

## Safety Defect and Noncompliance Report Guide for Vehicles

**PART 573 Defect and Noncompliance Report<sup>1</sup>**

**On June 6, 2011, 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:** Revised on October 7, 2011

**Furnish the manufacturer's identification code for this recall (if applicable):** M0220

**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

**Identify the corporate official, by name and title, which 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:** Geof Perrot Supervisor, Warranty Administration

**Signed:**

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<sup>1</sup>Each 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.

**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 Year(s) Involved:** 2011-2012 **Model(s):** NE8J

**Production Dates: Beginning:** February 1, 2011 **Ending:** May 31, 2011

**VIN Range: Beginning:** 5PVNE8JL1B4S50079 **Ending:** 5PVNE8JTXC4S54150

**Vehicle Type:** NE8J model vehicles built during the afore mentioned date range **Bodystyle:** N/A

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

Vehicles subject to this recall are identified by front axle serial number as recorded in Hino production data.

**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.**

15%

## **II. Identify the Recall Population**

**3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.**

| Model | Year      | Number of Vehicles<br>Potentially Involved |
|-------|-----------|--------------------------------------------|
| NE8J  | 2011-2012 | 237                                        |

**Total Number Potentially Affected by the Recall:** 237

**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:**

Recall population was determined based on suspect axle production during the term when suspect parts were available in conjunction with axle serial numbers and Hino production records.

## **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 rollers of the outer roller bearing cone of the front axle may not have been properly heat treated. The suspect bearing cones have the date code "ZJ" on the major face of the inner bearing race just following the "CANADA" stamp.

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

Heat treatment furnace temperature was below minimum requirements after and equipment repair was performed. All parts were not cleared prior to the repair procedure starting.

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

Improperly heat treated bearings can fail under load, possibly resulting in wheel separation and a crash.

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

Abnormal noise and / or vibration

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

Arvin Meritor  
2135 West Maple Rd.  
Troy, MI 48084

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

Lee French, Technical Manager On Trac Customer Service Center, 248-273-4647

#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

#### **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.**

Suspect axles based on serial number within the above-referenced time frame will be inspected for the bearing assembly date code. If the suspect date code is found the bearings will be replaced in accordance with work procedure RCB-011-11

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

Date Code is different

**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.**  
May 27, 2011. Remedy same as in the field.

#### **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.**

We plan to notify dealers on Tuesday, October 27, 2011. The customer notifications are tentatively scheduled to enter the U.S. Mail on Wednesday, October 28, 2011.

#### **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.**