



Safety Recall 11V-011

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 1-248-699-9390



RECALL CENTER
41180 Bridge Street • Novi, MI 48375

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Notification of Safety Recall 11V-011

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 2011 model year vehicles. These vehicles were produced between June, 1, 2010 and December 10, 2010 and equipped with certain Eaton transmissions with the park feature. The defect involves the park pawl within the Eaton UltraShift transmission, which may not have been properly installed during the manufacturing process. If the park pawl is not correctly positioned, this may prevent the park pawl from engaging. Normally, a brake is applied when the vehicle is parked. If a brake is not used or is defective, and the park pawl does not engage the vehicle may move. This can ultimately result in a crash.

WHAT YOU SHOULD DO

Please contact Eaton Corporation at the phone number below as soon as possible to schedule an inspection and/or repair of this condition.

Eaton Corporation – Commercial Vehicle Transmissions
Attention: Bill Mack
Phone: 269-342-3242

Eaton Corporation is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If Eaton Corporation does not remedy this condition on the scheduled 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.