



HINO CORE ACCEPTANCE GUIDE



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GUIDE INTRODUCTION

Hino Motors Sales USA, Inc. (HMS) has published this manual in order to assist dealers to fully understand the policies and procedures governing the return of Exchange and Warranty Cores for credit.

This 2011 revised edition of the Hino Core Acceptance Guide should be reviewed and understood by all Hino dealer parts department personnel. It should be referred to regarding clarification of Hino's acceptance policies and procedures.

Additionally, this manual should be made readily available within the dealer's parts department. On occasion, Hino will publish and distribute revisions, updates, and/or additions to these policies and procedures. It is the dealer's responsibility to keep their manual current.

This manual will also be posted on the HinoNet intranet site (www.hinonet.net) under the Parts/Parts Documents section.

Hino reserves the right to change any provisions and/or conditions of the Core Acceptance Guide at any time without notice and without obligation. However, Hino will attempt, at all times, to properly notify dealers in advance and in writing of any revisions or additions to the policies and procedures detailed in this manual.

This manual describes Hino's policies and procedures regarding Core returns from Hino's dealers and focuses on the following:

- Policy Advantages
- Core Return Policy
- Core Return Request Process
- Core Return Shipment Freight
- Shipment Requirements
- Payment of Core Credit
- Inquiry Reports
- Core Acceptance Criteria
- Receiving Inspection Process
- Key Contacts

SECTION 1

CORE RETURN POLICY

1.1 Policy Advantages

Hino Trucks “1-1-1” Core Return Policy gives you the following advantages:

- 1 - Free core return shipment each month
- 1 - Process to use for all core returns
- 1 - Place to return all cores

1 Free Return Shipment of Cores Each Month:

Each dealer will be allowed one free return shipment of cores each calendar month—regardless of size. You do not have to worry about minimum weight, and you can plan your core returns on a regular basis. The free monthly return cannot be carried over; if you miss a month, you are allowed one free return of cores the following month.

1 Process to use for all Cores:

Simply follow the instructions on the Return Approval Form. A Return Authorization Form for each core must accompany the shipment as the Packing List. The absence of a proper documentation will result in delayed processing of core credit. Packing lists must be combined and included together within the return.

1 Place to Return Cores:

All cores are to be returned to the address provided in (Section 2.4) unless requested for return to Warranty, then use address provided in (Section 2.5).

1.2 Core Acceptance Policy Intent

Summary Intent

The intent for the overall policy is to receive Cores in adequate condition for later remanufacture. Excessive damage due to corrosion, heat or fire, short-circuit, cracks, dents or deformation of primary housings, connections or structural components, and disassembly or removal of sub-components are considered to compromise this potential.

The core must also be properly packaged and identified to avoid mishandling and excess identification time during transit or processing and to limit damage. Parts should be returned in the same packaging as that of the replacement part.

Based on inspection part credit may be rejected based on the intent above. Hino may enhance the acceptance criteria or provide partial credit in future releases of this manual. More detailed criteria is detailed at the beginning of each core segment section of this guide (Section 5).

A photo will be taken of each rejected core and will, where possible, show the reason for the rejection. Each picture is then filed with an ID number (Section 3.1).

1.3 Core Return Expiration Policy

All dealers have **365 days from purchase of a remanufactured part** to return the core for full credit with no penalties. **Expired cores are subject to return approval and may be assessed a 20% late fee upon review.**

Remanufactured parts are becoming a more important part of our business. This policy allows you to stock Hino remanufactured parts with confidence, while ensuring a steady flow of cores to support the growth of our remanufactured product lines.

Eligible cores must be returned in like or original packaging, with appropriate labeling clearly identifying the part number. Cores are subject to inspection and must comply with the acceptance standards detailed in this manual. Please refer to Core inspection criteria detail (Section 5) and the procedure (Section 2) below.

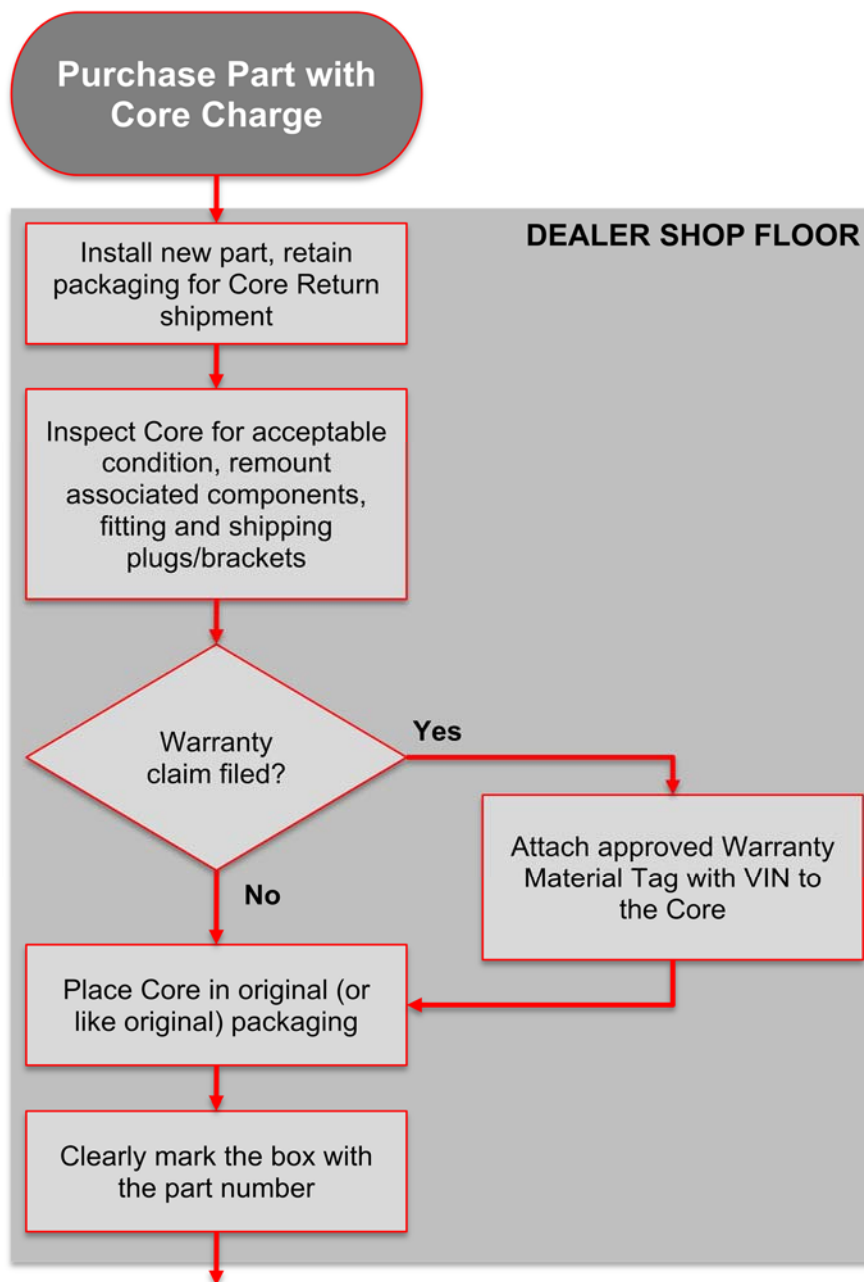
SECTION 2

CORE RETURNS PROCEDURE

2.1 Core Return Process Flow

Below is a summary illustration of the Core return process flow. The detailed procedural steps are explained in detail in the next sections. The chart below is for general reference only.

CORE RETURN REQUEST PROCESS



Continued on page 7

FIGURE 2.1

CORE RETURN PROCESS CONTINUED

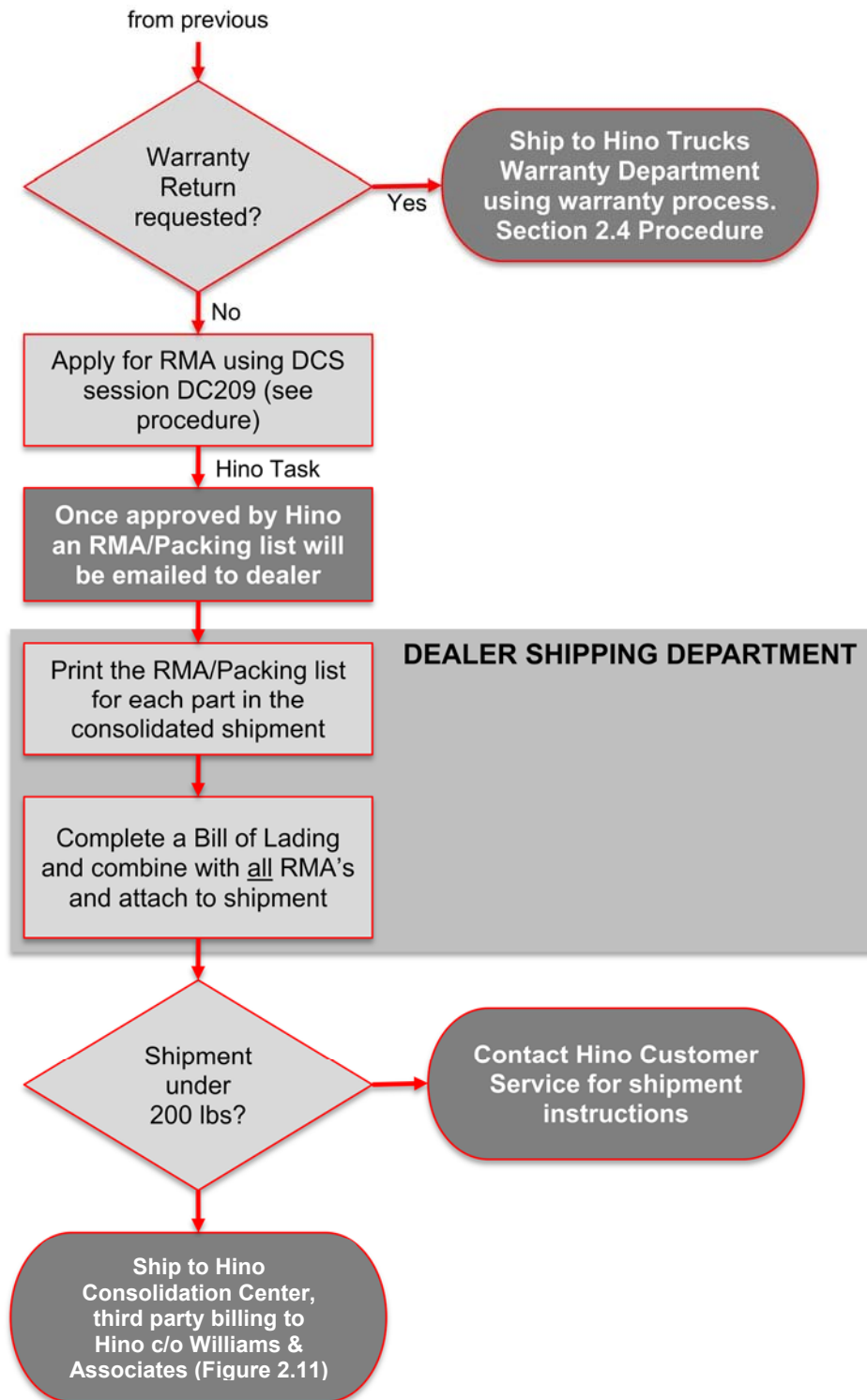


FIGURE 2.1 Continued

2.2 Core Return Request Procedure (RMA)

Requests for core credit for Hino Remanufactured Parts Purchases are filed on-line using the DC209 – Return of Exchange Items screen in the DCS. Hino Trucks no longer accepts faxed Core Return Requests without prior approval.

For complete instructions on how to use the DC209 – Return of Exchange Items screen, please refer to the DC209 section of your Hino Enterprise System Dealer Connect Parts Module Training Manual.

The process steps are as follows:

1. To return cores for credit, you must first request a RMA (Return Material Authorization). From your DCS Parts screen, click on DC209 – Return of Exchange Items screen to apply for a core return.

FIGURE 2.2

Core Acceptance Guide

2. Next, you will see a screen titled “Return of Exchange Items” (Figure 2.3). On the first screen, you will be given the option of entering the part number you wish to return. If you wish to consolidate multiple returns of the same item you must enter the part number. If not consolidated or you do not know the part number, leave it blank and all of your dealership’s outstanding core liabilities will be displayed. In either case, click the check mark or press enter to continue.

FIGURE 2.3

Core Acceptance Guide

3. Figure 2.4 displays your outstanding core liabilities (if you selected a part number on the previous screen, it shows only the liabilities for that part number; if you did not select a part number on the previous screen, it shows all liabilities).

Key values:

- **Item Number:** Part Number
- **Supplied Qty:** Quantity Purchased
- **Pending Qty:** Number of cores already claimed against that line awaiting Return.
- **Returned Qty:** Number of cores already returned and credited against that Line.
- **Total Value:** Remaining Qty x Core Charge
- **Date Due:** 1 year after date invoiced. You have 365 Days to claim and return cores.

Important Notes:

- After 365 days, the line item drops off the list, and you cannot claim against it.
- When all the quantity of cores on a particular line are returned and credited, the line item drops off the list.
- Some parts have not always been remanufactured and therefore no core charge was previously billed. You will not be eligible for credit against a part in which a core charge has not previously been billed.

FIGURE 2.4

Core Acceptance Guide

4. To process a core RMA, click on the line you wish to claim by highlighting it (Figure 2.5). Then, click “Request Credit” or “Request Consolidated Credit” and follow the instructions in section DC209 of the Hino Enterprise System Dealer Connect Parts Module Training Manual.

FIGURE 2.5

Core Acceptance Guide

5. **Core Returns for Consolidated Credit:** For consolidated credit you select a single line or multiple lines as illustrated below and press the "Request Consolidated Credit" button. The screen below appears and you can specify the number to return up to the maximum displayed, enter Credit reference Details and Customer Reference # (this is a reference number for you to assign). The reason code of "CORE" will already be selected. Click Continue when complete.

FIGURE 2.6

You will next be directed to the Message text maintenance screen. You must enter a text message. Once completed click UPDATE

FIGURE 2.7

Core Acceptance Guide

You will then be directed to the Credit Claim Finalization screen below. Verify your request quantity then click Submit and [OK].

FIGURE 2.8

Core Acceptance Guide

You will be directed back to the Return of Exchange Items screen. Click [Previous](#) and you may begin the process again with another part number.

FIGURE 2.9

6. Upon completion of the Core return request process, the request must be approved by Hino for Return. Upon approval you will receive a RMA for each consolidated part number. This allows you to return multiple quantities for a single part number based on different orders all on one approval form. Each core type will have its own RMA, to be included as a packing list with each core shipment.
7. When your Core Return Request is approved by HMS, you will receive a Return Approval Form (Figure 2.10) via e-mail. Use a copy of this RMA report as your packing slip for the returned material. **(IMPORTANT: You can package material from multiple RMA's in the same shipment; however, you must include a copy of the RMA for each part as the packing list to ensure you will be given accurate core credit for the shipment).**

2.3 RMA / Packing List Example: (copy of each RMA/Credit Note must be included with shipment)



HINO TRUCKS™
A Toyota Group Company

Credit Note:	C 50797
Customer order#:	CORE RETURN
Returned by:	08/20/11
Date:	7/22/11
Page:	1

Core Parts Returns

Customer:

COLORADO KENWORTH INC.
 P.O. BOX 16043
 P O BOX 16043
 DENVER, CO 80216

Return To:

Hino Trucks Core Return
 6881 South 10th Street,
 Oak Creek, WI - 53154

Item	Description	WH	Location	Qty	Code	Reason Description	Actual Code
S180560270S	CORE CHARGE-REMAN DPF MDTIS	M1	*SUNDRY	1	CORE	CORE RETURN	
S180560270S	CORE CHARGE-REMAN DPF MDTIS	M1	*SUNDRY	1	CORE	CORE RETURN	

FIGURE 2.10

2.4 Core Return Shipment Freight

Each dealer will be allowed **ONE return shipment of cores each calendar month** at *Hino Trucks expense*—regardless of size. The monthly core return cannot be carried over: If you miss a month, you will only be allowed one core return the following month.

Cores must be returned in their original or like packaging and securely attached to skids with appropriate packaging for shipment. All cores must be returned individually boxed with the part number clearly marked. Multiple skids of packages should be marked as such (ex: 1-of-3, 2-of-3 and 3-of-3).

ALL applicable RMA's (Figure 2.10) must be included with a consolidated shipment, as packing list(s) along with a completed copy of the **Bill of Lading**.

The service providers below will select the carrier and supply the Bill of Lading for each shipment to the dealership, sent via e-mail or fax prior to carrier pickup. The bill of lading provided must be used for each shipment for carriers to bill correctly. A 24-hour advance notice is preferred on all shipments, and same-day pickups require a minimum of 4-hours prior to close time and are contingent on capacity.

Transportation, tracking visibility, reporting and dealership coordination for Hino Core Returns will be provided by either **Penske Transportation Management** or **C.H. Robinson Worldwide**. Please refer (Figure 2.11) to identify which carrier to contact based on your dealership location.

All shipment should be made to the **Hino Core Consolidation Center** at the following address:

**Neo Brake Systems
6881 S. 10th Street
Oak Creek, WI 53154**

The following information must be provided to for a valid pickup:

Location Information

- Pickup/Delivery Name & Address
- Contact Name & Phone Number
- Shipping Hours

Shipment Information

- Ready Date
- Pallet Count
- Total Weight
- Reference Numbers (if applicable)
- Special Instructions (i.e. no dock, driver assistance, etc.)

2.5 Hino Core Return Service Provider Map

The preferred shipment notification method is e-mail, with the secondary method of contact via phone. Provided is the contact information for each carrier:



C.H. Robinson Worldwide
Email: hinotrucks@chrobinson.com
Phone: 517-721-7930



Penske Transportation Management
Email: CentralBrokerage@penske.com
Phone: 817-355-7418



FIGURE 2.11

CAUTION:

- o **Do not ship core returns freight collect.** Freight collect returns will be received, but freight charges will be debited back to the dealer.
- o Cores sent to the Memphis PDC will be forwarded to Core Consolidation Center at Neo Brake Systems. Additional **forwarding freight charges will be debited to the dealer.**
- o Any core returns shipped via an unauthorized carrier will have freight charges debited back to the dealer.
- o Return Authorization Form(s) for each core, must accompany the shipment as the packing list (Figure 2.10). The absence of proper documentation will result in delayed processing of your core credit.
- o **Hino will no longer accept parcel-sized core return shipments (under 200 lbs.).** Hold all core returns until shipments are large enough to send skid load core return shipments.

Failure to follow any of the above listed guidelines will result in debit of All related charges to the dealer. NO EXCEPTIONS.

2.6 Warranty Core Shipment Requirements

Warranty Part Cores must be held in Dealer inventory until the warranty claim is credited. Warranty claims are submitted through the DCS warranty system. For additional warranty information please reference the Hino Warranty Policy and Procedures Manual. The warranty policy and procedure manual can be accessed through HinoNet (www.hinonet.net tab to: Service / Warranty Info / Policy Manual).

There are occasions when the **HMS Warranty** Department will request specific warranty repair cores to be returned for failure analysis and claim settlement. If this were to occur, the warranty contacts at the dealership would be notified via a **Warranty Part Return Request** (Figure 2.12). The dealer is responsible for tagging and shipping the requested part(s) before warranty reimbursement. A complete overview of the Warranty Parts Return guidelines is available in **Section-4** of the **Hino Warranty Policy and Procedure manual**. In Warranty cases, the following process must be followed In order for the dealer to receive core credit from HMS:

1. **All Warranty core returns regardless of destination must be tagged with an approved Warranty Material tag** (Figure 2.13). This details the Truck VIN, Claim Number, Part Number, Repair Date and Dealer Code. This tag provides a tracking method to ensure a core can be traced once received at the Hino Core Consolidation Center
 - A. Tags are available to Dealers through the Warranty Dept 248-699-9390
2. All exchange item core returns should be returned in the original component's box/packaging.
3. All exchange item core returns should be returned in as removed condition (no repairs or product disassembly).
4. **Cores Requested for Return Prior to Claim Payment:** Parts designated for shipment to the Warranty Department must use the warranty departments approved shipping method. For current Warranty Department shipping policy, please reference Section 4 of the Hino Warranty Department Policy and Procedure manual. **No return core RMA filing is needed in DC209 for Core Items returned to the Warranty Department.** All exchange items (except engines) returned for warranty review will be shipped to the following location:

Hino Trucks Training Center
Attn: Warranty Department
41280 Bridge Street
Novi, MI 48375

Continued...

5. **Core Returns after Claim Payment:** Parts not requested by the Warranty Department should be consolidated with your other exchange components following the general Core Return Policy. **You Must file for your core credit using DC209** for all non-warranty items after claim is credited. All exchange items returned for core credit will be shipped to the following location:

Hino Core Consolidation Center
c/o Neo Brake Systems
6881 South 10th Street
Oak Creek, WI 53154

6. Regardless of shipping destination, all core reimbursements will be processed through Dealer Connect and applied to your account following our standard time line and acceptance procedure.

2.7 Example: Warranty Part Return Request



WARRANTY PARTS RETURN REQUEST

IF THE REQUESTED PART IS AN:

- Engine Assembly
- Automatic Transmission

Please download a pre-paid, pre-addressed Bill of Lading at www.hino-usa.com

SHIP ALL REQUESTED RETURN PARTS TO:

Hino Training Center
Attention: Warranty Dept.
41201 Bridge Street
Nash, TN 37219
TEL: 248-699-6300
FAX: warrantyshipping@hino.com

Revised by: 009-10-21-15

Dealer Details		Unit Details	
Dealer Code	83101	Unit Number	SPVW18J/8233874
Dealer Name	HINO DEALER NAME		

Claim Details	
Claim Number	W 0173358
Part Description	Injector Set & Supply Pump
R.O. Number	34234
Returned Part #	248706203 & 2215062104

Shipping Instructions:

All parts requested to be returned to the Hino Warranty Department will be required to use FedEx Ground - www.fedex.com.

When shipping a package less than 150 lbs:

- Log in to the FedEx website using your dealer login and password.
- Fill out the required package information specific to the part being returned.
- Include your dealer code and warranty claim number in the "your reference" field.
- Print label and affix to package.

If the requested part is over 150 lbs:

- You will need to ship on Hino Warranty's FedEx Freight account.
- Refer to www.hino-usa.com to download a corresponding pre-paid, pre-addressed Bill of Lading.
- From HinoNet, you will select: Service / Forms / FedEx Freight BCL.
- Once the proper BCL has been obtained, schedule a FedEx Freight pickup by dialing 800-332-0807.

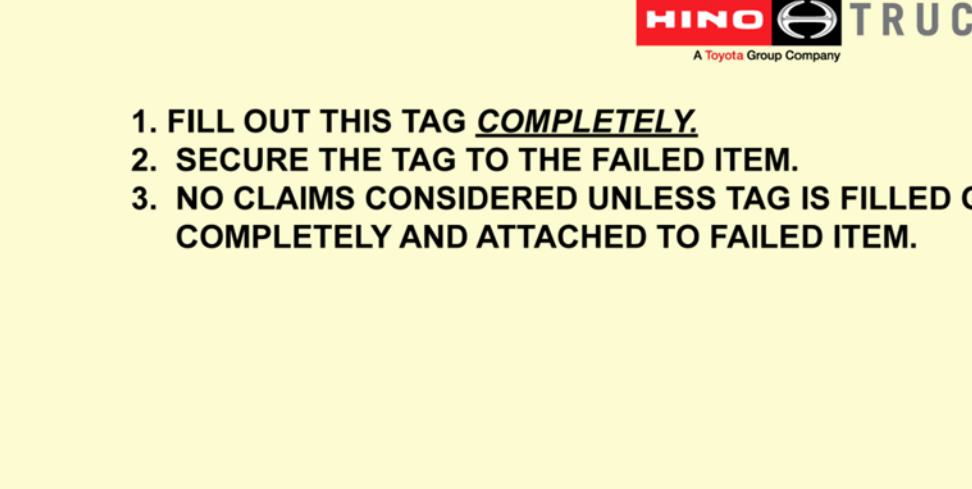
A further explanation of the Hino Warranty return guidelines can be found in section 4 of the Hino Warranty Policy & Procedure Manual, available on HinoNet. Please contact 248-699-6300 or warrantyshipping@hino.com for further freight inquiries.

Please return the parts listed above. All parts must be tagged and are subject to complete thorough examination by Hino Motors Sales. Part return tags must be filed and to be completed a corresponding pre-paid, pre-addressed Bill of Lading. For an expiration of a parts return tag refer to Section 4 in your Warranty Policy and Procedure Manual. All parts must be clean and returned to Hino Warranty within 15 days. Failure to meet these requirements may result in a rejected claim. If a claim is already rejected Hino reserves the right to reject that warranty claim. If you have any question please feel free to contact the Warranty Department at 248-699-6300.

FIGURE 2.12

2.8 Example: Warranty Part Tag

Tags are available to Dealers through the Warranty Dept. 248-699-9390.



HINO  **TRUCKS**TM
A Toyota Group Company

1. FILL OUT THIS TAG COMPLETELY.
2. SECURE THE TAG TO THE FAILED ITEM.
3. NO CLAIMS CONSIDERED UNLESS TAG IS FILLED OUT COMPLETELY AND ATTACHED TO FAILED ITEM.

<u>WARRANTY MATERIAL</u>		 HINO TRUCKS™ A Toyota Group Company
WARRANTY CLAIM NUMBER:		DEALER CODE:
CHASSIS NUMBER (V.I.N.)		
_____ / / / / / / / / / / / / / / / /		
REPAIR DATE: / /		MILEAGE:

CUSTOMER:		

DEALER:		

PART NUMBER:	DEALER R.O. NO,	
_____	_____	

FIGURE 2.13

2.9 Warranty Core Process Flow Chart

Below is a summary illustration of the Warranty part return process. The detailed procedural steps are explained in Section-4 of the *Hino Warranty Policy and Procedure Manual* (available on HinoNet). The chart below is for general reference only.

WARRANTY CORE RETURN PROCESS

FIGURE 2.14

2.10 Payment of Core Credits

When the returned core is received by HMS, the dealer will be e-mailed a credit note invoice, and the credit will be reflected on the dealer's monthly statement. Copies of the monthly Parts Statement are e-mailed to dealers each month.

SECTION 3

CORE INSPECTION PROCESS

3.1 PROCESSING WAREHOUSE FLOW CHART

The chart below details the primary steps followed once your core is received at the Consolidation Center.

CONSOLIDATION WAREHOUSE CORE INSPECTION PROCESS

FIGURE 3.1

3.2 ADMINISTRATION FLOW CHART

The chart below details the primary administrative tasks completed after core inspection processing (Figure 3.1).

FIGURE 3.2

SECTION 4

PARTS ORDER INQUIRY

4.1 Introduction to Order Inquiry

These following sections describe Hino's procedures for inquiring about Core credit transactions on-line using Dealer Connect System session DC 217.

4.2 Using DC217 – Order Inquiry screen

Part Orders or RMA/Credit notes can be retrieved for viewing in DC217, based on order reference number, invoice number, or customer order number (dealer supplied reference number).

FIGURE 4.1

Core Acceptance Guide

Enter order lookup criteria in the screen below.

FIGURE 4.2

Click OK and the order will display showing information related to the order you specified.

FIGURE 4.3

Core Acceptance Guide

When the Purchase orders option at the left in the previous screen (Figure 4.3) is selected, the screen below will display purchase orders linked to the related order.

FIGURE 4.4

Core Acceptance Guide

When the Linked Transactions option at the left in the main screen (Figure 4.3) is selected, the screen below will display credit notes linked to the order.

FIGURE 4.5

Any questions about Hino Part Core Credit can be addressed by the HMS Customer Service. Please also refer to Section 6 – General Contacts for contact information.

SECTION 5
CORE SEGMENT ACCEPTANCE CRITERIA
5.0 Core Segment Index

The chart below contains the detailed core categories and subcategories covered within this guide. Specific requirements are presented for the Primary Categories indicated at the left in the chart, however more specific requirements which may be issued by specific suppliers may be added in future revisions at Hino's discretion.

A summary of acceptance criteria is provided as well as some supporting part information to assist you in determining what an acceptable core condition is for each category.

	PRIMARY		SUB SECTION
5.1	Air Compressor	5.1	Compressor - Air
5.2	Air Conditioner Compressor	5.2	Compressor - A/C
5.3	Air Dryer	5.3	Dryer
5.4	Axle	5.4	Axle Part
5.5	Brakes	5.5.A	Brake - Shoe
		5.5.B	Brake - Caliper
5.6	Clutch	5.6	Clutch
5.7	Electrical (Cab)	5.7	Computer - ECU
5.8	Electrical (Engine)	5.8.A	Alternator
		5.8.B	Starter
5.9	Engine	5.9.A	Cylinder - Block
		5.9.B	Cylinder - Head
		5.9.C	Engine
		5.9.D	Turbocharger
5.10	Exhaust Filter - DPF	5.10	Filter - Exh DPF
5.11	Fuel System	5.11.A	Injector & Nozzle
		5.11.B	Pump - Fuel
5.12	Intercooler - Charge Air	5.12	Intercooler
5.13	Steering	5.13	Steering Part
5.14	Transmission	5.15	Transmission

5.1 Air Compressor

5.2 Air Conditioning Compressor

Core Return Guidelines For: Air and A/C Compressors

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete and fully assembled.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled –Hino only accepts fully assembled cores.
- Damaged/Broken – A/C compressors or A/C with clutch, having damaged front housings (snap-ring slot), dents, cracks, chips, abrasions, (water/chemical) corrosion and (fire) burned housings.
- Incomplete or Missing major components– The core should not be missing any components such as the A/C compressor sensors or metal covers/plastic caps that protect the service-valve mounting area, were not returned mounted on the core or were not secured. These shipping plates prevent compressor contamination and protect the service-valve sealing area from physical damage.
- Non-exchange Item(s) - Not in Remanufacturing Program, no core charge included at time of sale.

5.3 Air Dryer

Core Return Guidelines For: Air Dryer

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete and fully assembled.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

Any Compressor or Air Dryer core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.4 Axles

Core Return Guidelines For: Axle

To assure core credit, all cores must be:

- Return on original or like shipping skid.
- Complete and fully assembled.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled – Hino only accepts fully assembled cores. If the axle has been disassembled, please reassemble with all parts included to be eligible for core value reimbursement.
- Incomplete or Missing major components/CV Joints – The core should not be missing any components such as the outer or inner joint or any of the components in these joints.
- Damaged/Broken/Bent Shafts – The shaft is broken or bent showing damage which is indicative of an impact or accident that would not be seen on a shaft removed from a vehicle under a normal repair and replacement situation.
- Non-exchange Item(s) - Not in Remanufacturing Program, no core charge included at time of sale.

Any Axle core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.5 Brakes

5.5.A Core Return Guidelines For: Brake Shoes

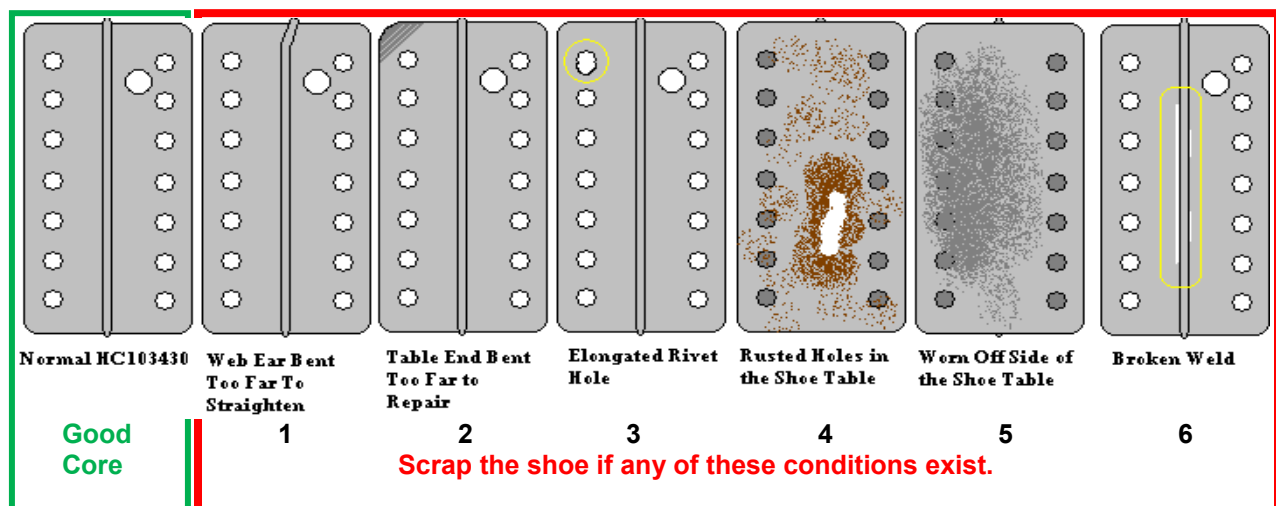
Hino's policy of visual core inspection is designed to allow you and your staff to easily determine the eligibility of a brake shoe core. The information below will help you determine the eligibility of Hino Genuine brake shoes returned to Hino.

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received when Core meets acceptance requirements.
Examples of unacceptable Cores:

1. Web ears bent too far to straighten.
2. Bent shoe (table ends).
3. Elongated rivet hole(s).
4. Rusted hole(s) on shoe table.
5. Worn side of shoe table.
6. Broken weld or casting.



Any Brake core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

Examples of unacceptable cores:



P100



P101

For information regarding ArvinMeritor Brake shoe core inspection we recommend the use of publication TP0196B Remanufactured Brake Shoe Core Identification available on <http://Xpresswayplus.ArvinMeritor.com> under the Literature on Demand link.

5.5.B Brake Calipers

Core Return Guidelines For: Brake Calipers

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete without broken bleeder screws, damaged internal threads on caliper body or any wear damage on a caliper body from contact with the rotor.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Damaged or Missing major components (example: caliper without piston, stripped connections).

Any Brake Caliper core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt.

Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.6 Clutches

Core Return Guidelines For: Clutch

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete and fully assembled.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Damaged/Broken/Cracked (Examples include Clutch discs with friction-material mounting area damage or rubber-torsion spring damage in hub. Deep grooves on clutch cover surface or springs.
- Missing components - (missing bolts or clutch disc missing rubber torsion springs due to damage/force).

Any Clutch core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.7 Electrical (Cab) – Computers – ECU

Core Return Guidelines For: Electrical Computers

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete – never opened or disassembled, not damaged in any way, and no evidence of overheating, short-circuit, corrosion or water/chemical intrusion.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Not returned in the Genuine Hino or supplied shipping box.
- Disassembled or partially disassembled (do not attempt to open the housing. Any noticeable attempt/effort to open the computer or submission of a computer with missing parts will forfeit the core value credit).
- Damaged housing/Broken terminals (dents, cracks, deformity, fire damage, overheating, or broken terminals). If the computer housing has evidence of abuse, such as impact damage, dents, deformity or connector terminals are bent or broken off core credit will be denied.
- Burnt Terminals/Signs of Overheating – The computer has evidence of fire, such as discoloration of the connector terminals or housing, plastic holders around the terminals have melted, and/or evidence of burnt circuit boards, solder or insulation.
- Corroded Terminals/Signs of Water Intrusion or Damage – Terminals have evidence of rust or residual water damage. Housing or terminals have evidence of water submersion/contact (usually white chalky residue or rust).

Any Computer core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.8 Electrical (Engine) – Alternators & Starters

5.8.A Core Return Guidelines For: Electrical – Alternators

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete – (alternator without pulley)
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Not returned in the Genuine Hino or supplied shipping box.
- Disassembled or partially disassembled.
- Damaged housing/Broken terminals (Alternator in which the shaft does not rotate).

Any Alternator core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.8.B Core Return Guidelines For: Electrical – Starters

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete – (starter without its solenoid)
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Not returned in the Genuine Hino or supplied shipping box.
- Disassembled or partially disassembled.
- Damaged housing/Broken (Starter in which the shaft does not rotate).

Any Starter core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.9 Engine

5.9.A, B & C Core Return Guidelines For: Cylinder Blocks, Cylinder Heads, Complete Engines

To assure core credit, all cores must be:

- Genuine Hino Part or part that is included in Hino's Remanufacturing Program.
- Returned in the Genuine Hino or supplied shipping container.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components (injectors, oil pump, water pump, fans, etc.).
- Externally damaged core resulting from an external force such as a vehicle accident (deformation, cracks, holes, etc.).
- Engine model not part of the Remanufactured Program.
- Engine crankshaft must rotate.
- Engine part number has been discontinued or was sold without core value.

Core Preparation

- Completely drain all applicable fluids from the core.
- Transfer all plastic/rubber shipping plugs from the remanufactured Engine to the correct holes in the core.
- Secure the Engine using brackets and bolts supplied with the Remanufactured Engine. Adequate strapping or mechanical attachment methods must be employed to prevent shifting during transit.
- Return the following parts attached to the core:
 - o Injectors
 - o Oil Pump
 - o Water Pump

Any Engine core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.9.D Turbocharger

Core Return Guidelines For: Turbochargers

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components.
- Externally damaged core resulting from an external force such as a vehicle accident (deformation, cracks, holes, etc.).
- Part number has been discontinued or was sold without core value.

Any Turbocharger core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.10 Exhaust Filter - DPF

Core Return Guidelines For: Exhaust Filter - DPF

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Externally damaged core resulting from an external force such as a vehicle accident (deformation, cracks, holes, etc.).

Any Exhaust Filter - DPF core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.11 Fuel System Components

5.11.A Core Return Guidelines For: Injector & Nozzles

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components.
- Externally damaged core resulting from fire or an external force such as a vehicle accident (deformation, cracks, holes, etc.).

Any Injector core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.11.B Core Return Guidelines For: Pump – Fuel

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components.
- Externally damaged core resulting from fire or an external force such as a vehicle accident (deformation, cracks, holes, etc.).
- Part number has been discontinued or was sold without core value.

Any Fuel Pump core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.12 Intercooler – Charge Air

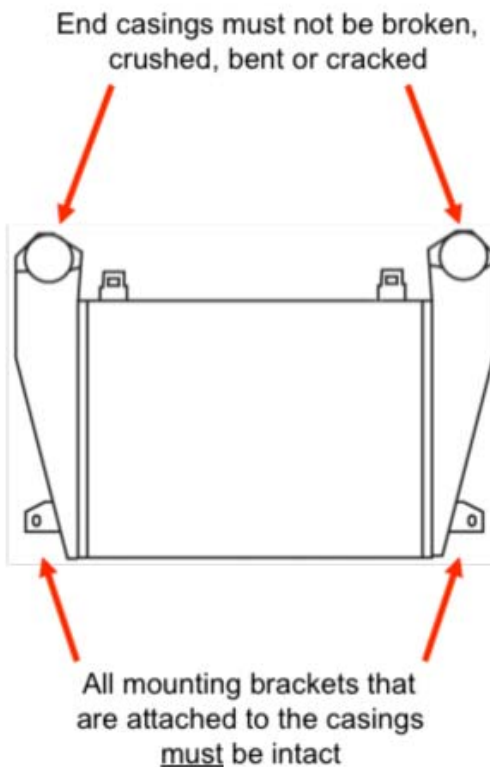
Core Return Guidelines For: Intercooler – Charge Air

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components.
- Externally damaged core resulting from an external force such as a vehicle accident (deformation, cracked castings, holes, etc.).
- Part number has been discontinued or was sold without core value.



Any Intercooler core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.13 Steering

Core Return Guidelines For: Steering Parts

To assure core credit, all cores must be:

- Returned in the Genuine Hino or supplied shipping box.
- Complete and fully assembled.
- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components (racks returned missing rack ends, rack gear, pinion/control valve, hydraulic lines or solenoids, etc.).
- Damaged/Broken/Cracked housing (dents, deep scratched, cracks, deformity, fire damage, overheating, bends or kinks on the rack gear, rack housing, pinion/control valve housing, hydraulic lines or solenoid. Carefully inspect racks removed from vehicles involved in accidents).
- Rusted or Pitted rack gear (corrosion, rust, pitting, scratches or bends on the rack gear shafts or rack ends).
- Stripped Port Threads (damage such as cracks, stripped threads, cross-threaded threads in or around the hydraulic ports in the rack housing or pinion/control valve housing).

Any Steering Part core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt.

Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.14 Transmission

Core Return Guidelines For: Transmissions

To assure core credit, all cores must be:

- Part that is included in Hino's Exchange or Warranty Program with an associated Core sundry charge included with the original item sold.
- Returned in the Genuine Hino or supplied shipping container.

100% Core Credit will be Received Unless:

- Disassembled or partially disassembled.
- Missing major components (valve body, torque converter, differential assembly, transfer case, oil pump, etc.).
- Externally damaged core resulting from an external force such as a vehicle accident (deformation, cracks, holes, etc.).
- ATM model not part of the Remanufactured Program.
- ATM core not from the vehicle being repaired (junk yard core or other vehicle).
- ATM part number has been discontinued or was sold without core value.

CORE PREPARATION

- Completely drain all applicable fluids from the core (e.g., transmission, differential, transfer case)
- Transfer all plastic/rubber shipping plugs from the remanufactured ATM to the correct holes in the core.
- Secure the torque converter to the ATM case using the bracket and bolts supplied with the Remanufactured ATM. Adequate strapping or mechanical attachment methods must be employed to prevent shifting during transit.
- Return the following parts attached to the core:
 - o Torque converter
 - o Speed sensor or governor assembly
 - o Throttle cable or wiring harness
 - o Breather assembly
 - o Engine mounting brackets
 - o Transfer case if supplied with remanufactured unit.

Any Transmission core that is rejected will be returned only upon special request and at Dealers expense. Rejected cores will be scrapped 30 days after receipt. Therefore, it is the Dealers responsibility to ensure that cores conform to acceptance requirements.

5.15 All-Makes Site Reference for Additional Core Acceptance Criteria and Part Identification Documents:

Arvin Meritor

<http://Xpresswayplus.ArvinMeritor.com>

Eaton

<http://www.roadranger.com/Roadranger/productssolutions/index.htm>

Denso

<http://www.densoheavyduty.com/medium/>

Delco Remy

<http://www.delcoremy.com/partnumberref.aspx>

SECTION 6

GENERAL CONTACTS

6.1 General Numbers

Customer Service Toll Free Line	(866) 372-4466
Direct Dial – General	(662) 342-3939
Direct Dial – Fax (Customer Service)	(662) 342-5151
Dealer System Support Help Line	(248) 699-9400

6.2 Direct Contacts and Responsibilities

6.2.A Customer Service Representatives

(Primary contacts for questions regarding order entry, order status, parts price and availability, and general parts inquiries)

- Jim Alexander Ext. 6030
- Tara Person Ext. 6032
- Tia Minor Ext. 6033
- Todd Agner Ext. 6024
- Karen Kemp Ext. 6035 Customer Service Supervisor

6.2.B Parts Technical Support

(Primary contact for questions regarding parts technical support and Hino Electronic Parts Catalog)

- Jamie O'Neal Ext. 6031

6.2.C Parts Marketing & Sales

(Primary contacts for questions regarding parts pricing policies, marketing programs, and sales promotions)

- John Donato 248-699-9319 Director of Parts Operations
- Dave Walker 248-292-1825 Regional Manager - West, Parts Sales
- Tom Hoffman 248-699-9322 Regional Manager - East, Parts Sales

6.2.D Parts Materials

(Primary contacts for questions regarding parts catalog information, parts supersession's and interchange, the semiannual dealer parts return program, and vendor managed inventory)

- Mike Haney Ext. 6044
- Jack Godwin Ext. 6045
- Lynn Brown Ext. 6043

6.2.E Parts Warehouse Operations

(Primary contacts for questions regarding delivery cycles, carrier selection, freight charges, shipment accuracy, and shipment quality)

- James Sain Ext. 6051
- Kavaraceus Smith Ext. 6052
- Richard Brown Ext. 6054

6.2.F Senior Manager, Parts Operations

(Primary contact for all PDC Parts operations)

- Rick Gadd Ext. 6040

6.2.G Vice President, Parts

(Primary contact for policies, procedures, systems, and overall performance of the Parts Division)

- John Donato 248-699-9319

6.3 Other Key Contacts

6.3.A Warranty

(Primary contacts for all Hino warranty questions)

- Kalmer Urm (248) 699-9388
- Chad Stuber (248) 699-9353

6.3.B Accounting & Finance

(Primary contact for all questions regarding monthly parts statements and miscellaneous credits and debits)

- Kelly Nowicki (248) 699-9343
(Secondary contact)
- Jennifer Presher (248) 699-9348