

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

On December 5, 2008, 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. _____) 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: 12/9/2008

Furnish the manufacturer's identification code for this recall (if applicable): M0140

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 Manufacturing U.S.A., Inc.

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: 248-699-9330 Fax No.: 248-615-0105

Name and Title of Person who prepared this report.

Jessica Chaplin

Supervisor, Warranty Administration

Signed:

RECEIVED

2008 DEC 18 10:35 AM

DEFECTS INVESTIGATION
RECALL MGMT DIV.

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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:** 2008 and 2009 **Model(s):** ND8J, NE8J, NJ8J AND NV8J

Production Dates: Beginning: October 22, 2007 **Ending:** September 4, 2008

VIN Range: Beginning: 5PVNV8JV484S11268 **Ending:** 5PVNJ8JV494S51864

Vehicle Type: Incorrect Installation of Air Suspension Rear Axle U-Bolts **Bodystyle:** N/A

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

Recall involves certain 2008MY and 2009MY Hino conventional trucks assembled at the Williamstown, WV assembly plant which are identified by the number "4" located in the 11th digit of the VIN. Only those trucks equipped with factory installed Rear Air Suspension and assembled between October 22, 2007 and September 4, 2008.

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
NJ8J	2008	30
NV8J	2008	11
ND8J	2009	1
NE8J	2009	1
NJ8J	2009	74
NV8J	2009	13

Total Number Potentially Affected by the Recall: 130

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:

The recall population was determined from production data for all rear air suspension equipped trucks produced at the West Virginia plant between October 22, 2007 and September 4, 2008, less those units which were still in inventory at the assembly plant which were inspected and / or repaired during the investigation.

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 tightening sequence of the rear axle U-Bolts was not strictly controlled and the U-Bolts may not have been properly tightened during the manufacturing process. If the U-Bolts were not properly tightened, the lower spring seat may not contact the axle housing properly, producing a gap on the front or rear side of the axle housing.

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

The tightening sequence was not strictly controlled during the manufacturing process.

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

If the U-Bolts were not properly tightened, the lower spring seat may not contact the axle housing properly, producing a gap on the front or rear side of the axle housing. This gap could allow the U-Bolts to loosen and/or cause the lower spring seat to crack. If this problem were ignored the axle could become misaligned and/or separated from the mountings. This condition could ultimately result in an accident.

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

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 principle events that were the basis for the determination of the defect. The summary should include, but not 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.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or non-compliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

See attached Recall Bulletin for remedy procedures.

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

The remedy in manufacturing is to switch from a single spindle nut driver to a four spindle nut driver. This will ensure uniform tightening for all rear axle u-bolt nuts.

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

There is no difference between the remedy component and the original component. The remedy Assembly process has been modified from the original assembly 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.

Sequence of tightening procedures for the air suspension rear axle U-Bolts was corrected from production date of September 5, 2008 forward.

VI. Identify the Recall Schedule

10. 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 Notification will occur during the week of January 12, 2009. Customer Notification will occur during the week of January 19, 2009.

VII. Furnish Recall Communications

11. 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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

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

Safety Recall

Subject: Incorrect Installation of Air Suspension Rear Axle U-Bolts

Date: 12-05-2008

Bulletin: R0027

Campaign #: M0140

Affected Models: Certain 2008 and 2009 ND8J (238), NE8J (268), NJ8J (268A), NV8J (338)

Important: Verify on the Hino DCS Warranty System that the vehicle still needs to have this work performed.

Description:

This bulletin includes the instructions to inspect and, if required, correct the installation of the lower spring pad for the rear axle air suspension.

Condition:

The tightening sequence of the rear axle u-bolts was not strictly controlled and the u-bolts may not have been properly tightened during the manufacturing process. If the u-bolts were not properly tightened, the lower spring seat may not contact the axle housing properly, producing a gap on the front or rear side of the axle housing. This gap could allow the u-bolt nuts to loosen and/or cause the lower spring seat to crack. If this problem were ignored the axle could become misaligned and/or separated from the mountings. This condition ultimately could result in an accident.

Subject Vehicles:

Certain 2008 and 2009 MY ND8J (238), NE8J (268), NJ8J (268A), and NV8J (338) Hino conventional trucks assembled at the Williamstown, WV assembly plant between October 22, 2007 and September 4, 2008.

Before You Begin:

Read and understand all instructions and procedures before you begin. Read and observe all Caution and Warning safety alerts that precede these instructions while following these procedures. The alerts help to avoid damage to components, serious personal injury, or both.



Once Recall is completed

Fill out the Recall Completion sticker as shown in the picture to the left. This sticker should be attached to the left door jam above the V.I.N. decal.



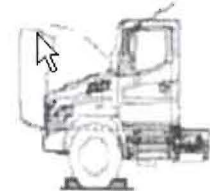
A Toyota Group Company

TRUCKS™

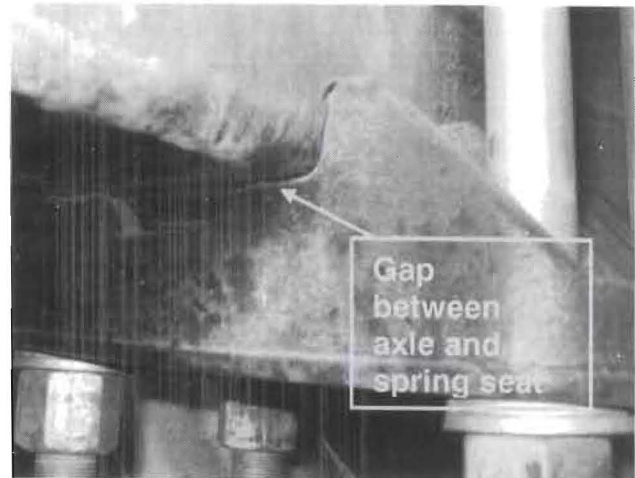
Safety Recall

!!! WARNING !!!

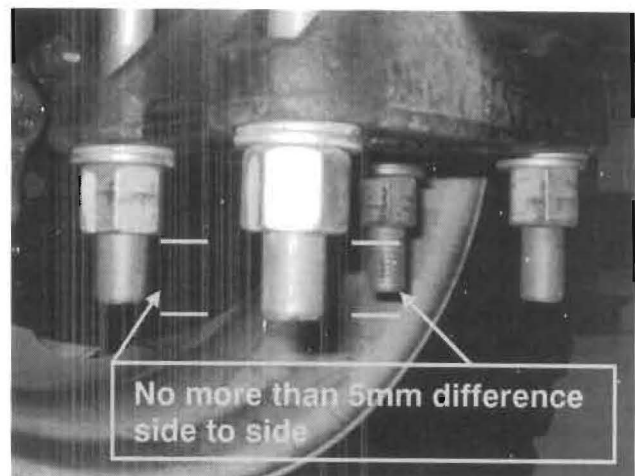
Park the vehicle on a flat and level surface. Apply parking brake. Shift transmission to NEUTRAL. Block the wheels to prevent the vehicle from moving.



1. Inspect the rear air suspension lower spring seat for a gap between rear axle and lower spring seat. Axle should sit flat on the lower spring seat with no gaps on the front or rear of the lower spring seat.

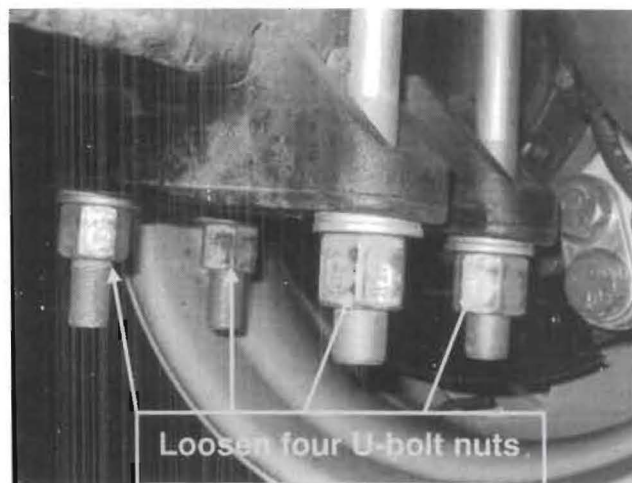


2. In comparing the height of the thread protruding through each U-bolt nut, there should not be more than a 5mm difference between the thread height from one side to the other side. If a difference of more than 5mm is not present, no further action is required. If a difference of more than 5mm exists, proceed to step 3.

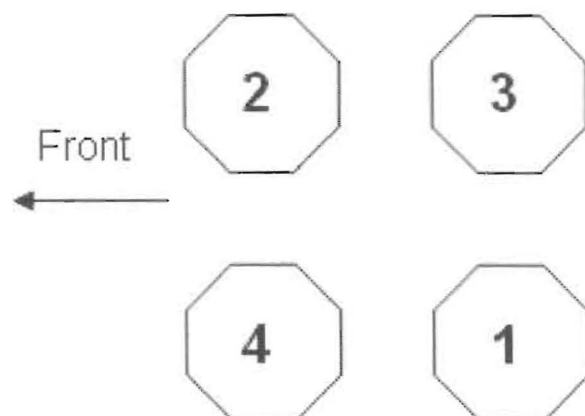


Safety Recall

3. Loosen each U-bolt nut to enable the lower spring seat to be repositioned so that it sits flat on axle.

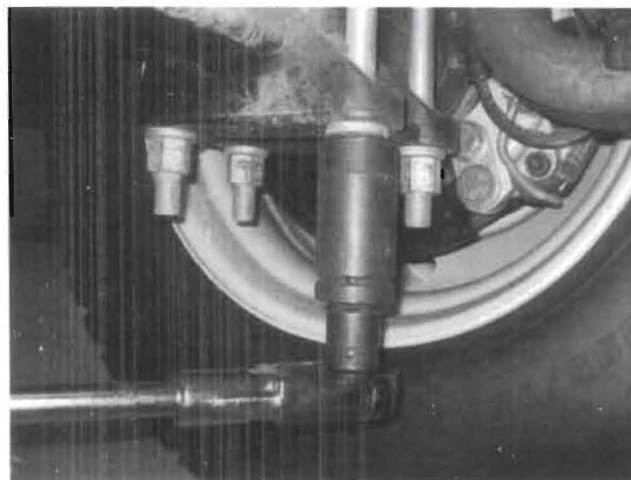


4. Tighten U-bolts using the cross tightening method as specified. Alternate between nuts to ensure there is even tension on each U-bolt and that the lower spring seat sits flat on the axle with no gaps in the front or in the back of the axle.



5. Tighten U-bolt nuts to specified torque following specified sequence outlined in step 4.

Specified torque: 426 ft. lbs. (578 Nm)



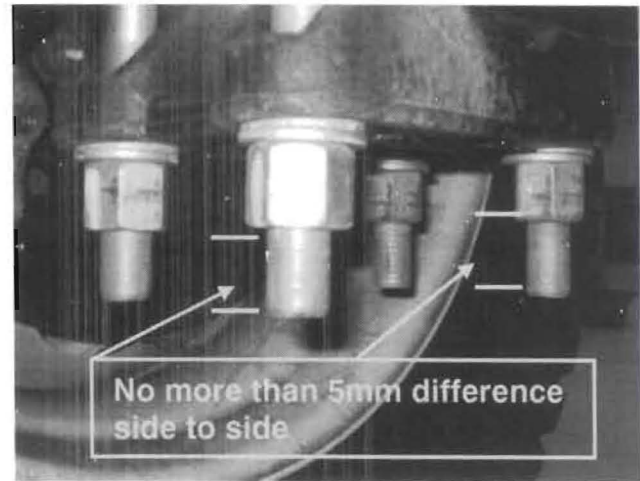


A Toyota Group Company

TRUCKS™

Safety Recall

6. Measure the threads protruding through each nut. When properly installed and tightened there should be no more than a 5mm difference in height between each side of a particular U-Bolt.



WARRANTY APPLICATION INFORMATION

Inspection Only

CAMPAIGN NUMBER: M0140
TIME ALLOWANCE: 0.2 Hours
WARRANTY CODE: 5414171
OPERATION CODE: 54550AOT
ORIGINAL PART NUMBER: 920922109A

Inspection & Retighten

CAMPAIGN NUMBER: M0140
TIME ALLOWANCE: 1.0 Hours
WARRANTY CODE: 5414171
OPERATION CODE: 54550AAD
ORIGINAL PART NUMBER: 920922109A