

September 3, 2010



▶ **Capital Waste Services**

1222 Bennington Street
East Boston, MA 02128

Fontaine Modification

9827 Mt. Holly Road
Charlotte, NC 28214
Phone: (704) 409-1611

Dear Valued Customer:

Fontaine Modification Company (FMC) decided that a design improvement should be made which relates to motor vehicle safety exists in certain production of 2008-2010 model year vehicles produced between March 28th, 2008, and February 8th, 2010. One of these units, VIN 5PVNV8JL9A4S501042, has been determined to be in your possession, and requires modification. The affected truck is a Hino Motors model 338 vehicles with a dual steering system installed by Fontaine Modification.

The steering shaft that connects the in-cab mounted 3-way miter box (found on the left side steering system to the chassis mounted steering gear input shaft) has a connection that, if not installed correctly, can cause the steering yoke to come loose. If the pinch bolt is not installed properly (torque), the yoke may dislodge itself from the spline shaft if the teeth on the yoke are stripped. Additionally, the threads on the bolt were not giving the required strength to the groove on the splined shaft, due to an improper shoulder length bolt. If ignored, the failure to upgrade this design could cause a failure that may cause an accident.

Please contact Fontaine Modification Company as soon as possible to arrange a service date. Instructions for making this upgrade will be sent to your Hino dealer, who will perform the work. The labor time necessary to perform this service correction is approximately 2 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle. All the parts and labor required for this repair will be provided by Fontaine Modification Company free of charge.

Please ensure that this truck is upgraded by 9/30/2010, by calling Dan Jaynes with Fontaine Modification at (704) 409-1613. We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

CSC-10033744-6460

September 3, 2010



Steve Boyer
Fontaine Modification

9827 Mt. Holly Road
Charlotte, NC 28214
Phone: (704) 409-1611

▶ **Associate Administrator for Enforcement**
National Highway Traffic Safety Administration
Attention: Early Warning Division

NVS-217
1200 New Jersey Ave SE
Washington, DC 20590

Dear Sir/Madam:

Fontaine Modification Company (FMC) decided that a design improvement should be made to enhance motor vehicle safety in the vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 579.5(b).

The list of VIN numbers affected is below. All of these trucks are Hino Motors model 268 and 338 vehicles with dual steering systems installed by Fontaine Modification. Fontaine Modification production began on these units on March 28th, 2008, and ended February 8th, 2010.

5PVNJ8JT994S13447	5PVNV8JG482S50052	5PVNV8JL9A4S50104
5PVNV8JM282S50119	5PVNV8JM082S50121	5PVNV8JM3A4S50172
5PVNV8JR982S50324	5PVNV8JR082S50325	5PVNV8JR992S50342
5PVNV8JR09S50343	5PVNV8JR292S50344	5PVNV8JT982S51064
5PVNV8JT394S51373	5PVNV8JT394S51387	5PVNV8JT694S51416
5PVNV8JTX94S51418	5PVNV8JT194S51419	5PVNV8JT7A4S51610
5PVNV8JT3A4S51619	5PVNV8JT6A4S51632	

The steering shaft that connects the in-cab mounted 3-way miter box (found on the left side steering system to the chassis mounted steering gear input shaft) has a connection that, if not installed correctly, can cause the steering yoke to come loose. If the pinch bolt is not installed properly (torque), the yoke may dislodge itself from the spline shaft if the teeth on the yoke are stripped. Additionally, the threads on the bolt were not giving the required strength to the groove on the splined shaft, due to an improper shoulder length bolt. . This defect is installation related, and has occurred on one truck.

It has been determined to change the spline and yoke to a different design, and there are two design differences between the previous design and the new one. First, the splines continue all the way around the yoke, instead of only in limited spaces, to add strength to the splined connection. Second, the bolt groove in the spline has a positive location instead of going all the way around the spline shaft. This adds strength to the overall design and a fail-safe to the spline shaft.

The attached letter is being sent to each of the owners of the trucks, and the attached work instruction is being used to modify the trucks. Fontaine Modification Company will send a technician and parts to each customer location to upgrade 18 of the 20 trucks that are affected by this campaign. As of 8/30/2010, 12 of the 20 trucks have been repaired. All the trucks will be repaired with new design parts by 9/30/2010.

Sincerely,



2010.09.03

11:44:49 -04'00'

Steve Boyer

Vice President of New Product Development and Customer Satisfaction

Fontaine Modification

9/2/2010



**Fontaine Modification
Work Instructions**

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Rev #
0

Department:
Engineering

WI Number:
TBD

WI Name:

Replacing the 3-Way Steering Box and Steering Shaft in a Hino Dual Drive

Creator Name and Title:

Steven Boyer –Engineering

Manager Approval:

**Hino 268/338 Dual Drive
Steering Gear and Column Replacement
Work Instructions**

For warranty reimbursement of labor (expect 1.5 – 2.0 hours) please contact:

**Dan Jaynes, Fontaine Modification Company
9827 Mount Holly Road
Charlotte, NC 28214
(704) 409-1613**