

Part 573 Safety Recall Report

21V-146

Manufacturer Name : Hino Motors Sales U.S.A., Inc.

Submission Date : MAR 17, 2021

NHTSA Recall No. : 21V-146

Manufacturer Recall No. : M0340



Manufacturer Information :

Manufacturer Name : Hino Motors Sales U.S.A., Inc.

Address : 45501 Twelve Mile Road

Novi MI 48377

Company phone : 248-699-9300

Population :

Number of potentially involved : 4,848

Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2020-2020 HINO NE8J, NJ8J, NV8J, NH1A, NV1A, TH1A

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : This report supersedes 19V-564 that was submitted on July 31, 2019. Since Report 19V-564, certain Hino Medium Duty Trucks exhibited mirror glass adhesion issues outside of the original supplier production and vehicle production scope determined on July 31, 2019.
Original Supplier production scope; February 13, 2019-February 27, 2019
Original vehicle production scope; February 13, 2019-March 19, 2019
1. Due to mirror glass adhesion issues occurring prior to February 12, 2019, the January 23, 2019 maintenance inspection, and investigation of collected parts, Hino will broaden the supplier scope, revising the start date to January 23, 2019.

Revised supplier scope: January 23, 2019-February 27, 2019

2. Mirror glass adhesion issues were exhibited on certain vehicles produced after March 20, 2019. Following an investigation of vehicle production, sort of defective parts, and Hino WV assembly plant relocation, Hino determined that certain medium duty trucks built outside of the original scope were found to contain mirrors built in February 2019. Hino will broaden the production scope, revising the scope to January 29, 2019-June 15, 2019.

Revised WV production scope: January 29, 2019-June 15, 2019

How the recalled products differ from products that were not included in the recall: The subject parts issue presents similar issues as reported in 19V-564. The difference in recalls relates to the scope of the recalled products as a result of additional investigation and efforts to determine the root cause. Following further investigation, Hino confirmed that the subject issue only occurs in parts manufactured between January 23, 2019, and February 27, 2019 for 2020 Hino Medium Duty trucks. 2020 Hino Medium Duty trucks that were built with parts manufactured either before or after the suspect range are not included in the recall.

Production Dates : JAN 29, 2019 - JUN 15, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mirror glass may separate from the mirror carrier plate on mirror assemblies for 2020 Hino Medium Duty Trucks Models: NE8J, NJ8J, NV8J, NH1A, NV1A, TH1A.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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

Description of the Cause : injury.
Investigation of supplier processes determined the carrier plate did not receive proper plasma treatment prior to glass installation due to reduced flame temperature. Investigation of supplier processes confirmed that a leak in the oxygen flow system that reduced the flame temperature during this process. As a result, for certain 2020 Hino Medium Duty trucks, mirror glass on some units may not have full adhesion strength to the mirror carrier plate.

Identification of Any Warning that can Occur : There is no warning prior to occurrence of mirror glass separation from mirror carrier plate.

Involved Components :

Component Name 1 : Main Glass Carrier Plate Assembly

Component Description : Main Glass Carrier Plate Assembly, Heated, Flat, CW

Component Part Number : 154270012

Component Name 2 : Main Glass Carrier Plate Assembly

Component Description : Main Glass Carrier Plate Assembly, Non Heated, Flat, UHT

Component Part Number : 154270010

Supplier Identification :

Component Manufacturer

Name : Mekra Lang

Address : 101 Tillessen Boulevard
Ridgeway South Carolina 29130

Country : United States

Chronology :

Please see attachment: Chronology of Defect M0340.

Chronology updated on 3/17/21, please see attachment.

Description of Remedy :

Description of Remedy Program : The production date will be confirmed on all suspect truck mirrors, those containing mirrors that fall within the suspect range, will be replaced free of charge.
Customers who have received the "Customer Notification Letter for Recall (#M0340)", 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 which were performed until a date 10 days after the final customer notification was made will be considered by Hino for reimbursement. Hino will also reimburse all Parts, Labor, and miscellaneous costs directly related to the remedy. . Requests for reimbursement, including paid receipts, should be directed to Hino Motor Sales Inc. 45501 Twelve Mile Road. Novi, MI 48377 email: warranty@hino.com phone: 248-444-8779

How Remedy Component Differs from Recalled Component : The remedy components have proper adhesive force between the mirror glass and mirror glass carrier plate. The plasma treatment process has been improved and can now detect if there is an oxygen leak or a low temperature concern. Parts built after the suspect range utilize the improved process.

Identify How/When Recall Condition was Corrected in Production : Clean point established at the supplier on 2/27/19.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before April 30, 2021. Mailing of owner notification letters is expected to begin on May 7, 2021 and to be completed on or before May 7, 2021.

Planned Dealer Notification Date : APR 30, 2021 - APR 30, 2021

Planned Owner Notification Date : MAY 07, 2021 - MAY 07, 2021

* NR - Not Reported