



SAFETY RECALL

**M0330 CONVENTIONAL OUTSIDE MIRROR
GLASS ADHESION**

RECALL NO: M0330

DATE: 8-19-2019

REFERENCE: HMM-190807-N1

SUBJECT VEHICLES: Certain 2020 model year Hino Conventional vehicles equipped with a J08 engine that were assembled at the Williamstown, WV assembly plant.

OVERVIEW:

Inadequate adhesion of the outside 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. These may create a risk of accident or injury. In the following procedure after confirmation of the build date of each of the suspect truck mirrors, those containing mirrors that fall within the suspect range, will be replaced.

NEW VEHICLES IN DEALERSHIP INVENTORY

As required by Federal law (49 Code of Federal Regulations §577.13), dealerships are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Refer to the appropriate Vehicle Identification Number (VIN) list to determine vehicle eligibility.

Note: *Refer to the appropriate Vehicle Identification Number in the warranty system to determine vehicle eligibility.*

BEFORE YOU BEGIN:

- Read and understand all instructions and procedures before you begin the work.
- Read and follow all **WARNINGS** and **NOTICES** set forth in this publication. These alerts help to avoid damage to components, serious personal injury, or both.
- Park the vehicle on a level and solid surface and apply the parking brake.
- Place the gear shift lever in "Neutral" or "Park".
- Confirm the engine is stopped, the starter switch is in the off (LOCK) position and the key is removed.
- Wear safety glasses to prevent eye injuries.
- Place wheel chocks in front of and behind all the wheels.

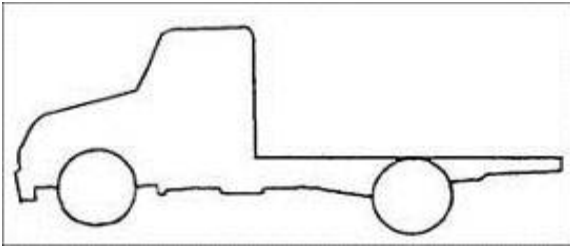


PARTS:

PART NUMBER	PART DESCRIPTION	QUANTITY
87961E0020	Main Glass Carrier Plate Assembly, HTD, Flat, CW	As Required

VEHICLE PREPARATION:

1. Park the vehicle on a flat, level and solid surface.



2. Confirm the engine is stopped, the ignition switch is in the off (LOCK) position, and the key is removed.



3. Apply the parking brake.



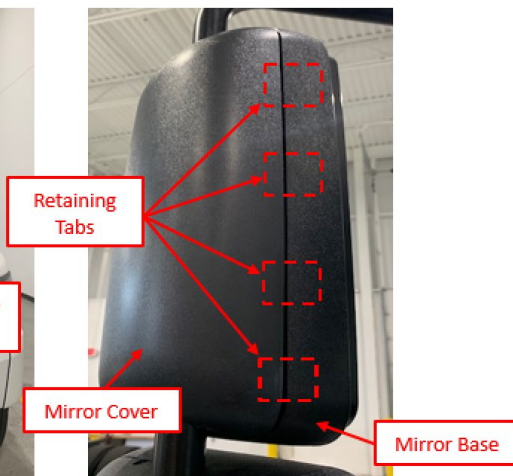
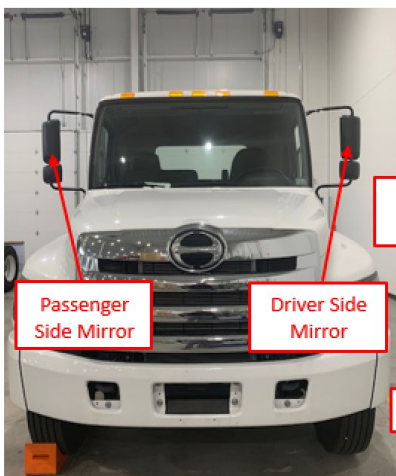
4. Chock all of the wheels.



Inspection Procedure:

1. Remove the driver side and passenger side outside mirror covers. To do this, use a suitable tool to disengage the mirror cover retaining tabs. Retain both mirror covers for reinstallation. See step 5 of the repair procedure, below.

NOTICE: Be careful not to scratch the mirror covers.



2. With the mirror covers removed, locate the part number label at the lower right corner of each mirror base. See the photographs, below. Check to determine if each mirror's manufacturing date code falls between the dates 2/13/19 – 2/27/19, build dates may be different for each mirror.

Does the mirror base date fall between 2/13/19 – 2/27/19?

Yes – Proceed to step 1 of the repair procedure, below.

No – Proceed to step 5 of the repair procedure, below.



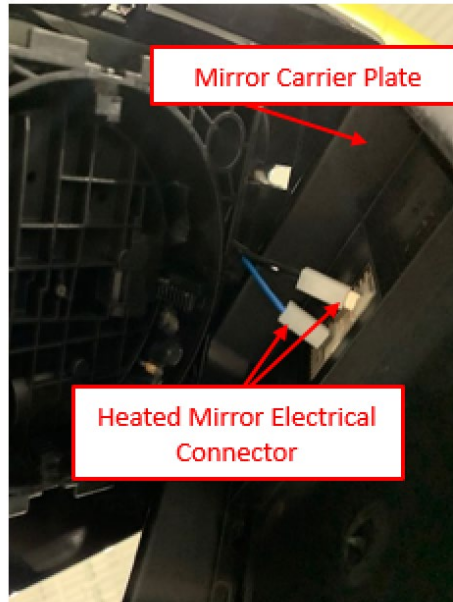
Repair Procedure:

1. Starting from the bottom of the mirror, position the lower portion of the mirror inwards and then slide the mirror carrier plate upwards to release the mounting tabs.



2. Locate and disconnect the two electrical connectors from backside of the mirror carrier plate. Discard the mirror carrier plate.

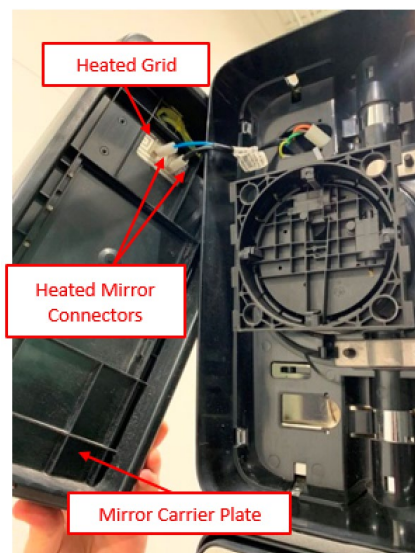
NOTICE: Some vehicles will not be equipped with heated mirrors. For vehicles that are not equipped with heated mirrors, disconnecting these electrical connectors will not be necessary.



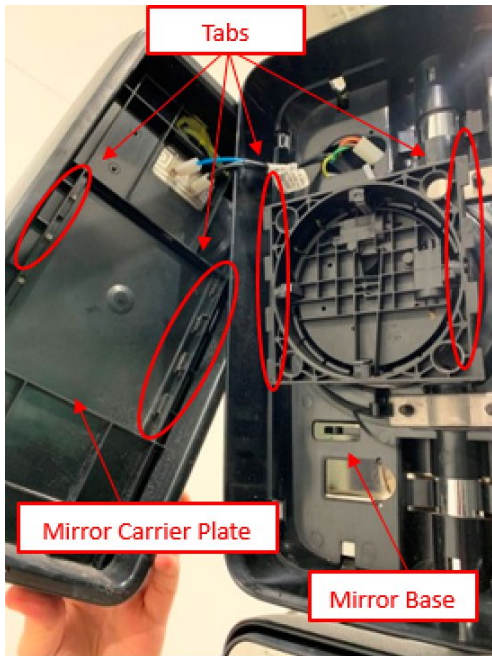
3. Using the new replacement mirror carrier plate, position the heated grid so it is in the upper position and then connect the two electrical connectors to the heated grid.

NOTICE: In this work procedure, all the new replacement mirror carrier plates will be equipped with the heated mirror grid.

In some cases, a non-heated mirror carrier plate will require replacement based on the mirror's manufacturing date. In this situation, make certain you install a heated mirror carrier plate in place of the effected non-heated mirror carrier plate.



4. Position the mirror carrier plate and mirror base together. Place the mirror carrier plate slightly higher than the mirror base. Align the tabs (indicated by red arrows in the photo below left) of the mirror carrier plate and mirror base. Slide the mirror carrier plate downwards to engage the tabs.



5. Reinstall the driver side and passenger side mirror covers on to the mirror bases by pushing each cover down all at once. Each mirror cover has 8 retaining tabs. Make certain that each of the 8 cover retaining tabs are engaged for each mirror cover.

NOTICE: Failure to properly engage the 8 retaining tabs can result in the mirror cover coming loose or falling off.



FINAL INSPECTION

1. To complete this safety recall procedure, review and confirm the following:
 - If equipped, make certain the electrical connectors of the heater are connected.
 - Make certain the mirror carrier plate is fully installed on the tabs and secured.
 - Make certain the mirror covers are both installed and all the retaining tabs are engaged.

CLAIM APPLICATION

Reimbursable in accordance within the terms and policies of the Hino limited warranties.

Main Glass Carrier Plate Replacement:

- a) Recall No. M0330
- b) Labor charge:

Repair	Labor
Inspection of both mirrors:	0.4 Hours
Inspection of both mirrors with replacement of 1 mirror carrier plate:	0.6 Hours
Inspection of both mirrors with replacement of 2 mirror carrier plate:	0.8 Hours

- c) Warranty code: 71511
- d) Trouble code: 38
- e) Operation code: 71550AOT
- f) Original failed part: 9999999999

