



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 15, 2014

Kalmer Urm  
Warranty Manager  
Hino Motors Sales U.S.A., Inc.  
41280 Bridge Street  
Novi, MI 48375

NVS-215MR  
14V-727

**Subject:** Hybrid Motor Output Shaft may Fail

Dear Kalmer Urm:

This letter serves to acknowledge Hino Motors Sales U.S.A., Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/XFC/2012-2015

**Mfr's Report Date:** November 11, 2014

**NHTSA Campaign Number:** 14V-727

**Components:**

HYBRID PROPULSION SYSTEM

**Potential Number of Units Affected:** 691

**Problem Description:**

Hino Motor Sales U.S.A., Inc. (Hino) is recalling certain model year 2012-2015 Hino XFC vehicles manufactured August 27, 2011, to November 7, 2014. In the affected vehicles, the output shaft of the Hybrid Vehicle (HV) motor may break.

**Consequence:**

If the output shaft breaks during vehicle operation, the vehicle may stop moving under its own power, increasing the risk of a vehicle crash.

**Remedy:**

Hino will notify owners, and dealers will replace the HV motor with one that has a stronger output shaft, free of charge. Parts to remedy the issue are not currently available. Owners will be mailed an interim notification in December 2014, and will be mailed a second notice when remedy parts are available, currently expected to be in February 2015. Owners may contact Hino customer service at 1-248-699-9300. Hino's number for this recall is A9930.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

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