

Part 573 Safety Recall Report

24V-075

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

Submission Date : FEB 07, 2024

NHTSA Recall No. : 24V-075

Manufacturer Recall No. : M0460



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 : 12,118

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2024 Hino NE7A, NE7B, NH7A, NH9A, NH9B, NH9C, NJ7A, NJ7B, NJ7C, NV7A, NV7B, NV7C, NM9A, NM9B, TH9K, TM9K.

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : DIESEL

Descriptive Information : The recall population was determined by reviewing manufacturing and sales records. This recall applies to vehicle models equipped with a telematics control unit assembled between September 3, 2021, and January 17, 2024. This recall excludes vehicles equipped with a different telematics control unit, inspected prior to shipment and confirmed not to have the defect, or manufactured after the manufacturing process was revised on January 18, 2024.

Production Dates : SEP 03, 2021 - JAN 17, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The subject vehicle may have a ground circuit of the telematics control unit that can become damaged because of improper design of telematics harness if it is not properly connected to the battery. If a final-stage manufacturer or vehicle operator fails to properly connect or tighten the positive or negative battery cables, this may result in a ground loop causing unintended currents that may cause overheating or damage to the ground wire of telematics harness.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Prolonged excessive electrical current caused by an improper connection with the battery may increase a risk of fire and cause inoperative stop lamps, leading to an increased risk of crash.

Description of the Cause : The design of the telematics control unit was changed, the new design included

Identification of Any Warning that can Occur :

a housing ground that was vulnerable in the event that the harness was improperly connected to the battery.
Operators may observe an illuminated ABS warning light or check engine light; an incorrect display of the vehicle’s gauges; inoperative stop lamps; inoperative radio or air conditioning, or the inability to shift the vehicle into gear.

Involved Components :

Component Name 1 : Telematics Harness

Component Description : Telematics jumper wire harness

Component Part Number : 82233EA010

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

See attachment

Description of Remedy :

Description of Remedy Program :	For all the subject vehicles, a Hino dealer will repair the ground circuit of the telematics control unit. In the case of damage to the telematics harness and surrounding harnesses, the dealer will replace them with new parts, free of charge. Customers who have received the “Customer Notification Letter for Recall (M0460)” and may have paid for repairs due to this defect may apply for reimbursement for those repair costs. Hino will consider for reimbursement pre-notification reimbursement requests performed ten days after the final customer notification is made. 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 :	Remedied telematics harnesses contain an isolated ground circuit.
Identify How/When Recall Condition was Corrected in Production :	The telematics harness with an isolated ground circuit was implemented at the Hino West Virginia assembly plant on January 18, 2024.

Recall Schedule :

Description of Recall Schedule :	NR
Planned Dealer Notification Date :	FEB 08, 2024 - FEB 08, 2024
Planned Owner Notification Date :	APR 05, 2024 - APR 05, 2024

* NR - Not Reported