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By Recall Management Division at 6:44 am, Jun 22, 2012

11V-537

(6 pages) - 2ND Amendment



41180 Bridge Street  
Novi, MI 48375

June 21, 2012

Mrs. Kelly Schuler  
Safety Recall Analyst  
Recall Management Division  
Office of Defects Investigation Enforcement  
1200 New Jersey Ave. SE  
Washington DC, 20590  
(202) 366-5227

Re: N.H.T.S.A. Campaign ID No. 11V537 Part 573 Amendment Notice

Dear Kelly:

This notice is to advise you of the amended and attached Part 573 Defect and Noncompliance Report concerning N.H.T.S.A. Campaign ID No. 11V537, also described as Hino campaign numbers M0230 and M0250.

The initial Part 573 Defect and Noncompliance Report Hino submitted on November 2, 2011 listed the affected models as ND8J, NE8J, NJ8J, & NV8J. Following this initial report, Hino determined during the investigation that no ND8J models were built during the affected production period. Thus, Hino is submitting this amended report with all references to the ND8J model removed.

I hope this letter will meet your requirements concerning this issue and further reinforce Hino's support to you in keeping our roads safe. If have any questions concerning this, or any other recall related matters, please contact me directly at 248.699.9388.

Sincerely,



Geof Perrot  
Supervisor, Warranty Administration



Hino Trucks ranks "Highest in Customer Satisfaction with Conventional Medium Duty Engines, Three Years in a Row." AND "Highest in Customer Satisfaction with Conventional Medium Duty Trucks."

For J.D. Power and Associates award information, visit [jdpower.com](http://jdpower.com).

Hino Motors Sales U.S.A., Inc.

41180 Bridge Street • Novi, MI 48375 • Ph (248) 699-9300 • Fax (248) 699-9310 • [www.hino.com](http://www.hino.com)

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

**On October 27, 2011, Hino Motors Sales U.S.A., Inc. decided that (a defect which relates to motor vehicle safety) exists 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:** November 2, 2011 (Revised June 21, 2012)

**Furnish the manufacturer's identification code for this recall (if applicable):** M0230 (Front Axle)  
M0250 (Rear Axle)

**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, MI48375

**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:** 2012 **Model(s):** NE8J, NJ8J, & NV8J

**Production Dates: Beginning:** 07/28/2012 **Ending:** 08/31/2012

**VIN Range: Beginning:** 5PVNV8JT4C4S52183 **Ending:** 5PVNJ8JT5C4S53788

**Vehicle Type:** NE8J, NJ8J, & NV8J model vehicles containing front axles and / or rear axles which were built between July 25, 2011 and September 16, 2011 and assembled at Hino Motors Manufacturing USA, Inc. in Williamstown, WV which are identified by the digit "4" in the 11<sup>th</sup> position of the VIN.

**Body style:** 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 and / or rear 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: Body style:** \_\_\_\_\_

**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.**

Hino estimates this percentage to be 46 %

## II. Identify the Recall Population

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

**Number of Vehicles**

**Model Year Potentially Involved**

192 NE8J, NJ8J, NV8J          2012MY

**Total Number Potentially Affected by the Recall:** 192

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** Unknown.

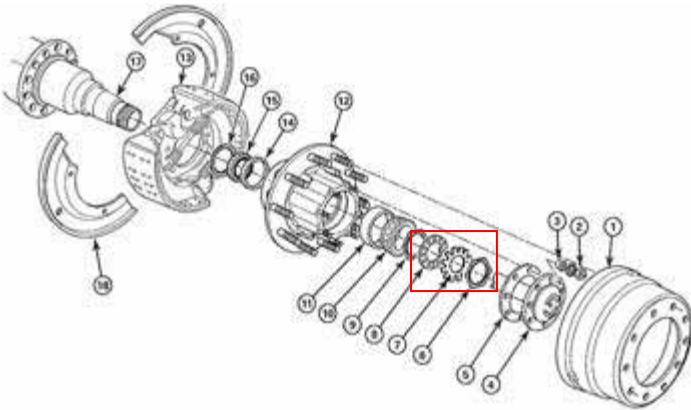
**Identify and describe how the recall population was determined--In particular, how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:**

Beginning date was isolated during containment activities. Axles built prior to the dates above were audited and no concerns were identified. Final date is based on countermeasure implementation on 9/13/11 – prior to the next Hino production run.

## 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.**

During the assembly process the wheel-end retainer may have been installed incorrectly. The photo below depicts the rear axle assembly. Front axle is similar.



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

Failure to follow standard assembly process.

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

Wheel-hub and axle shaft could separate from the vehicle.

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

Abnormal noise and/or vibration from the front and / or rear axle.

**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, MI48084

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

Chuck Smith  
Director of Quality, North America

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

*August 29, 2011:*

- HMM notified Meritor through QPR about missing components regarding axle RS17145NFLF326 411FOR01489741

- Supplier initiated containment activity at the supplier facility

*August 30, 2011:*

- Supplier initiated investigation to determine root cause and scope of the concern

*August 30, 2011 to December 15, 2011*

- Ongoing investigation at the supplier

*October 24, 2011:*

- HMM held an internal recall determination meeting based on preliminary information received from the supplier

*November 2, 2011:*

- HMM completed initial 573 defect notice based on preliminary information received from the supplier

*December 15, 2011:*

- Received official Defect Information Report from the Supplier

#### **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.**

Corrected the standard work procedure to ensure that all components are fully assembled prior to line stoppage.

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

None

**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.**  
The production remedy was identical to the recall remedy. Changes implemented 9/13/11.

#### **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.**

April 19, 2012 – Customer notices entered U.S. Mail  
March 28, 2012 – Dealers notified

No problems were experienced with implementing this recall.

## **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.**