



To: Dealer Principals
Parts Managers
Service Managers
Warranty Managers

Subject: Use of Genuine Oils, Lubricants, and Coolants for Warranty Claimed Repairs

Date: 1-21-2016

Effective **June 15th 2009 (RO Filing Date)**, applicable warranty repairs will require that engine oil, coolant and lubricant(s) necessary for vehicle repairs be purchased through the Hino Parts department. This effort is designed to improve the consistency in the warranty filing process by requiring the use of Hino Genuine Oil, Hino Genuine Coolant, or BP/Castrol products when including oils, coolants, or lubricants on a warranty claim.

This benefits all partners (the customer, the dealer and Hino) in the following ways:

- Ensures the proper products are used in accordance with our specifications.
- Ensures dealerships receive proper warranty payment and warranty mark up for those products required to repair the vehicle.
- Provides Hino and our dealers with an excellent opportunity to retain service customers by using Hino Genuine products only available at Hino dealerships.

It is recommended that all Hino Dealers maintain an appropriate stock of Hino Genuine oil **15000-0005** and Hino Genuine Coolant **HB-EXLLC-01 or HP-LLC-01**. These products are conveniently available through the Hino PDC and can be shipped in combination with any of your regular stock orders. We also would encourage dealers to review the **BP Castrol Heavy Duty Truck Work Shop Offering**. This program will provided the Hino dealer body access to a variety of oils and lubricants oriented towards maintaining and servicing medium & heavy duty vehicles. Of particular interest will be the BP Autran Synthetic Trans Fluid (TES 295) for use with Allison transmissions and the Syngear Gear lubricant for use with Eaton transmissions. All of these products will also be eligible for use on warranty claims when required for the vehicle repair.

If you have any questions, please contact Hino Customer Service at 1-866-372-HINO (1-866-372-4466) or E-mail us at helpdesk@hino.com or warranty@hino.com. Thank you for your continued support and business.

Your Hino Warranty and Parts Team