



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V175

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

Submission Date: Mar 23, 2026

NHTSA Recall No.: 26V175

Manufacturer Recall No.: M0490

Manufacturer Information

Population

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

Address: 45501 Twelve Mile Road
Novi MI, 48377

Total number of potentially involved: 661

Estimated percentage with defect: 35%

Vehicle Information

Vehicle 1: 2026-2026 HINO NV7G

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Sep 29, 2025 - Dec 17, 2025

Number of potentially involved: 153

Descriptive Information:

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 2: 2026-2026 HINO NV7D

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Sep 30, 2025 - Dec 17, 2025

Number of potentially involved: 79

Descriptive Information:

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 3: 2026-2026 HINO NJ7E

Part 573 Safety Recall Report**26V175****Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** Oct 02, 2025 - Dec 16, 2025**Number of potentially involved:** 31**Descriptive Information:**

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 4: 2026-2026 HINO NJ7D**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** Sep 29, 2025 - Dec 17, 2025**Number of potentially involved:** 346**Descriptive Information:**

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 5: 2026-2026 HINO NH7K**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** Sep 30, 2025 - Nov 25, 2025**Number of potentially involved:** 15**Descriptive Information:**

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 6: 2026-2026 HINO NE7D**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Compression Ignition Fuel

Part 573 Safety Recall Report**26V175****Production Dates:** Sep 29, 2025 - Dec 15, 2025**Number of potentially involved:** 36**Descriptive Information:**

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Vehicle 7: 2026-2026 HINO NH7G**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:** Truck**Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** Nov 13, 2025 - Nov 13, 2025**Number of potentially involved:** 1**Descriptive Information:**

The recall population was determined by reviewing production, shipment, and sales records. This recall applies to Class 6 and 7 trucks manufactured between September 29, 2025, and December 17, 2025.

Defect / Noncompliance Description**Description of the defect or noncompliance:**

The subject vehicles may have been distributed with an incorrect owner's manual, which includes maintenance instructions that are inaccurate as applied to the subject model. The inaccurate instructions include torque tightening specifications for the front U-bolt in periodic maintenance that could be excessive.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

If the front U-bolt is re-tightened following instructions from the incorrect owner's manual, in the worst-case scenario, a U-bolt could be broken and come off. The alignment of the front axle and leaf springs may shift, potentially causing a loss of vehicle control that could result in increased risk of a crash.

Description of the cause:

Due to process issues at the supplier, inside pages from an owner's manual for a different model were printed with the cover for the subject model.

Identification of any warning that can occur:

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N/A

Component Manufacturer

Tier of Supplier: Tier 1**Supplier Type:** Other**Name:** Saturn Printing**Address:** 35175 Plymouth Road
Livonia MI, 48150**Country:** United States

Involved Components

Component Name 1: 2026 DRIVER'S/OWNER'S MANUAL**Component Description:** Owner's manual**Component Part Number:** 01999EW030

Chronology

On January 14, 2026, Hino discovered during a Model Year 2027 production audit that some owner's manuals for the identified Model Year 2026 vehicles contained pages from an owner's manual associated with a different vehicle model. Hino worked with the supplier to investigate the issue and identify the root cause and potential scope. Hino also began to assess potential customer impacts that could result from the issue.

In February 2026, the supplier reported to Hino that a printer malfunction occurred while printing a specific order and, when printing resumed, the incorrect inside pages were mistakenly selected and printed for the remainder of the order. Hino reviewed production records to identify the population of vehicles for which the incorrect owner's manual may have been provided. Hino also identified several differences between the correct and incorrect manual pages that could result in safety concerns in the event owners rely on the information in performing certain maintenance. A technical review was performed to evaluate the impact those differences could have on vehicle safety.

In March 2026, Hino concluded that the front U-Bolt tightening torque specification in the incorrect pages was higher than the correct specification, which could result in bolt breakage if followed.

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On March 17, 2026, based on the investigation results, Hino determined to conduct a voluntary safety recall campaign for the subject vehicles. As of March 16, 2026, Hino is not aware of warranty claims related to the issue. Hino is also not aware of reports of injuries or accidents related to the issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

For all subject vehicles, a Hino dealer will provide the correct owner's manual.

How remedy component differs from recalled component:

The remedy component contains the correct information for the subject model and has the manufacturer campaign number indicated on the cover page.

Identify how/when recall condition was corrected in production:

Implementation of the owner's manual with matching cover and verified inside pages began at the Hino West Virginia vehicle assembly plant on January 27, 2026.

Reimbursement Plan

Description of reimbursement program:

Customers who have received the "Customer Notification Letter for Recall (M0490)" and who may have paid for repairs due to this defect may apply for reimbursement for those repair costs.

Period of reimbursement:

All pre-notification reimbursement requests for repairs which were performed until a date 10 days after the final customer notification was made will be considered by Hino for reimbursement.

Costs to be reimbursed:

Hino will also reimburse 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.

Address for reimbursement claims:

45501 Twelve Mile Road
Novi MI, 48377

Part 573 Safety Recall Report**26V175****Recall Schedule****Description of recall schedule:**

Dealer notification will begin March 23, 2026 and customers will be notified no later than May 22, 2026.

Planned Dealer Notification Date: Mar 23, 2026 - Mar 23, 2026 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: May 22, 2026 - May 22, 2026 Phased Recall

Date when VIN will be searchable: