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QUALITY POOL SUPPLY CO.

Hino Motors Sales, U.S.A., Inc.
45501 W 12th Mile Road
Novi, MI 48377

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

IMPORTANT SAFETY RECALL

MY2020 NE8J, NJ8J, NV8J (238, 258ALP, 258LP, 268, 268A, 338)

Conventional on-road Medium Duty Truck

Mirror Glass May Detach From Carrier Plate NHTSA 19V564 Hino M0330

This notice applies to your vehicle: VIN: 5PVNJ8JV

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 2020 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?

Inadequate adhesion of the mirror glass to the mirror carrier plate may cause the mirror glass to separate. Mirror glass that separates from the mirror carrier plate may impair the driver's visibility. Complete detachment may create road debris that could strike another vehicle or pedestrian. This could result in increased risk of a crash.

What will Hino do?

The build date must be confirmed on all suspect truck mirrors, driver's side and passenger side. Those containing mirrors that fall within the suspect range, will be replaced. 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. This repair will take will take approximately 2 hours to complete.

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.