



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

<CUSTOMER NAME>

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, NH1A, NV1A, and TH1A
(238, 258ALP, 258LP, 268, 268A, 338, XL7, XL8)
Conventional on-road Medium Duty Truck
Mirror Glass May Detach From Carrier Plate NHTSA 21V146 Hino M0340
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 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?

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

You may have previously received a notification for your vehicle relating to a similar condition associated with the mirror glass assembly. (Recall No. 19V-564). The scope of the current voluntary safety recall includes those vehicles previously indicated in recall number 19V-564. In the interest of caution, Hino has conservatively determined to recall and notify those previously indicated vehicles from 19V-564 as well as the additional vehicles indicated in the subject recall as part of a uniform and exhaustive remedy. Therefore, Hino requests that your vehicle undergo a second inspection to ensure the quality of your side mirrors.

What will Hino do?

The build date must be confirmed on all suspect truck mirrors, for both driver's side and passenger side assemblies. For trucks containing mirror assemblies that fall within the suspect build range, those mirror assemblies 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 approximately 1 hour 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 issue may have caused you.

Thank you for being a valued Hino customer.

Sincerely,

HINO MOTORS SALES, U.S.A., INC.