

## **Chronology:**

### **June 2023 – October 2023**

Hino received a tech assist case for an incorrect shift selector while performing regular monthly warranty analysis. Based on this finding an internal Technical Report was written by the QA team on June 13, 2023, which prompted an investigation.

Review of plant history revealed that another vehicle was completed with an incorrect shift selector. This vehicle was quarantined as part of a January 2022 quality audit and was not released into the field. The vehicle prompted a yard audit which uncovered no additional vehicles, resulting in a belief that the issue was contained. At that time, Hino believed the issue was isolated to a single process, and implemented countermeasures to separate the storage area of the affected shift selector to prevent incorrect parts selection as well as adding inspections in production and QC.

Subsequent review of plant history revealed an additional vehicle with an incorrect shift selector. This vehicle was also quarantined as part of an October 27, 2022, QC inspection in the plant, established as a countermeasure in January 2022. The plant established an additional process improvement to detect incorrect shift selector prior to installation to the vehicle: Beginning November 21, 2022, a camera verification system was used, which compares a picture of the shift selector to the shift selector specified on the vehicle bill of materials to ensure correct part selection.

Hino installed the incorrect shift selector on a vehicle equipped with a 2500 series transmission and confirmed that the shift selector lever was able to move to the “P” position, while the transmission remained in neutral. In that case, Hino determined that there is a possibility the vehicle may rollaway if the driver parked their vehicle on an incline without the parking brake applied.

### **November 2, 2023**

Hino’s Safety Committee convened and reviewed the results of the investigation. The committee decided to conduct a safety recall to ensure the identification and correction of all vehicles with potentially incorrect shift selectors.

As of November 1, 2023, Hino is aware of only one vehicle in the field that had an incorrect shift selector, stemming from the June 2023 warranty claim. As of this date, Hino is not aware of any reports of property damage or personal injuries related to this issue.