



Hino Motors Sales U.S.A., Inc.
41280 Bridge Street
Novi, MI 48375

JOHN HINO
41280 BRIDGE STREET
NOVI MI 48375

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN :*****
MY2012-2015 195h on-road Light Duty Truck
HV Motor Assembly Replacement

Dear Hino Truck Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hino Motor Sales U.S.A., Inc. has decided that a defect, which relates to motor vehicle safety, exists in 2012 - 2015 COE trucks.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

When a driver, while driving, repeatedly accelerates and decelerates, over a short period of time, excessive stress will be applied to the output shaft of the HV motor. The design strength of the output shaft is insufficient and cannot endure such excessive stress. As a result of the rapid acceleration/deceleration and design, the output shaft will become worn, ultimately causing the output shaft to break. If the output shaft breaks during vehicle operation, the vehicle may stop moving under its own power, increasing the risk of a crash.

What will Hino do?

The HV Motor assembly will be replaced. The new assembly will contain an improved shaft with greater strength.
Hino Campaign Number: A9930, NHTSA Campaign Number: 14V727

What should you do?

This is an important Safety Recall

Please contact any authorized Hino dealer to schedule an appointment to have the remedy performed as soon as possible.

HV Motor replacement will take approximately 8 hours.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by contacting Hino Warranty at warranty@hino.com or by phone 1-248-699-9390. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Hino dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can locate a Hino dealer in your area by going online and visiting www.hino.com
- If you require further assistance, you may contact the Hino Warranty at 1-248-699-9390 Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time.

If you believe that the dealer or Hino has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for being a valued Hino customer.

Sincerely,

HINO MOTORS SALES, U.S.A., INC.