



Hino Motors Sales, U.S.A., Inc.  
41180 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 - 2019 Conventional on-road Medium Duty Truck  
Fuse Block Inspection and Repair HNTSA XXXX Hino M0320  
This notice applies to your vehicle: **VIN List Included**

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 determined that a defect, which relates to motor vehicle safety, exists in certain 2018 - 2019 conventional 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?**

Your vehicle contains a potential under-torque of the terminal bolts that secure the main fuse terminals within the fuse block. This truck must be inspected for loose terminal bolts, the harness must be inspected, and if damage is present the harness must be replaced. If no damage is present, the correct torque must be applied and the vehicle released. There are two main safety risks associated with this concern:

- 1) Intermittent open circuit possibly resulting in electrical arcing, overheating of terminals, smoke, or possible fire.
- 2) Loss of Ignition B+ to the Engine ECU that results in engine shutdown while the vehicle is being driven.

#### **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 fuse block terminals will be inspected, and if no damage, the correct torque will be applied. This will take approximately 1/2 hour. In the rare case that the harness is damaged and requires replacement, this repair will take approximately 5 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](http://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](http://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.