



Hino Motors Sales, U.S.A., Inc.
41180 Bridge Street
Novi, MI 48375

KALMER URM
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

MY2018 Conventional on-road Medium Duty Truck
Door Hinge Bolt Torque HNTSA 17V-493 Hino M0300
This notice applies to your vehicle: VIN :*****

Dear Hino Truck Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Hino has decided that certain 2018 NE8J, NJ8J and NV8J trucks fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 206, "Door Locks and Door Retention Components". This notice is being sent to you 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 door hinge bolts may have not been tightened to proper torque during the assembly process. The door hinges may loosen and door may become disconnected from the hinge, increasing the risk of a crash.

What will Hino do?

Please make an appointment with your authorized Hino Dealer to have the remedial work performed. This repair will be performed at **NO COST** to you.

What should you do?

This is an important Safety Recall

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

The door gap adjustment will be checked and the door bolts tightened to the specified torque. This will take 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 telephone 1-248-699-9390. You will need your full 17-digit Vehicle Identification Number (VIN) to update the new ownership or contact 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 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.