



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 12, 2019

Mr. Kalmer Urm
Warranty Manager
Hino Motors Sales U.S.A., Inc.
41280 Bridge Street
Novi, MI 48375

NEF-150MR
19V-564

Subject: Mirror Glass May Detach From Carrier Plate

Dear Mr. Urm:

This letter serves to acknowledge Hino Motors Sales U.S.A., Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HINO/NE8J/2020
HINO/NJ8J/2020
HINO/NV8J/2020

Mfr's Report Date: July 31, 2019

NHTSA Campaign Number: 19V-564

Components:

VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 1,531

Problem Description:

Hino Motors Sales U.S.A., Inc. (Hino) is recalling certain 2020 NE8J, NJ8J, and NV8J vehicles. Due to improper adhesive bonding, the exterior mirror glass may detach from the mirror carrier plate.

Consequence:

If the mirror glass detaches, the driver may have reduced visibility, increasing the risk of a crash.

Remedy:

Hino will notify owners, and dealers will replace the mirrors, free of charge. The recall is expected to begin August 26, 2019. Owners may contact Hino customer service at 1-248-699-9390. Hino's number for this recall is M0330.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Hino's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

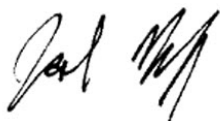
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement