



PARTS ALERT

PARTS - DAMAGED AND SHORTAGE CLAIMS IMPORTANT UPDATE

CH Robinson will file all damage / shortage claims directly with the LTL carrier on behalf of Hino.

PROCEDURE FOR DAMAGE / SHORTAGE FREIGHT CLAIMS:

All shortage & damage **MUST** be noted **in detail** on the proof of delivery at the time of delivery.

*The verbiage "subject to inspection" will **NOT** be accepted by the LTL carrier should damage appear after accepting the shipment. If damages/shortages are concealed/not noted on POD, CH Robinson must be notified within 1 business day from the date of delivery in order to proceed with filing a claim with the carrier.*

Email HinoTrucks@chrobinson.com the following:

- o Completed Hino Claim Form (please see 2nd page)
- o Packing Slip that accompanied the freight
- o Delivery Receipt with the damage/loss notated
- o Photos of the damage(s)

IMPORTANT

- o Please be sure to submit an RMA into Hino DCS for credit back for any damage or lost claims.
- o ALL re-orders must be placed through Hino.
- o Do not dispose of any damaged goods or packaging until instructed by CH Robinson.

TO:

Dealer Principals
Parts Managers
General Managers
Parts Sales

BULLETIN: PA-2016-038
DATE: 2/1/2016
EXP: NA

Thank you for your continued business

Your Hino Parts Team!!

Hino Trucks, A Toyota Group Company
41180 Bridge Street
Novi, Michigan 48375

(662) 342-3939 - Hino PDC
helpdesk@hino.com - Parts Ordering Questions (PDC)
(248) 699-9300 – Novi Hino Corp Office
(248) 699-9310 – Novi Fax
hinoparts@hino.com – Parts E-Mail (Corporate)

Hino Trucks reserves the right to make changes, including change in price, content, description, terms, time period, etc. at any time without notice.



Hino Trucks National PDC
Phone: (866) 372-4466 | Fax: (662) 342-5151
E-Mail: helpdesk@hino.com

Hino RMA #

Hino Loss and Damage Claim Form

CHR Load #

CH Robinson Customer in which claim is to be filed

Who is completing this form?

Today's Date

Shipper Name _____

Receiver Name _____

Shipper Address _____

Receiver Address _____

Carrier Name _____

Value of damaged/loss goods \$ _____

Carrier PRO # _____

Amt requested for freight \$ _____

☐ Damage Claim _____

Current location of the freight _____

☐ Yes ☐ No Is damage noted on the delivery receipt?☐ Yes ☐ No Are pictures available showing the damage?
If so please forward to HinoTrucks@chrobinson.com☐ Yes ☐ No Was product refused when delivery was attempted?
*If no, please make sure consignee does not discard product
or packaging and instruct them to keep all packaging in tact.*

Please provide the onsite contact when scheduling inspection?

Name _____

Phone _____

PART NUMBERS_____

Description of the damage: _____

☐ Loss Claim _____☐ Yes ☐ No Is this claim for a total loss?☐ Yes ☐ No Are missing pieces noted on the delivery receipt?
No. of pieces shipped _____ No. of pieces claimed missing _____

Send completed form along with pictures, the packing slip and the invoice showing the value of the goods claimed to

Email: HinoTrucks@chrobinson.com or Fax: (517) 333 3739.

If product is repairable a quote/invoice for repairs will need to be included as well

PLEASE GO DIRECTLY THROUGH HINO S DCS FOR ALL RE ORDERS