

# Part 573 Safety Recall Report

# 23V-560

**Manufacturer Name :** Hino Motors Sales U.S.A., Inc.**Submission Date :** AUG 08, 2023**NHTSA Recall No. :** 23V-560**Manufacturer Recall No. :** AAV70**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 : 8,025

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2024 Hino NE7A, NE7B, NE8A, NH9A, NJ7A, NJ7B, NJ8A, NJ8J, NV7A, NV7B, NV8A

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : DIESEL

**Descriptive Information :** The recall population was determined by reviewing Hino production and sales records for certain vehicle models equipped with 70 or 90 gallon fuel tanks manufactured at Hino's West Virginia production facility. All Hino models equipped with 70 or 90 gallon fuel tanks manufactured between March 10, 2020 and July 28, 2023 are potentially affected by this issue. Vehicles not included in this recall are either repaired prior to shipment, manufactured after countermeasure was applied on the vehicle production line mentioned below, or equipped with different fuel tank specifications.

Production Dates : MAR 10, 2020 - JUL 28, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The fuel sender float connecting rod, which is located inside the fuel tank, may become detached. This may lead to an incorrect fuel level being displayed on the fuel level indicator.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Inaccurate fuel indication may lead to an engine stall due to fuel starvation, increasing the risk of a crash.

**Description of the Cause :** The surface area of the fuel sender float may allow excessive load to be applied to the fuel sender float connecting rod due to fuel sloshing during, for example,

Identification of Any Warning that can Occur : N/R a hard braking event. In this condition, the fuel sender float connecting rod may deform and detach from the fuel sender gauge.

## Involved Components :

Component Name 1 : Gauge assy, Fuel Sender  
Component Description : Fuel Sender Gauge Assembly  
Component Part Number : 83320-E0381

## Supplier Identification :

### Component Manufacturer

Name : YAZAKI Corporation  
Address : 7th floor, W Building, 1-8-15  
Konan Minato-ku Foreign States 108-0075  
Country : Japan

## Chronology :

See attached.

## Description of Remedy :

Description of Remedy Program : For all the subject vehicles, a Hino dealer will replace the fuel sender gauge with an improved fuel sender gauge, free of charge. Customers who have received the "Customer Notification Letter for Recall (AAV70)", 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 is 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](mailto:warranty@hino.com).

**How Remedy Component Differs from Recalled Component :** Remedy fuel sender gauges contain a float with less surface area compared with the recall fuel sender gauge, reducing potential force on the float during operation.

**Identify How/When Recall Condition was Corrected in Production :** Improved fuel sender gauge will be applied to Hino's West Virginia vehicle production line Mid-August, 2023.

### Recall Schedule :

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** AUG 09, 2023 - AUG 09, 2023

**Planned Owner Notification Date :** OCT 06, 2023 - OCT 06, 2023

\* NR - Not Reported