



Hino Motors Sales, U.S.A., Inc.
45501 W Twelve 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

Model Year 2022, 2023, and 2024
(L6, L7, XL7, and XL8)

Conventional on-road Medium Duty Truck

Telematics Harness Ground Circuit NHTSA 24V075 Hino M0460

This notice applies to your vehicle: VIN:

Dear Hino Truck Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hino has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 NE7A, NE7B, NJ7A, NJ7B, NJ7C, NV7A, NV7B, NV7C, NH7A, NH9A, NH9B, NH9C, NM9A, NM9B, TH9K, and TM9K 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 subject vehicle may have a ground circuit of the telematics control unit that can become damaged 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. Prolonged excessive electrical current caused by an improper connection with the battery may increase the risk of fire and cause inoperative stop lamps, leading to an increased risk of crash.

What will Hino do?

Your authorized Hino Dealer will repair the ground circuit of the telematics control unit. In the case of damage to the telematics harness and surrounding harnesses, they will be replaced with new parts. 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.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your Hino dealer for assistance.

Go to <https://www.hino.com/dealers> to locate Hino dealers.

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 1.0 hour 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 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.