

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

On March 23, 2010, 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: March 25, 2010

Furnish the manufacturer's identification code for this recall (if applicable): M0170

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.

41180 Bridge Street, Novi, MI 48375

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: 248-699-9330 **Fax No.:** 248-699-9310

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:** 2010 **Model(s):** TBD

Production Dates: Beginning: April 6, 2009 **Ending:** June 30, 2009

VIN Range: Beginning: TBD **Ending:** TBD

Vehicle Type: Exhaust System Torque **Bodystyle:** N/A

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

Upper bolt of center exhaust hanger may have not been properly tightened during the manufacturing process.

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> |
|---------------------|--------------------|---|
| <u>N/A</u> | | |

Total Number Potentially Affected by the Recall:

Approx. 560

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:

During a "Takt Time" (cycle time) change an incorrect tool was introduced into the manufacturing process. This Takt Time change is the beginning manufacturing date. The date when the correct tool was re-introduced to the process serves as the ending date.

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 upper bolt of the center exhaust hanger may not have been properly tightened during the manufacturing process. If the bolts were over tightened, the bolts and the hanger bracket may have been damaged. This could cause the bolt to fail and thus the exhaust system would not be supported as designed. The location of this defect is on the center exhaust system hanger.

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

The upper bolt of the center exhaust hanger may have not been torque properly during the manufacturing process.

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

If the upper bolt of the center exhaust hanger were over tightened, the bolt and the hanger bracket may have been damaged. This could cause the bolt to fail and thus the exhaust system would not be supported as designed. This condition would place additional stress on the other exhaust support devices and could lead to additional failures. If this condition were undetected it ultimately could result in the exhaust system separating from the vehicle, thus falling onto the surface of the roadway. If this fallen portion of the exhaust system is struck by a vehicle it could ultimately result in an accident.

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

Abnormal vibration or noise from the exhaust system.

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.

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

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.**

To be supplied at a later date.

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

Recalled component: No Difference

Remedy component: Change in the assembly processes within the manufacturing plant.

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.

Recall condition was corrected July 1, 2009 at the assembly plant.

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.

TBD

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.