defects, and a phone call to MacAllister (Gene Westman – 317-803-2496) **prior** to any work performed. Please note – **all warranty body work must have pictures** regardless of the total estimated dollar amount needed for payment to repair the vehicle.
3. Any general repair which exceeds \$1000.00 requires a pre-approval from Blue Bird, pictures of defects, and a phone call to MacAllister (Gene Westman – 317-803-2496) **prior** to any work performed.
4. MacAllister will then notify Blue Bird of the needed warranty repair and provide you with warranty authorization for the dollar amount Blue Bird has approved for your claim. Failure to contact MacAllister may severely reduce your warranty payment for repairs made to the vehicle.
5. Cummins engine warranty work may be completed at any authorized Cummins Warranty center (See Cummins web site for list of authorized service centers, www.cummins.com). However, please contact MacAllister Transportation before any engine warranty work is performed. This will facilitate better communication between MacAllister and your chosen Cummins service provider.

What is not covered

Please be aware that Blue Bird will not pay for adjustments made to the vehicle, nor will they pay for maintenance, normal wear, or abuse. Blue Bird will not cover fluids, belts, hose clamps, or worn seat covers nor will they pay for tightening loose bolts or fittings. Please be sure to state your replacement of the defective part.



Blue Bird Warranty

How to File

To file for warranty, you must first make sure your authorization number is on the invoice with your hourly shop rate. Then fax or email the invoice to Gene Westman at (317) 591-9610; email – BlueBirdWarranty@MacAllister.com or GeneWestman@MacAllister.com.

Please return the defective parts using the UPS call tag which we send out with the new replacement part. It is your responsibility to return the defective parts to MacAllister Transportation; 8800 Brookville Rd. Indianapolis, IN 46239. Failure to do so could void your warranty payment. In addition, you may also be charged for the new part if the claim is denied. Only Blue Bird original equipment service parts are to be used for warranty repairs.

Blue Bird will pay their SRT (Standard Repair Times) at the repair shop's retail hourly labor rate, provided it is reasonable and consistent for that geographic location. A survey of the shop rates may be needed to qualify your labor rate. If you are unsure of the warranty time allotment or need additional time, please contact Gene Westman; and he will assist you. All warranty repairs must be submitted within 15 days of repair. You will receive reimbursement upon payment from Blue Bird to MacAllister on your claim in the form of a check or credit.

It is the responsibility of the Service Center to insure that all warranty requests submitted comply with sound business principles and that each claim submitted contains valid information throughout. Changes, modifications, or improvements to the vehicle are not covered by warranty. Only those repairs which are required to correct defects in material or workmanship are to be submitted.



Dealer Warranty Admin Update

REVISED JUL 08, 2010

NBR. W20090701 REPLACES W20030819

Maintenance, Wear-Out & Consumption

Blue Bird's limited warranties cover defects in material and/or workmanship. Failures that are repaired, replaced and/or adjusted during the warranty period as a result of **maintenance, wear, wear-out, deterioration and/or consumption** in the course of normal operations or use are not covered by the limited warranties. **Wear** does not only include friction-type wear. **Wear** can also include environmental **deterioration**, such as surface corrosion on exposed metal surfaces or environmental (e.g. ultra-violet) effects on materials.

Claims for **(including but not limited to)** the items listed below shall not be submitted:

- Brake pads, linings, drums and rotors replaced because of friction-type wear and/or surface corrosion wear/deterioration
- Worn wiper blades
- "Burn-out" light bulbs
- Worn shock absorbers that exceed Blue Bird's standard suspension warranty coverage
- Worn driveline support bearings and universal joints that exceed Blue Bird's standard driveline warranty coverage
- Worn suspension pins and bushings
- Tires
- Batteries
- Filters, oils, fluids
- Worn, cracked or broken belts
- Dried, cracked hoses and loose hose clamps
- Wheel-end bearings and seals that exceed Blue Bird's standard wheel-end warranty coverage
- Worn seat covers
- Worn steptreads, aisle covering, floor covering
- Exhaust pipes and clamps deterioration from exhaust gases and/or environmental deterioration
- Worn door and window seals or dried, cracked door and window seals
- Paint adhesion failures resulting from abrasions, atmospheric conditions, road chemicals, caustic detergents/cleaners, and/or lack of proper maintenance
- Radiator cap (seal)
- Mud flaps
- Threaded fasteners that may loosen
- Customer care and maintenance described in the Operators and Maintenance Manuals, including but not limited to lubrication of components
- Caulking or sealing of doors, windows, hatches, panels and lights
- Discharged fire extinguishers
- Lens (gauges, lights, etc.) deterioration and/or wear resulting from abrasive cleaners or cloth

This list is provided to assist Blue Bird representatives, Blue Bird dealers, and Blue Bird owners/operators in the administration of Blue Bird's limited warranties. No person, including salespersons, dealers or factory representatives of Blue Bird is authorized to make any warranty representation or warranty concerning Blue Bird products. Nothing in this list creates any warranty. The only instrument that creates a warranty is the limited warranty statement supplied with each new Blue Bird bus. Failures occurring after delivery to the owner/operator which are the result of normal wear and/or deterioration in the course of normal operations or use, accident damage, misuse and/or abuse are not covered, unless the manufacturer's warranties specifically cover wear and deterioration.



Other Manufacturers' Warranty Contact Information

Should you have questions or need warranty assistance from other manufacturers, you may contact the following if necessary:

ACC	(800) 562-6322	www.acclimatecontrol.com
Actia	(800) 825-8273	www.actia.com
Allison Transmission	(800) 254-2303	www.allisontransmission.com
Arvin Meritor	(866) 668-7221	www.arvinmeritor.com
Braun Lift	(800) 488-0359	www.braunability.com
Carrier	(717) 767-3341	www.mcc-hvac.com
Cummins Engines	(800) DIESELS	www.cummins.com
Custom Radio Corp.	(800) 659-8093	www.customradio.net
Deere Power	(800) JDENGINE	www.deere.com
Delco Remy	(888) 600-5777	www.delcoremy.com
Detroit Diesel	(313) 592-5000	www.detroitdiesel.com
Doran	(866) 816-7233	www.doranmfg.com
Espar	(800) 387-4800	www.espar.com
Hurricane Heaters	(800) 993-4402	www.hurricaneheater.ca
Leece Neville	(800) 354-0560	www.prestolite.com
Lifeline Batteries	(626) 969-6886	www.lifelinebatteries.com
Radio Engineering Inc.	(877) 726-4617	www.radioeng.com
Ricon	(800) 322-2884	www.riconcorp.com
Trans/Air	(800) 673-2446	www.transairmfg.com
Truck-Lite	(800) 562-5012	www.truck-lite.com
Voltex Batteries	(800) 875-6027	www.voltex.com
Weldon Technologies	(614) 771-2718	www.weldoninc.com



Component Warranty Information

Certain vehicle components are warranted by the component manufacturer with specific administrative guidelines for handling warranty repairs. Other vehicle components are warranted by Blue Bird but have specific administrative guidelines for handling warranty repairs. The guidelines below **must** be followed when administering the warranty for these components.

For components warranted by the manufacturer, the following pages provide information about the various manufacturers' warranty administration procedures. Since the manufacturers' warranty programs may vary in content and coverage and are subject to change, it is suggested that specific details be obtained from the appropriate manufacturer or local servicing dealer. **The manufacturers' warranty statements and procedures are provided solely by, and are the responsibility of, those manufacturers and are not a part of Blue Bird's limited warranties.** The manufacturer's limited warranty statement is the sole warranty.

Air Conditioning

Certain air conditioner warranties are administered by the air conditioning manufacturers' dealers or service centers. The air conditioner companies have developed warranty assistance programs. Contact the manufacturers at the numbers below to locate air conditioner dealers or service centers. Certain manufacturers may have dealer locators on their websites.

ACC	(800) 562-6322	www.acclimatecontrol.com
Carrier	(800) 450-2211	www.mcc-hvac.com
Thermo King	(888) 887-2202	www.thermoking.com
Trans/Air	(800) 673-2446	www.transairmfg.com

Since each air conditioning warranty program varies slightly in content, it is suggested that specific details be obtained from the appropriate air conditioning manufacturer. Links to Carrier's and ThermoKing's limited warranty statements, and ThermoKing's and Trans/Air's dealer locators are on the Blue Bird Warranty webpage.

Alternators and Starters

Alternators and starters are warranted by Blue Bird according to the applicable product warranty policy. Any defective alternator or starter for which warranty reimbursement will be requested **must** be replaced, not repaired. Only Blue Bird replacement parts are recommended. This will maintain the design integrity and ensure that Blue Bird

coverage on any unexpired warranties will apply to the replacement parts. Replacement of the failed alternator or starter allows for return of the failed component to Blue Bird and for detailed analysis by Blue Bird and its suppliers. Alternators and starters determined to be non-defective are subject to chargeback to the distributor, dealer, service center, fleet operator, or owner/lessee.

Leece-Neville warrants their alternators used in school bus applications for 24 months from delivery to the original user of the bus. Warrantable failures of Leece-Neville alternators used in school bus applications during this extended period will be administered by Blue Bird the same as during the basic standard limited warranty period.

Audio and Video

Audio and video equipment (radios, amplifiers, video cameras, video recorders/players, video monitors, etc.) are warranted by the equipment manufacturer. In the event an audio or video component is defective, it **must** be returned to the manufacturer for repair* (see exception below) and reinstalled in the bus. **Do not install new replacement audio* or video equipment, and/or return the old equipment to Blue Bird.** Blue Bird's warranty coverage is limited to the standard repair time (SRT) to remove and install the component and normal ground freight charges in shipping the component. Contact the following suppliers for return and repair instructions regarding warrantable failures of their components.

Radio Engineer Ind.
6534 L Street
Omaha NE 68117
(877) 726-4615
www.radioeng.com

A link to REI's service and on-line warranty registration sites is on the Blue Bird Warranty webpage.

Axles and Brakes

Axle and brake components are warranted by Blue Bird against defects in material and workmanship for the period as defined in the specific Blue Bird limited warranty statement supplied with each Blue Bird bus. Contact your Blue Bird Warranty Administrator if you have questions about axle and brake warranty administration procedures.

Batteries

Batteries are warranted by the battery manufacturer or supplier. The battery companies have developed warranty assistance programs. Contact the manufacturers at the numbers below to locate dealers or service centers.

Delphi	(317) 773-4209
Lifeline	(626) 969-6886
Voltex	(800) 875-6027

Since each battery warranty program varies slightly in content, it is suggested that specific details be obtained from the appropriate battery manufacturer.

Engine Warranty Work

Cummins engine warranty work may be completed at any authorized Cummins Warranty center (See Cummins web site for list of authorized service centers, www.cummins.com). However, please contact MacAllister Transportation before any engine warranty work is performed. This will facilitate better communication between MacAllister and your chosen Cummins service provider.

Emissions Components

Contact your local Cummins Dealer for assistance with Cummins warranty on the Cummins aftertreatment components. For repairs to the components provided and installed by Blue Bird, warranty claims may be submitted to Blue Bird Warranty. The emissions components installed by Blue Bird are warranted for 5 years/100,000 miles, whichever occurs first from date of delivery to the original user of the bus.

2010 & Newer Cummins Midrange engines have additional components that are required to meet emissions requirements set forth by the EPA. As a general guideline, engine aftertreatment components such as those listed below that are included in the Cummins Critical Parts List (CPL) and marked with a Cummins part number are covered under Cummins Base Engine Warranty.

- Aftertreatment Diesel Oxidation Catalyst (DOC)
- Aftertreatment DOC intake temperature sensor
- Aftertreatment Diesel Particulate Filter (DPF)
- Aftertreatment DPF differential pressure tubes
- Aftertreatment DPF differential pressure sensor
- Aftertreatment DPF intake temperature sensor
- Aftertreatment DPF outlet temperature sensor
- Aftertreatment DPF temperature sensor interface module
- Aftertreatment Diesel Exhaust Fluid (DEF) dosing valve
- Aftertreatment DEF dosing unit
- Aftertreatment DEF controller
- Aftertreatment decomposition tube and associated elbows, clamps and gaskets
- Aftertreatment Selective Catalytic Reduction (SCR) catalyst
- Aftertreatment SCR outlet temperature sensor
- Aftertreatment SCR catalyst temperature sensor interface module
- Aftertreatment SCR intake temperature sensor

Additionally, there are components installed by Blue Bird that complement the components noted above which are not covered by Cummins Warranty. The components include but are not limited to:

- Aftertreatment Diesel Exhaust Fluid (DEF) tank and associated mounting
- Aftertreatment DEF tank level sensor Aftertreatment DEF tank temperature sensor

- Aftertreatment DEF tank heater control valve and coolant lines Aftertreatment DEF heated lines
- Aftertreatment DEF controller mounting hardware
- Aftertreatment DEF dosing unit mounting hardware
- Aftertreatment chassis relay(s) and wiring harness Exhaust plumbing from engine to aftertreatment”

Vendor Warranty Coverage Chart

We have also provided a list of Vendor warranty coverage information. This list is not all inclusive but gives additional warranty terms outside of normal Blue Bird warranty.

1	Component Description	Standard Blue Bird Warranty	Standard Blue Bird Warranty	Special Instructions
2	Bendix ABS Components (Multiple 25-750-xxx comps)	12 months/12,000 mi. /20,000 km whichever occurs first. Labor and parts.	36 months/350,000 mi. /560,000 km/10,800 hrs. Whichever occurs first. Labor and parts for 12 months/100,000 mi./160,000 km/3,600 hrs. Parts only after this period.	Submit claims to Blue Bird. Do not submit labor after 12 months/100,000 mi./160,000 km/3,600 hrs. Retain defective parts for possible return to Blue Bird
3	Bendix Air Dryer (CompNbr 25-700-166)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts.	36 months/350,000 mi./560,000 km/10,800 hrs. Whichever occurs first. Labor and parts for 12 months/100,000 mi./160,000 km/3,600 hrs. Parts only after this period.	Submit claims to Blue Bird. Do not submit labor after 12 Months/100,000 mi./160,000 km/3,600 hrs. Retain defective parts for possible return to Blue Bird
4	TRW Steering Gear and Pumps (CompNbrs 55-200-100 -103 -121)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts.	24 months/100,000 miles w.o.f. for gear and pumps 12 months/50,000 miles whichever occurs first for seals. Labor and parts.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird
5	TitanX Radiators & Charge Air Coolers (CompNbr 30-100-100 &35-	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts.	24 months/100,000 miles whichever occurs first. Labor and parts for 12 months/50,000 miles. Parts only after this period.	Submit claims to Blue Bird. Do not submit labor after 12 Months/50,000 miles. Retain defective parts for possible return to Blue Bird.
6	Actia Gauges (Multiple 45-100-xxx comps)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts.	24 months. Labor and parts. Service parts coverages is same as Original Equipment coverage.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird.
7	IO Controls Multiplex Module (CompNbr 50-200-206) or Body Control Module (80-500-315)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts.	Buses built prior to March 1, 2012: 36 months/36,000 miles whichever occurs first. Labor and parts. Buses built on/after March 1, 2012: 60 months/ 100,000 miles/160,000 km whichever occurs first. Labor and parts. Service Parts coverage is same as Original Equipment coverage, same effective date.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird.
8	MGM Brake Chambers (CompNbrs 25-700-121, -124, -127, -177, -227, -230)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	24 months from MGM date of manufacture for 'WL', 'WM' models. 72 months from MGM date of manufacture for 'LTR' models. 36 months from MGM date of manufacture for other models. Parts only after expiration of Blue Bird standard warranty.	Submit claims to Blue Bird. Do not submit labor after expiration of Blue Bird std. Retain defective parts for possible return to Blue Bird.
9	Stoneridge Gauges (CompNbr 45-100-300)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	36 months/36,000 miles whichever occurs first. Labor and parts.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird.
10	Leece Neville Alternators (CompNbr 50-100-121)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	24 months for school bus products 12 months for non-school bus products. Labor and parts.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird.
11	Spectral Windows (Multiple 65-700-xxx comps)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	24 months Labor and parts.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird. Blue Bird implemented usage of Spectral windows, as of: September 17, 2005 for body numbers beginning with 'B'; October 17, 2005 for body numbers beginning with 'F'; November 14, 2005 for body numbers beginning with 'L'.
12	Mito Radios (CompNbr 80-200-099), Speakers, I/S (CompNbr 80-200-103), Speakers, O/S (CompNbr 80-200-106), Microphones (80-200-109)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	Buses built prior to March 1, 2012: 24 months, radios only. Buses built on/after March 1, 2012: 60 months/unlimited miles, includes speakers and microphones. Service Parts on/after March 1, 2012: 60 months/unlimited miles. Labor and parts.	Submit claims to Blue Bird. Retain defective parts for possible return to Blue Bird.
13	Truck-Lite LED Lights (Multiple 85-300-xxx comps)	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	Go to www.Truck-Lite.com Click Product Help>Warranty Information for specific warranty information.	Submit claims to Blue Bird during Blue Bird warranty period. After Blue Bird's warranty period, follow Truck-Lite's instructions at Truck-Lite.com

14	Weldon Flashers (CompNbr 80-400-102)	12 months/12,000 mi./20,000 km w.o.f. Labor and parts	Go to www.WeldonInc.com Click Warranty & Repairs for specific warranty information.	Submit claims to Blue Bird during Blue Bird warranty period. After Blue Bird's warranty period, follow Weldon's instructions at WeldonInc.com
15	RCA Floor Rubber (65-100-171, 173, 174, 176)	12 months/12,000 mi./20,000 km w.o.f. Labor and parts	12 years from date of delivery. Cost of rubber only. Excludes step tread and entrance area.	Submit claims to Blue Bird. Do not submit labor after expiration of Blue Bird std. Retain defective parts for possible return to Blue Bird.
16	Bosch Alternators (CompNbr 50-100-	12 months/12,000 mi./20,000 km whichever occurs first. Labor and parts	24 months/200,000 mi. from date of delivery. Labor and parts	Submit claims to Blue bird. Retain defective parts for possible return to Blue Bird.
17	SMI (Specialty Manufacturing) Stop Arms, Crossing Arms, Roof Hatches	12 months/12,000 mi./20,000 km w.o.f. Labor and parts	2-5 years from SMI date of manufacture as evidenced by the SMI serial number on the product.	Submit claims to Blue Bird during Blue Bird warranty period. After Blue Bird's warranty period, follow SMI's instructions at http://www.smiglobal.net/tech_bulletins.php
18	Meritor Disc Brake Rotors (25-300-148, 25-300-151, 25-400-148, 25-400-151, 25-500-100, 25-500-133, 25-600-100, 25-600-133)	12 months/12,000 mi./20,000 km Labor and parts	1) For original equipment Meritor disc brake rotors with the P105 coating (Blue Bird option 40073-01), Meritor's warranty against corrosion that causes ABS signal interruption will pass to the owner/operator of the bus. The coverage by Meritor is 2 years from delivery to the first user, with no odometer limit. Meritor specifically excludes rotor discoloration and ABS signal interruption not related to corrosion from this warranty coverage. 2) For original equipment Meritor disc brake rotors with the P105 coating, Blue Bird's standard limited warranty for defects in material or workmanship other than corrosion causing ABS signal interruption is 12 months/12,000 miles/20,000km, whichever occurs first. 3) For original equipment Meritor disc brake rotors without P105 coating, Blue Bird's limited warranty is 12 months/12,000 miles/20,000 km, whichever occurs first. 4) Disc brake rotor wear and/or deterioration is specifically excluded from Blue Bird's and Meritor's limited warranties, except for corrosion that causes ABS signal interruption noted in first bullet point. Blue Bird's longer premium warranties (such as the S3, S4 & L3) do not provide, nor extend, any warranty coverage for wear and/or deterioration.	Submit claims to Blue bird. Retain defective parts for possible return to Blue Bird. Dealers shall contact Blue Bird Warranty Administrator to get coverage added to body number if/when necessary to submit warranty claim to Blue Bird for ABS signal interruption caused by corrosion.
Some buses may have optional warranties that equal or exceed the component manufacturer's extended warranty. If so, the optional Blue Bird warranty will have precedence.				
Dealers and Service Centers should contact their Blue Bird Warranty Administrator if they encounter difficulty submitting claims within Blue Bird's standard or extended warranty period.				

Company Contact Information

Transportation Business Manager

John Barrington
(317) 591-9100 x5911
JohnBarrington@MacAllister.com

Warranty Service

Gene Westman
(317) 803-2496
GeneWestman@MacAllister.com

Service Manager – Indy

Mike Rightmyer
(317) 860-3337
MikeRightmyer@MacAllister.com

Brookville Shop Leadman

Steve Ort
(317) 591-9100 x5909
SteveOrt@MacAllister.com

School Bus Sales - West

Matt Lomas
(317) 695-6102
MattLomas@MacAllister.com

School Bus Sales – Used & South

Ron Garrett
(317) 671-1024
RonGarrett@MacAllister.com

Bus Parts

Simon Thames, Mike Groves,
Rick Pollard, Mike Stachowski, Greg Kline
(800) 382-1896
Bus Parts – ask for extension 5984 or 5985
Cat Parts – ask for extension 4500
SimonThames@MacAllister.com
MikeGroves@MacAllister.com
RickPollard@MacAllister.com
MikeStachowski@MacAllister.com
GregKline@MacAllister.com

Sales Coordinator

Erin Wharton
(317) 591-9100 x5906
ErinWharton@MacAllister.com

Brookville Shop Service Writer

Jason Nyikos
(317)591-9100 x5905
JasonNyikos@MacAllister.com

Service Manager – Ft. Wayne

Tom Doehrman
(260) 470-9435
TomDoehrman@MacAllister.com

Fort Wayne Shop Leadman

Tom Trahin
(260) 470-9436
TomTrahin@MacAllister.com

School Bus Sales - East

Ryan Campbell
(317) 448-6991
RyanCampbell@MacAllister.com

PSSR - North

Brian Woodring
(260) 417-2317
BrianWoodring@MacAllister.com

PSSR - South

Jeff Monesmith
(317) 313-7034
JeffMonesmith@MacAllister.com



Blue Bird Service Center Agreement

This Agreement between _____ (Service Center) located at _____, and MacAllister Transportation, authorized Blue Bird Dealer, has been executed in duplicate on this _____ day of _____, _____.

By their signatures below, both parties agree that MacAllister will promote this Service Center and authorize Blue Bird warranty work to be performed at this Service Center location. MacAllister will provide all information necessary to ensure warranty work may be completed in a reasonable time so Service Center may provide a high level of support to our mutual customers. Service Center agrees to:

- Be reasonable and responsible for repair work performed and to comply with Blue Bird SRT times for warranty repair on Blue Bird vehicles.
- Have a minimum of 1 technician annually attend a MacAllister one-day Blue Bird training seminar provided at a reasonable location.
- Purchase genuine Blue Bird parts for repair work on Blue Bird vehicles.
- Contact the MacAllister call center (Gene Westman) for authorization on Blue Bird warranty repairs in accordance with Blue Bird warranty requirements to ensure complete and prompt payment.
- Keep information received through MacAllister and Blue Bird confidential and not distribute to any other entity without our written consent.

Both parties agree and understand that MacAllister will evaluate the Service Center annually or as necessary on Blue Bird warranty repair performance and business integrity. Either party has the right to terminate this Agreement at any time by giving written notice of their intent to the other party. However, Blue Bird proprietary information must be kept confidential and may not be distributed at any time.

MacAllister Transportation Representative

Title

Service Center Representative

Title



Service Center Survey

Name _____

Address _____

Phone _____ Cell _____ Fax _____

E-Mail _____

Hours of Operation _____ Hourly Labor Rate _____

Certifications _____

Number of Techs _____ ASE certified _____

Number of Bays _____ Alignment Rack _____

Paint Booth _____ Tires _____

Comments _____

Survey prepared by _____ Date _____