

06V-169  
(8 pages)

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

On May 5 , 2006, Hino Motors Sales U.S.A., Inc. decided that a defect which relates to motor vehicle safety exist in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 5/12/06

Furnish the manufacturer's identification code for this recall (if applicable): M0050

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.

2555 Telegraph Rd, Bloomfield Hills MI 48302-0954

RECEIVED  
2006 MAY 18 A 10:05  
OFFICE OF DEFECTS  
INVESTIGATION

<sup>1</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

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

George M. Daniels

Senior National Manager, Service Operations

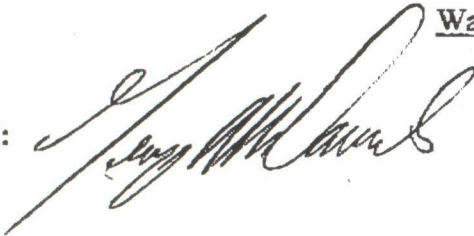
**Telephone Number:** 248-648-6430 **Fax No.:** 248-615-0105

**Name and Title of Person who prepared this report.**

Eric Lannon

Warranty Manager

**Signed:**

A handwritten signature in black ink, appearing to read "Eric Lannon", written over a horizontal line.

**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 & 2006 & 2007 Model(s): NA6J, NB6J, NC6J, ND6J, NE8J, NJ8J, NV8J

Production Dates: Beginning: 10/2004 Ending March 25, 2006

VIN Range: Beginning: 5PVNA6JF062S50022  
Ending: 5PVNV8JVX62S50097

Vehicle Type: CAB & CHASSIS Bodystyle: N/A

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

These vehicles were produced on a specific assembly line during the time period specified above.

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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:**

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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:**

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**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. 100%

## 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>
NA6J	2005	46
NB6J	2005	34
NC6J	2005	98
ND8J	2005	7
NE8J	2005	369
NJ8J	2005	118
NV8J	2005	36
NA6J	2006	166
NB6J	2006	118
NC6J	2006	256
ND8J	2006	354
NE8J	2006	1488
NJ8J	2006	1297
NV8J	2006	677
ND8J	2007	5
NE8J	2007	1
NJ8J	2007	2

Total Number Potentially Affected by the Recall: 5072

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

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:

All vehicles built on this Assembly Line are affected.

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### 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.**

Residual grease and paint which was applied as a rust inhibitor on the steering arm may have contributed to a loss of torque yield after assembly.

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

During Assembly , the Draglink attachment nuts at the pitman arm and steering arm may have been incorrectly torqued.

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

Vehicles which have the condition of torque not to specification may experience an increased rate of wear for the draglink connections at the Steering Arm and Pitman Arm. This condition of increased wear would create a noticeable increase in the amount of steering wheel free play. If the increase in the wear rate and/or the increase in steering wheel free play were ignored, this condition could ultimately result in a loss of steering control of the vehicle. This potentially could result in a crash.

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

This condition of increased wear would create a noticeable increase in the amount of steering wheel free play.

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

Hino Motors Manufacturing U.S.A., Inc.

37777 Interchange Dr.

Farmington Hills, MI

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

**supplier:**

Hiroshi Konishi, General Manager, Quality Assurance

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**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. One is occurred at the vehicle delivery from the dealer to the customer.**

March 8 2006 : Special quality Audit by Hino Motors Limited, Japan . The inspector found the drag link Steering Arm attaching Nut torque value was not to specification on 1 vehicle.

March 10, 2006 : April 4, 2006 Torque inspection and correction conducted at HMS/HMSC Marshalling Yards in Canada and USA.

Total Inspected : 839

Total with torque not to Specification : 150

March 30, 2006: HMM Investigation of Field reports, Customer Complaints , Warranty claims revealed 0 reports , complaints or claims related to this issue.

April 12, 2006 : Internal Meeting at Hino Motors Limited in Japan , reviewed all data and determined issue could be corrected a Service Campaign. Hino Motors Limited issued notice of Service Campaign to Hino Motors Manufacturing.

April 13, 2006 : Hino Motors Manufacturing issued notice of Service Campaign to US and Canadian Distributors/

April 21, 2006 : Canadian Distributor received Un-official request from Transport Canada that this issue should be handled as a recall.

April 25, 2006: Canadian Distributor notified Hino Motors Manufacturing of comments from Transport Canada

May 2, 2006 : Information inquiry to NHTSA resulted in the recommendation to conduct a Safet Recall rather than a Service Campaign .

**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.**

## 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.**

To prevent re-occurrence there have been 5 process improvements applied:

1. March 8 2006 Hino Motors Manufacturing added ink marking to QSP wrench for confirmation of use.
2. March 15<sup>th</sup> & 16 2006 Hino Motors Manufacturing added torque check to Triple Check operator – Using low end of Torque spec on wrench (136 and 95)
3. March 14 2005 The sequencing facility started removing all grease and paint from the steering arm on all axle assemblies prior to the axle being shipped to the vehicle assembly plant.
4. March 20 2006 Hino Motors Manufacturing Added a Daily Torque audit (5 Per shift) using a digital wrench)
5. March 25, 2006 Hino Motors Manufacturing added a stabilizing jig for axle to prevent the axle movement during the torque operation.

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

None

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 production changes are the same as previous steps. Listed above.

**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.

Dealer Notice:5/22/06

Customer Notice :5/29/06

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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.