



WESTERN BUS SALES, INC.

Service Flash

Call us toll-free at (800) 258-2473

Edition Date: August 11, 2009

SMI STOP ARM LIGHT BULLETIN

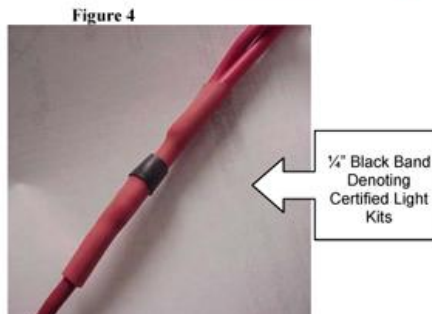
Products Affected: **All Models with Specialty stop arms**



Warranty Bulletin

SMI has determined that the LED lighting products manufactured for "Specialty" brand School Bus Stop Arms manufactured between March 31, 2008 and December 18, 2008 (refer to **Figure 1**), and Light Kits manufactured between Date Code J08030 and J08231 (refer to **Figure 2**) may be subject to reduced service life. This bulletin includes Light Kits installed on buses or new, unused Light Kits in white factory boxes (refer to **Figure 3**). All units meet the requirements of FMVSS 131. The purpose of this bulletin is to address the potential reduction in component service life.

This SMI warranty bulletin was developed jointly by SMI and its supplier and is limited to repair or replacement of Light Kits installed on "Specialty" brand School Bus Stop Arms or Light Kits sold separately that fall within the date ranges outlined above and is intended to expedite shipment of replacement product. All certified replacement Light Kits will be designated by a 1/4" black band at the "Y" joint and need not be returned for replacement



(refer to Figure 4).



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NOTE: Light Kits *outside the date range* specified in this warranty bulletin are subject to SMI's Standard Warranty Policy. Your SMI warranty representative will assist you with any questions.

To expedite the repair or replacement of products in the field, please follow the steps below.

- Contact SMI Warranty Service at 1-800-951-7867, Option 7 for a Return Materials Authorization (RMA) number, or e-mail to Warranty@smiglobal.net. Replacement light kits will be sent to you along with the RMA.
- **DO NOT RETURN LIGHT KITS UNTIL REPLACEMENT LIGHT KITS HAVE ARRIVED.** Returned in-service Light Kits must be placed into the *brown* replacement kit boxes for shipment to the warranty center (refer to Figure 5).

Figure 5



- All in-service lights w/gaskets (four per assembly) must be placed in the enclosed bags (one light per bag).
- All returned kits must be *complete* with no missing components. **(4) Lights (4) Gaskets**
- Write the RMA number in the space provided on the return box label and check the boxes confirming the contents.

RMA# _____
<input type="checkbox"/> 4 Lights in bags
<input type="checkbox"/> 4 Gaskets

- New, unused product must be returned in original white cartons (refer to Figure 3) and over-boxed in corrugated shipping boxes.
- Return all Light Kits using the UPS ARS return shipping label enclosed in each box. This label may be



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- Used for individual or master pack return shipments.

ALL QUALIFYING LIGHT KITS MUST BE RETURNED TO:

Warranty Center
3900 Central Parkway
Hudsonville, MI 49426

STOP ARM WIRING CONFIGURATION

- When installing replacements, the wiring should be routed in the same configuration as original OEM installation to provide proper clearances.

QUESTIONS? If you have any questions about this program, please contact SMI Customer Service at 800-951-7867, Option 4.