



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.

MY2018-2019 NE8J, NJ8J, & NV8J on-road Medium Duty Truck
Valvetrain Adjustment Screw Lock Nut Inspection AA9Q0

IMPORTANT SAFETY RECALL

NHTSA Recall Number 18V-178

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 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?

The programming of the automatic tightening equipment used to tighten the valve train adjustment screw lock nuts in the engines of the subject vehicles may be incorrect. If the vehicle is continuously used under this condition, the screw lock nut may come off, resulting damage to the engine. Such engine damage may cause loss of motive power, increasing the risk of a crash.

What will Hino do?

Hino will inspect the tightening torque of the applicable valve train adjustment screw lock nuts and tighten the nuts with the designated tightening torque. Please read the details in the notification and make an appointment with your authorized Hino Dealer to have the remedial work performed. This repair will be performed at **NO COST** to you. Customers who have received the "Customer Notification Letter for Recall AA9Q0", who may have paid for repairs due to this defect may apply for reimbursement for those repair costs. All pre-notification reimbursement requests for repairs will be considered by Hino. Hino will reimburse all Parts, Labor, and miscellaneous costs directly related to the remedy of this defect.

Requests for reimbursement, including paid receipts, should be directed to Hino Warranty at warranty@hino.com or by telephone 1-248-699-9390.

What should you do?

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

Adjustment Screw Lock Nut inspection and repair 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.