

Chronology of Defect Determination

July 2023

Hino identified four claims of telematics harness damage through warranty analysis. Hino launched an investigation, authored an internal technical report, and requested that dealers inspect telematics wiring harnesses. Operators observed several conditions, including an inoperative meter, illumination of dashboard warning lights, and a burning smell from the instrument panel. Dealer inspections revealed additional instances of damage to telematics harnesses caused by excessive heat. Dealer technicians also observed that battery ground cable connections were either improperly tightened or incorrectly installed.

August - November 2023

Hino's investigation found that the subject telematics control units were first implemented for 2022 model year trucks. At that time, the telematics harness structure was not changed. As the result of confirming the circuit, the effects of a misconnection or poor connection of the battery were not considered, and the telematics harness may be damaged if there was an overcurrent. These control units had two paths to ground which, in the event a dealer or operator failed to appropriately connect or tighten battery connections, could lead to unintended or excessive heat. Due to the increase in the number of cases, Hino began considering proactive improvement measures to prevent damage to the ground circuit in the event of improper battery connections.

December 2023

Hino identified a total of 13 cases where telematics harnesses were improperly connected to batteries, resulting in damage to the harness. Through these additional cases, Hino determined the possibility of additional conditions associated with ground loop in the telematics harness, including a positive side blown fuse—which may prevent a vehicle from shifting into gear due to the transmission shift interlock—and malfunctioning of rear stop lamps in air-brake vehicles.

January - February 2024

On January 18, 2024, Hino improved the design of the telematics harness to prevent overcurrent for the production of model year 2025 telematics harnesses.

On January 31, 2024, based on its investigation, Hino determined it would conduct a voluntary safety recall campaign to repair the telematics harness on all subject vehicles.

As of February 5, 2024, Hino is aware of 13 warranty claims for the telematics harness damaged because of excessive heat caused by ground loop. Hino is not aware of any reports of property damage, injuries, fire or accidents related to this issue.