



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 18, 2011

MR. GEORGE DANIELS
VICE PRESIDENT, SERVICE OPERATIONS
HINO MOTOR SALES U.S.A., INC.
41180 BRIDGE STREET
NOVI, MI 48375

NVS-215kjs
11V-549

SUBJECT: STEERING ARM ATTACHMENT BOLTS

DEAR MR. DANIELS:

This letter serves to acknowledge Hino Motor Sales U.S.A., Inc.'s (Hino) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HINO/NE8J/2012

NHTSA Campaign Number: 11V-549 **Mfg's Report Date:** October 27, 2011

Components: STEERING

Potential Number of Units Affected: 37

Summary:

HINO MOTORS IS RECALLING CERTAIN MODEL YEAR 2012 NE8J TRUCKS. DURING THE ASSEMBLY PROCESS, THE STEERING ATTACHMENT BOLTS MAY HAVE BEEN INSUFFICIENTLY TORQUED.

Consequence:

INSUFFICIENT TORQUE OF THE STEERING ARM BOLTS MAY RESULT IN BOLT FATIGUE AND FRACTURE AND/OR ARM SEPARATION, THEREBY POTENTIALLY RESULTING IN LOSS OF STEERING CONTROL, INCREASING THE RISK OF A CRASH.

Remedy:

THE MANUFACTURER IS IN THE PROCESS OF DEVELOPING A REMEDY AND A NOTIFICATION SCHEDULE FOR THIS CAMPAIGN.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

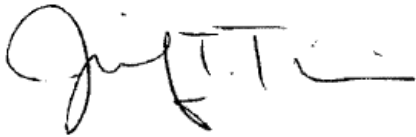
The information in your defect report does **not** satisfy the requirements of 49 CFR 573.6. The report is missing the required chronology of events that were the basis for your defect decision, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement