

Part 573 Safety Recall Report

23V-541

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

Submission Date : AUG 02, 2023

NHTSA Recall No. : 23V-541

Manufacturer Recall No. : M0430



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 : 468

Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2022-2023 Hino NE7A, NJ7A, NJ7B, 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 for vehicles which had hood or headlamp replacement because of quality concerns. The recall population consists of the vehicle models produced between September 3, 2021, and July 19, 2022. Although all the involved vehicles are within the above production period range, not all vehicles in this range had their hoods replaced.

This recall excludes vehicles that were not originally equipped with hoods or headlamps which have quality concerns or were repaired properly prior to shipment.

Production Dates : SEP 03, 2021 - JUL 19, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The subject vehicles are equipped with headlamps that are recessed in the hood. The underside of the hood has an opening for accessing the back of the headlamp assembly. This opening contains a back cover to protect the headlamp from water intrusion. In addition, the headlamp adjustment mechanism has an anti-adjustment cap to prevent a customer from having an opportunity to adjust the headlamp aim. There is a possibility that the back cover(s) and/or the anti-adjustment cap(s) may not have been properly installed.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : Without an anti-adjustment cap, a customer may adjust the horizontal beam in violation of FMVSS No. 108, paragraphs S10.18.4. An incorrectly adjusted

beam may also decrease driver visibility, increasing the risk of a crash. Without the back cover, water may intrude which could cause a headlamp short circuit. If the headlamp shorts and becomes potentially inoperative it also impairs driver visibility and increases the risk of a crash.

Description of the Cause : Due to non-standard work during hood or headlamp replacement because of quality concerns, there is a possibility that the back cover(s) and/or the anti-adjustment caps(s) may not have been properly installed.

Identification of Any Warning that can Occur : N/R

Involved Components :

Component Name 1 : Anti-adjustment Cap

Component Description : Anti-adjustment Cap

Component Part Number : 89279-E0340

Component Name 2 : Back Cover

Component Description : Back Cover

Component Part Number : S8111-61210

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

See attached

Description of Remedy :

Description of Remedy Program : For all the subjected vehicles, the Hino dealer will inspect the presence of anti-adjustment cap(s) and back cover(s), and if missing, confirm headlamp aim, and install any missing cap(s) or cover(s), free of charge.

Customers who have received the “Customer Notification Letter for Recall (M0430)”, 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. Missing cap (s) and/or cover(s) will be equipped as designed.

Identify How/When Recall Condition was Corrected in Production : July 26, 2022, ATS has been systematically updated to ensure that any truck identified as needing a hood or headlamp rework, will have headlamp adjustment checked and confirmation that all caps have been installed as designed. In addition, the rebuild check sheets utilized by repair have been updated to highlight headlamp adjustment and anti-adjustment cap installation as regulatory items.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 03, 2023 - AUG 03, 2023

Planned Owner Notification Date : OCT 03, 2023 - OCT 03, 2023

* NR - Not Reported