

# Part 573 Safety Recall Report

## 23V-457

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

**Submission Date :** JUN 29, 2023

**NHTSA Recall No. :** 23V-457

**Manufacturer Recall No. :** M0420



### 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 : 64

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2023-2023 Hino NE7A, NJ7A, NV7A

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : DIESEL

**Descriptive Information :** The recall population was determined by reviewing Hino production and repair records. Between July and August, 2022, certain Hino vehicles were produced with a localized U bolt later found to have quality concerns. Hino elected to replace the localized U bolt with the U bolt that was used prior to localization. This report addresses an issue stemming from replacement of the localized U bolts, some of which were over torqued upon installation. Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S. This recall excludes vehicles that were not originally equipped with the localized U bolt; were equipped with the localized U bolt but were correctly torqued when the U bolt was replaced; or were incorrectly torqued when the U bolt was replaced, but U bolt and upper seats were replaced and torqued to appropriate specifications before shipment.

Production Dates : JUL 26, 2022 - AUG 23, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

**Description of the Defect :** The subject vehicles contain two U bolts on each driver and passenger side in order to secure the front axle with the front leaf spring assembly including upper seats. The U bolt(s) and upper seat(s) may break or crack and fall off during vehicle operation because some U bolts were over tightened during replacement at the plant.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** In the worst-case scenario, the U bolt(s) and the upper seat(s) could be

Description of the Safety Risk : broken and come off. The alignment of front axle and leaf springs may shift, causing a loss of vehicle control and leading to increased risk of a crash.

Description of the Cause : During U bolts replacement, some U bolts were over tightened because the incorrect installation tool was used.

Identification of Any Warning that can Occur : NR

### Involved Components :

Component Name 1 : Spring Pad

Component Description : Upper spring seat

Component Part Number : 48372-E0210

Component Name 2 : U bolt, Leaf SPG

Component Description : U bolt for 12,000 lbs. Fr axle weight specification

Component Part Number : SZ940-84259

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

November - December, 2022

In late November 2022, Hino issued a stop ship order at its WV assembly plant, after receiving field reports of loose U bolts.

\* Hino then conducted an inspection of 1,136 vehicles in its inventory, and found that 228 vehicles were over tightened. Hino immediately replaced the U bolts of vehicles in its possession to be within the design specification, and began an investigation to understand the cause.

January - May, 2023

As a result of checking production history, it became clear that vehicles with over tightened U bolts had been

produced with the localized part. Hino began to install localized U bolts in July 2022. These localized U bolts demonstrated immediate quality concerns, namely that they could deform during the tightening process. Hino instituted a stop ship order on August 9, 2022, to replace all localized U bolts, and no localized U bolts reached the field. However, Hino determined that 64 vehicles that previously had a localized part that was replaced had been sold to customers or distributed in the field.

June, 2023

On June 23, 2023, based on the investigation result explained above, Hino determined to conduct a voluntary safety recall campaign for the subject vehicles that contain U bolt(s) which were over tightened.

As of June 22, 2023, Hino is not aware of any reports of accidents or similar cases relevant to this failure in warranty data or from the field.

\* Hino is taking separate recall action with respect to other vehicles with loose U bolts, as described in greater detail in a separate report filed contemporaneously with this one.

## Description of Remedy :

Description of Remedy Program : For all the subjected vehicles, the Hino dealer will replace U bolts and upper seats, free of charge. Customers who have received the "Customer Notification Letter for Recall (M0420)", 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 for all Parts, Labor, and miscellaneous costs directly related to the remedy of this defect. Requests for reimbursement, including paid receipts, should be directed to warranty@hino.com

How Remedy Component Differs from Recalled Component : There is no change between remedy and recalled components. U bolt(s) in question will be torqued to required value.

Identify How/When Recall Condition was Corrected in Production : The torque control rule in repairing process was created on June, 2023.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : JUN 30, 2023 - JUN 30, 2023

Planned Owner Notification Date : AUG 15, 2023 - AUG 15, 2023

\* NR - Not Reported