

SERVICE UPDATE

NEW YORK BUS SALES

Product Effected –ALL UNITS

Complaint: Stepwells show signs of surface staining on “stainless” steel

Cause: The stainless steel (GRADE 3CR12) used in current production of the stepwells, while having the strength and non corrosive attributes of the previously used stainless (GRADE 304), does have a tendency to exhibit “staining” when exposed to aggressive atmospheric conditions as seen during our winter months and the use of chemicals on the road surfaces.

The change from 304 to 3CR12 was due to the lack of availability of 304.

Note: The following is a brief description of the technical characteristics of GRADE 3CR12

3CR12 was designed as corrosion resisting steel and, as such, will exhibit staining when exposed to aggressive atmospheric conditions. In applications where the aesthetic appearance is important, it is recommended that 3CR12 be painted, or a higher grade steel used.

A long term atmospheric corrosion program conducted over 20 years by the CSIR has shown 3CR12 to have very good atmospheric corrosion resistance, Stainless steels, with their higher chromium contents, exhibited very low corrosion rates. Because of 3CR12's inherent corrosion resistance, it has been used successfully under wet sliding abrasion conditions such as found in the mining and bulk handling industries. In the case of mild or low alloy steels the presence of moisture in the solids being transported aggravates deterioration of the working surfaces. Not only does the surface rust wear away rapidly exposing bare metal to further corrosion, but corrosion of the working surface leads to hang-up and interrupted flow. 3CR12 resists the corrosive attack and thereby improves flow and reliability, while extending the life of the solids handling equipment

Correction: *As it says in the technical characteristics, when an aesthetic appearances important, as it is with the stepwell of a bus, it is recommended that the surface be painted. Working with Blue Bird we determined the best coating to use would be a highly durable coating such as the type used by the automotive industry for pick-up truck bed lining. While being very durable to the traffic a stepwell encounters, it also gives a pleasing appearance.*

For assistance please call our service department

CHITTENANGO - phone the Service Department at 800-962-5768 or email

Daryl Wallace: dwallace@newyorkbussales.com

Brian Lamaitis: blamaitis@newyorkbussales.com

ROCHESTER - phone the Service Department at 800-463-3232 or email

Gary Chichester: gchichester@newyorkbussales.com

ALBANY - phone the Service Department at 866-867-1100 or email

Steve Searles: ssearles@newyorkbussales.com

Ben Reiling: breiling@newyorkbussales.com