

**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

On FEBRUARY 19, 2004, HINO MOTORS SALES U.S.A., INC. [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. \_\_\_\_\_) exists in the motor vehicles listed below, and is furnishing 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: February 23, 2004

Furnish the manufacturer's identification code for this recall (if applicable): 000167

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

HINO MOTORS SALES U.S.A., INC

25 CORPORATE DRIVE, ORANGBURG, NY 10962

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

George M Daniels

SENIOR NATIONAL MANAGER, PARTS AND SERVICE

Telephone Number: 845-365-1400 ext 312 Fax No.: 845-365-1495

Name and Title of Person who prepared this report.

Eric Lennon

WARRANTY MANAGER

Signed:



RECEIVED  
 DM Feb 25 AM 11:21  
 OFFICE OF THE  
 DIRECTOR OF  
 MOTOR VEHICLE  
 SAFETY

**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:**

**Make(s):** HINO **Model Years Involved:** 2005

**Model(s):** NC6J/ND8J/NE8J/NV8J

**Production Dates: Beginning:** 10/03 **Ending:** 1/04

**VIN Range: Beginning:** JHBNC6JK051S10025 **Ending:** JHBNV8JT051S10136

**Vehicle Type:** TRUCK **Bodystyle:** \_\_\_\_\_

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

**Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the**

percentage of the recalled Widgets of all Widgets manufactured during that time period.

## II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
NC6J	2005	4
ND8J	2005	3
NE8J	2005	182
NV8J	2005	66

**Total Number Potentially Affected by the Recall:** 255

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

During a quality inspection water contamination was found on the Neutral Safety Switch. Upon inspection it was determined that during a washing procedure for the transmission assembly, water contaminated the switch. All units that were assembled using this process are affected by this problem.

**III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

The neutral safety switch will not allow the cruise control to switch on and the reverse backup light and buzzer will stay on.

**Describe the cause(s) of the defect or noncompliance condition.**

Water penetration from a prewash step during final assembly of the transmission.

**Describe the consequence(s) of the defect or noncompliance condition.**

If the neutral safety switch fails this will cause a false signal to the Cruise Control and not permit cruise to be activated. Also if the backup switch fails the warning lights and buzzer would stay on.

**Identify any warning which can (a) precede or (b) occur.**

none

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

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**V. Identify the Remedy**

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Replace both switches with new switches. The new switches have not been exposed to any water contamination.

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Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

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Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The switches are not installed until after the washing procedure is completed.

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#### VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

We will notify the port facilities beginning on March 1

We will notify dealers beginning March 3

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#### VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

**Note** that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

**HINO MOTORS SALES U.S.A., INC.**  
Attention of Mr. Mitsuo Kikuchi, President

February 19, 2004

CC TO: Mr. George Daniels / SNSPM  
Mr. T. Shiozawa / SEC NYC

**SUBJECT: Service Campaign for the Eaton Transmission Switch on 05MY vehicles**

Dear Sir,

We would respectfully like to request you to conduct a service campaign to improve the transmission switches in accordance with the attached modification procedure for 255 units of model year 2005.

The details of the service campaign are as follows.

**1. Cause**

Two switches on the transmission might be damaged due to infiltrating water to the switch.

**2. Countermeasure**

(1) Outline of required modification work

Replace the existing two switches to new one.

(2) Relevant Vehicles

(1) Models : NA8J \* SA-AA1 ND8J \* SA-GB1  
NB8J \* SA-AA1 NE8J \* SA-GB1  
NC5J \* SA-AA1 NV8J \* SA-NB1

(2) Number of Vehicles : 255 units

Please refer to the attached relevant vehicle's VIN list for their details.

**3. Action**

We have concluded that the countermeasure should be taken to the vehicles on the road as a service campaign. We would also like to request you to conduct the service campaign using a direct mail for customer notification after an attorney's consultation.

**4. Procedure of the modification work**

Please refer to the attached replacement procedure manual.

**5. Modification Parts for service campaign**

1) Following are the replacement parts for the service campaign.

Parts No.	Description	Pcs/unit	Remarks
4304809	Switch	1	Neutral Switch
4304808	Switch	1	Reverse Switch
15800	Gasket	1	For Reverse Switch

2) The parts will be supplied by EATON for stock units at port.

3) Please order the switches to EATON for the delivered units to dealers.

**6. Claim Application**

Please apply the following campaign No., labor charge etc., for claim applications for the service campaign.

- 1) Campaign No.: A3280
- 2) Labor charge: 0.3H / 1Unit
- 3) Warranty code: 8348496
- 4) Operation code: 824199
- 5) Original parts No.: 9999999999

Your kind attention will be highly appreciated.

Best regards,

**Shiro Nomura**  
**General Manager**  
**Overseas Technical Support Dept.**

CC TO : Quality Assurance Div.  
 Quality Control Div.  
 Power train Research and Development Div.  
 Legal Dept, General Affairs.  
 Marketing Dept. Overseas Operations Div.  
 Procurement Div. / HMM