

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

On October 27, 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. _____~~) 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: Revised December 12, 2011 (Submitted 04/26/2012)

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

M0240 / NHTSA#11V549

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:

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.

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 16, 2011 **Ending:** March 3, 2011

VIN Range: Beginning: 5PVNE8JL1B4 **Ending:** 5PVNE8JTXC4

Vehicle Type: NE8J model vehicles containing front axles which were manufactured between January 28, 2011 and February 8, 2011. Vehicles were assembled at Hino Motors Manufacturing USA, Inc. in Williamstown, WV which is identified by the digit “4” in the 11th 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 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.

62 units of 309 built in this time frame – 20%

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

62 NE8J 2011MY and 2012MY

Total Number Potentially Affected by the Recall: 62

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:

Axles that were manufactured between January 28, 2011 and February 8, 2011 utilizing the alternate process with a non-conforming bolt.

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 final torque operation for the steering arm attachment bolts may have been skipped.

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

Final torque may not have been applied to the steering arm attachment bolts.

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

One or more of the steering arm attachment bolts could loosen, fracture, or fallout.

This could ultimately lead to steering arm separation and loss of vehicle control.

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

Abnormal noise and/or vibration from the front 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:

Charles Smith

Director of Quality, North America

Meritor Inc.

IV. Provide the Chronology in Determining the Defect/Noncompliance

September 20, 2011:

- HMM notified by tech report that on September 16, 2011 a Hino customer discovered a missing steering arm bolt on unit 5PVNE8JT4C4S53950.
- HMM provided preliminary failure report to the supplier.
- Supplier initiated containment activity at the supplier facility.

September 24, 2011:

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

September 24, 2011 to December 7, 2011

- On going investigation at the supplier.

September 26, 2011:

- HMM received suspect part and shipped to supplier for investigation.

October 24, 2011:

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

October 27, 2011:

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

December 7, 2011:

- Received official Defect Information Report from the Supplier.

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.

Cause of defect: Proper tool was not utilized for applying torque resulting in a possible low torque situation.

Remedy: 1) DC Torque tool will be utilized for applying proper torque then verified with certified torque wrench.

2) White paint mark over the bolt head will be added after torque confirmation.

3) Additional QC inspection of the paint mark and bolt head gap.

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 9/20/11

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.

Dealers notified: 04/10/2012

Customer notifications mailed 04/19/2012

No problems implementing 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.