



# Safe Fleet/SMI Warranty Requirements

## Service Notice #19-0208



### INFORMATION NEEDED FOR WARRANTY COVERAGE

Safe Fleet, who now owns and produces the various lines of SMI Global (Specialty Manufacturing) products which are available on the Blue Bird product, has recently requested that when submitting a claim for warranty on their Stop Arms and Crossing Arms including sub components (i.e., light kits or motors) of these items, that a photo of their production tag (Figure #1) be submitted with the part.

This is not required when requesting warranty on just the replacement part. Please note that warranty on these sub components when part of a Stop Arm or Crossing Arm which has failed carries a 24 month warranty whereas when the replacement part has failed after purchase the warranty is 12 months and no photo is required.

We ask that when returning a part for credit that the photo of this tag be stapled to our green warranty return tag.

Thank You!



Figure #1

ALL of our Service Updates can be found on the [New York Bus Sales website](#)  
Or at the [New York Head Mechanic website](#)

## CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

### SERVICE

**Chittenango:** 800-962-5768

Daryl Wallace or Brian Lamaitis

**Rochester:** 800-463-3232

Eric Bosley

**Albany:** 866-867-1100

Ben Reiling

**Lower Hudson Valley Region:**

845-609-7070

Marc Matwijec

**Warranty:** 800-962-5768

Morgan Jenkins

### Customer Service Representatives

**Eastern Region:**

Gary Bigness

845-500-3707

**Central Region:**

Josh Coon

315-263-0765

**Western Region:**

Mike Panzica

716-908-3186

### PARTS

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