

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On April 25, 2007, Hino Motors Sales U.S.A., Inc. decided that (a defect which relates to motor vehicle safety) (a noncompliance with Federal Motor Vehicle Safety Standard No. _____) 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: April 23, 2008

Furnish the manufacturer's identification code for this recall (if applicable): A5850

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 48304

¹Each 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

Vice President, Service Operations

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

Name and Title of Person who prepared this report.

Jessica Chaplin

Supervisor, Warranty Administration

Signed:

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 and 2008 **Model(s):** NA6J, NB6J, NC6J, ND8J, NE8J, NJ8J, NV8J

Production Dates: Beginning: Start of Production at CA assembly **Ending:** September 27, 2007

VIN Range: Beginning: Provided at later date **Ending:** Provided at later date

Vehicle Type: Front Spring Hanger Attachment Bolts **Bodystyle:** N/A

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

The order in which the two vertical front spring bracket bolts on the right/left side were tightened from the factory was not controlled. This may cause increased stress on the spring bracket and possibly lead to the spring bracket cracking due to increased stress.

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>
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Individual model totals and Model Year Breakdown to be provided at a later date.

Total Number Potentially Affected by the Recall: 16,805

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:

Initial finding were determined by the quantity of front spring hanger brackets that became loose. Further investigation yielded that many vehicles had loose front spring hanger brackets and increased stress on the spring bracket. Affected unit dates include from the start of production at the CA assembly plant until September 27, 2007.

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.

Due to the original order the two vertical right/left side front spring bracket bolts were tightened was not properly controlled during the assembly process. This may cause the front spring hanger bracket to become loose and increase stress on the spring bracket. It is possible that the spring bracket could crack under increased stress.

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

The two front spring bracket bolts on the right hand or left hand front spring hanger bracket could become loose.

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

If the front spring hanger bracket to becomes loose and increases stress on the spring bracket, it is possible that the spring bracket could crack under increased stress and reduce steering responsiveness.

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

The two vertical front spring bracket bolts on the right hand or left hand front spring hanger brackets will be loose.

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:

V. Identify the Remedy

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

See attached Recall Bulletin for remedy procedures.

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

Recalled component: No Difference

Remedy component: Replace the vertical front spring bracket attachment bolts on right/left hanger brackets.
Re-torque all associated bolts in accordance with new work procedure.

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.

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.

Customer Notification TBD – shipping timeline of tools/parts has not been set at this time

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.

IV. Provide the Chronology in Determining the Defect/Noncompliance

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

The chronology of principle events will be supplied at a later date.