



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 13, 2024

Mr. Kalmer Urm  
Asst. Director - Warranty  
Hino Motors Sales U.S.A., Inc.  
41280 Bridge Street  
Novi, MI 48375

NEF-107HG  
24V-075

**Subject:** Improperly Secured Ground Connection

Dear Mr. Urm:

This letter serves to acknowledge Hino Motors Sales U.S.A., Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HINO/NE7A/2022-2024  
HINO/NE7B/2022-2024  
HINO/NH7A/2022-2024  
HINO/NH9A/2022-2024  
HINO/NH9B/2022-2024  
HINO/NH9C/2022-2024  
HINO/NJ7A/2022-2024  
HINO/NJ7B/2022-2024  
HINO/NJ7C/2022-2024  
HINO/NM9A/2022-2024  
HINO/NM9B/2022-2024  
HINO/NV7A/2022-2024  
HINO/NV7B/2022-2024  
HINO/NV7C/2022-2024  
HINO/TH9K/2022-2024  
HINO/TM9K/2022-2024

**Mfr's Report Date:** February 7, 2024

**NHTSA Campaign Number:** 24V-075

**Components:**

ELECTRICAL SYSTEM

**Potential Number of Units Affected:** 12,118

**Problem Description:**

Hino Motors Sales U.S.A., Inc. (Hino) is recalling certain 2022-2024 Hino NE7A, NE7B, NH7A, NH9A, NH9B, NH9C, NJ7A, NJ7B, NJ7C, NV7A, NV7B, NV7C, NM9A, NM9B, TH9K, and TM9K vehicles. The ground connection in the telematics control unit harness may not be secured properly, which can result in the ground connection overheating.



**Consequence:**

An overheated ground connection can increase the risk of a fire.

**Remedy:**

Dealers will inspect and repair the ground circuit and replace any damaged harnesses as necessary, free of charge. Owner notification letters are expected to be mailed April 05, 2024. Owners may contact Hino customer service at (248) 699-9300. Hino's number for this recall is M0460.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Hino's proposed owner notification letter and is currently under review. You will be notified of any changes or concerns once our review is complete.

**Please ensure the following requirements are met:**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

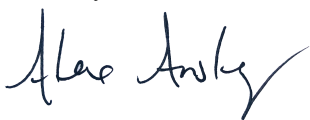
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Hino Motors Sales U.S.A., Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement