



Safety Recall M0180

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 248-699-9390



RECALL CENTER
41280 Bridge Street • Novi, MI 48375

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Notification of Safety Recall M0180

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 2009 and 2010 model years Hino conventional trucks assembled between April 6, 2009 and June 30, 2009. The defect involves the vertical exhaust support to side-rail attachment bolts and the flex pipe clamp bolts, which may not have been properly tightened during the manufacturing process. If the bolts were not properly tightened, the bolts and the vertical exhaust support may have been damaged or could become loose. This could cause the bolts 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 a crash.

WHAT WE WILL DO

Hino Motors Sales U.S.A., Inc. will replace the vertical stack tail support arm bolts and apply the correct torque to the flex pipe clamps. These recall repairs will be performed free of charge.

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 65 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 **(248) 699-9390**.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with the recall. Please contact Hino Motors Sales U.S.A., Inc. customer service by calling **(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, 1200 New Jersey Ave. SE, Washington DC, 20590; or call the toll-free Vehicle Safety Hotline at (888) 327-4326 (TTY: (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.