Part 573 Safety Recall Report 17V-493

Manufacturer Name : Hino Motors Sales U.S.A., Inc.
Submission Date : AUG 07, 2017
NHTSA Recall No. : 17V-493
Manufacturer Recall No. : M0300

Manufacturer Information :

Manufacturer Name : Hino Motors Sales U.S.A., Inc.
Address : 41280 Bridge Street
Novi MI 48375
Company phone : 248-699-9300

Population :

Number of potentially involved : 99
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 HINO NE8J, NJ8J, NV8J
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : ALL
Power Train : DIESEL
Descriptive Information : Issue only occurred on cabs that were manufactured at the Hino Koga, Japan plant. Hino WV received the first cab from Koga on July 13, 2017. All Koga cabs were quarantined once the defect was identified on July 28, 2017.
All of the suspect Koga cabs were inspected and repaired. The 99 subject units were shipped prior to inspection.
Units not included in the recall were built with cabs that were manufactured at a different facility, or were manufactured after the clean point was established on July 28, 2017.
Production Dates : JUL 13, 2017 - JUL 25, 2017
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : During the assembly process the door hinge bolts may not have received sufficient torque.
FMVSS 1 : 206 - Door locks and door retention components
FMVSS 2 : NR
Description of the Safety Risk : If a low torque condition is present, the upper hinge may loosen, then the lower hinge may loosen, the door will then operate abnormally; if operation of the door is continued in this condition, the door may become disconnected from the hinge in the worst case.
Description of the Cause : During the door gap adjustment process, torque was applied to the door hinge bolts prior to removal of a positioning wedge, resulting in a low torque condition upon wedge removal.

Identification of Any Warning that can Occur :	The door may sag, or be difficult close due to the loose hinge bolt condition.

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

May 24, 2017
Start of production for cab welding and painting at the Hino Koga, Japan plant.
July 13, 2017
Hino WV plant in US received first Cab from Koga, Japan plant. Out of specification condition for flushness between RH door to C pillar was identified after trim assembly. WV plant determined root cause to be that the upper door hinge weld nut plate location, while within design tolerance, was on the edge of the tolerance.
July 18, 2017
Hino WV plant started to adjust the door position of completed vehicles in repair.
(Basic Procedure)
1. Install shoulder-less bolts on the upper door hinges on both LH and RH door hinges. Shoulder-less bolt allows movement of the door position for proper adjustment
2. Adjust the door position by hand to achieve required fit to cab C pillar.
3. Tighten the hinge bolt to specified torque.
July 19, 2017
Due to high repair volume, Hino WV plant started to adjust the door position on the cab trim assembly line.
(Basic Procedure)
1. Install shoulder-less bolts on the upper door hinges on both LH and RH door hinges. Shoulder-less bolt allows movement of the door position for proper adjustment
2. Adjust the door position by inserting a wedge between the upper door hinge and the door shell to achieve required fit to cab C pillar.
3. Tighten the hinge bolt to specified torque. (Wedge not removed)
July 28, 2017
Hino WV plant repair team identified a low torque condition on the upper door hinge bolts during an unrelated repair procedure for a door assembly. Root cause identified as final torque applied to the hinge bolts prior to removing the wedge. Therefore the online door adjustment process was modified to insure that that the wedge was removed prior to tightening. Hino WV plant recommended that a shipping suspension be placed on suspect vehicles; therefore Hino Quality Assurance division issued a shipping suspension of the suspect vehicles.
July 29-30, 2017

Hino WV plant inspected and repaired plant inventory vehicles.
July 31

Description of Remedy :

Description of Remedy Program :	Apply specified torque to the RH and LH door hinge bolts.
How Remedy Component Differs from Recalled Component :	This recall does not require a part replacement, adjustment of torque only.
Identify How/When Recall Condition was Corrected in Production :	On 7/28/17 the online door adjustment process was modified to insure that that the wedge was removed prior to tightening.

Recall Schedule :

Description of Recall Schedule :	NR
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported