

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 *****
Certain 2005 – 2015 Model Year Conventional Trucks
Parking Brake Lever 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 certain 2005 - 2015 CONV 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?

The washer fixed to the parking brake lever cable joining pin can become stuck in the worn and enlarged long hole when the parking brake lever is pulled. This situation may prevent the parking brake lever being pulled to its full stroke, leading to the application of insufficient brake force. In the worst case situation, vibration can cause the washer which is stuck in the worn and enlarged long hole to come off, releasing the parking brake lever and resulting in the vehicle moving, increasing the risk of a crash.

What will Hino do?

A new parking brake lever will be installed that contains a two-way damper and a roller at the cable joining pin.

The remedy procedure will be performed at No Charge to you.

Hino Campaign Number: A9970, NHTSA Campaign Number: 14V791

The Campaign A9970 will supersede earlier release of the Campaign A9390

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.

Replacement of the parking brake lever will take approximately 2 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.