



Safety Recall M0120

Please see the reverse side of this notice for **IMPORTANT INFORMATION** regarding:

✓ **THE REASON FOR THIS RECALL**

✓ **WHAT WE WILL DO**

-and-

✓ **WHAT YOU SHOULD DO**

Contact your Hino dealer at your earliest convenience, to arrange a service date.

If you have any questions, please call 1-248-699-9390



RECALL CENTER
41180 Bridge Street • Novi, MI 48375

FIRST CLASS
U.S. POSTAGE
PAID
PERMIT NO. 2744
DETROIT, MI

Customer Name
Address
City, State Zip

VIN: XXXXXXXXXXXXXXXXXXXX

Notification of Safety Recall M0120

To Our Valued Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Hino Motors Sales U.S.A., Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain USA production of 2007-2008 model year vehicles produced between February 5, 2007 and February 29, 2008. On specific vehicles the propeller shaft bolts may have not been properly tightened during the manufacturing process. If the bolts were to loosen it could cause a vibration in the driveline. If this vibration were ignored, the propeller shaft could separate from the mating flange. If the warning is ignored, this condition could potentially result in a crash.

WHAT WE WILL DO

Hino Motors Sales U.S.A., Inc. will inspect and torque the propeller shaft bolts to the proper recommended torque.

WHAT YOU SHOULD DO

Please contact your Hino dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately 25 minutes. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Hino dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Hino Motors Sales U.S.A., Inc. customer service by calling **1-248-699-9390**.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this recall. Please contact Hino Motors Sales U.S.A., Inc. customer service by calling **1-248-699-9390** with questions regarding reimbursement.

Federal Regulations require that any vehicle Lessor receiving this Recall notice must forward a copy of this notice to the Lessee within 10 days.

After contacting your dealer and Hino Motors Sales U.S.A., Inc. customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the **Administrator National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.**

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.