



# Safety Recall M0140

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

**HINO TRUCKS**  
A Toyota Group Company  
**RECALL CENTER**  
41180 Bridge Street • Novi, Mi 48375

«Customer\_Name»  
«Address»  
«City», «State» «Zip»

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

VIN: XXXXXXXXXXXXXXXXXXXX

# Notification of Safety Recall M0140

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 2008 and 2009 model year vehicles assembled in the Williamstown, WV plant. On specific vehicles 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 could ultimately result in a crash.

## WHAT WE WILL DO

Hino Motors Sales U.S.A., Inc. will inspect and retighten u-bolts if necessary.

## 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 60 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.**