



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

<Customer>

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you

IMPORTANT SAFETY RECALL
Front Axle U-bolt and Spring Pad Replacement
NHTSA 23V457 Hino M0420
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 decided that a defect, which relates to motor vehicle safety, exists in certain 2023 NE7A, NJ7A, and NV7A 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?

The U bolt(s), that secure the front axle to the front leaf spring assembly, may be over tightened which can allow the U bolts and upper seat(s) to break or crack and fall off during vehicle operation. Broken U-bolts can result in a loss of vehicle handling and control, increasing the risk of a crash.

What will Hino do?

Your authorized Hino dealer will replace the front axle U-bolts and upper spring seats of your vehicle. 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 2.5 hours 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 previously paid for repairs to address one of these conditions?

If you have previously paid for repairs related to one of these conditions, please contact your Hino dealer for assistance, provide a copy of your repair order, proof-of payment, and proof-of-ownership for reimbursement consideration. If you have additional questions or concerns, please email warranty@hino.com.

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.