



SERVICE ALERT

SA-17-030 18MY UNSOLD UNITS SERVICE
CAMPAIGN

SUPERSEDED BY SA-17-031

GROUP: 0-GENERAL
BULLETIN NO: SA-17-030
DATE: 10-19-2017

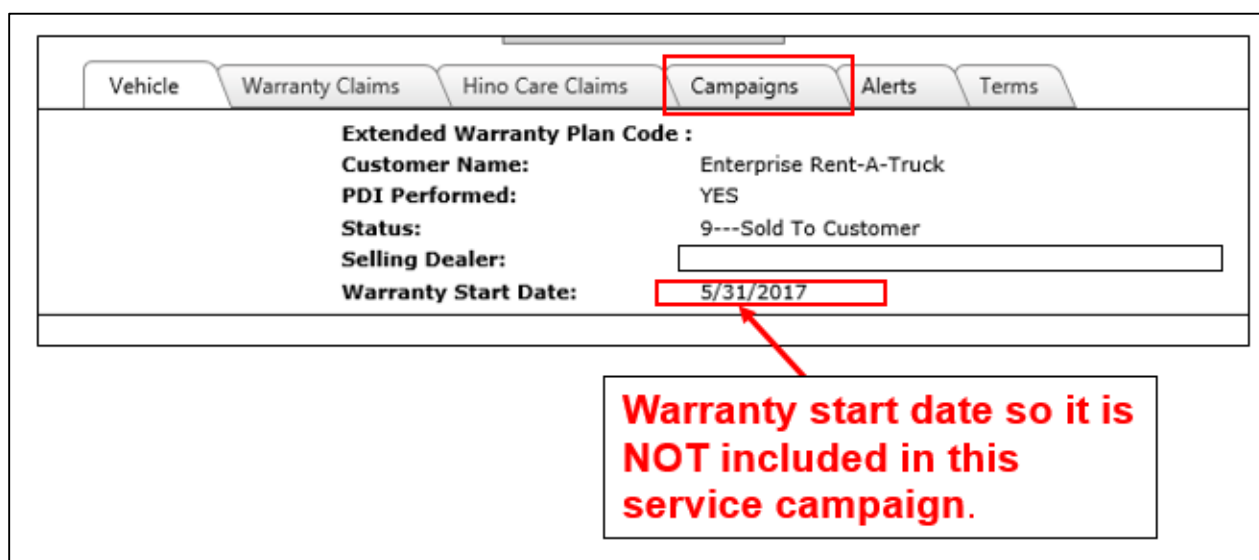
| | |
|------------------|---|
| Release Date: | 10/19/2017 |
| Affected Years: | 18MY Unsold Dealer Inventory |
| Affected Models: | Conventional or COE Unsold Dealer Inventory |
| Attention: | Service Managers / Service Personnel / Technical Service Managers |

SUBJECT:

Service campaigns AA8E0 and AA8G0 are for 18MY UNSOLD, NON DTU'd units only.

All 18MY units that have been sold and are in service today will be addressed with a future recall once the proper agencies have been notified and approval is received.

If the vehicle inquiry screen does not show an outstanding campaign or has a warranty start date it is NOT included in this service campaign.



Vehicle Warranty Claims Hino Care Claims **Campaigns** Alerts Terms

Extended Warranty Plan Code :
Customer Name: Enterprise Rent-A-Truck
PDI Performed: YES
Status: 9---Sold To Customer
Selling Dealer:
Warranty Start Date:

Warranty start date so it is NOT included in this service campaign.

If the vehicle inquiry screen does show an outstanding campaign or does not have a warranty start date it is included in this service campaign.



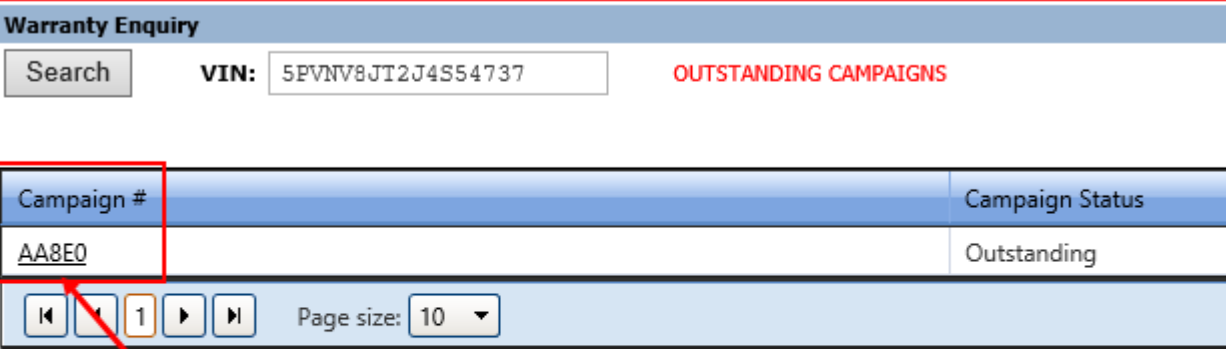
The screenshot shows a navigation menu with tabs for Vehicle, Warranty Claims, Hino Care Claims, Campaigns, Alerts, and Terms. The Campaigns tab is selected. Below the menu, the following information is displayed:

- Extended Warranty Plan Code :
- Customer Name:
- PDI Performed: NO
- Status: 2---Hino Stock
- Selling Dealer: 91020---HINO MOTORS SALES USA, INC
- Warranty Start Date: [Redacted]

A red box highlights the Campaigns tab, and another red box highlights the redacted Warranty Start Date field. A red arrow points from the redacted field to a text box below.

No warranty start date so it is included in this service campaign.

Conventional Outstanding Campaign Example



The screenshot shows a 'Warranty Enquiry' screen with a search bar containing the VIN '5PVNV8JT2J4S54737'. The text 'OUTSTANDING CAMPAIGNS' is displayed in red. Below the search bar is a table with the following data:

| Campaign # | Campaign Status |
|------------|-----------------|
| AA8E0 | Outstanding |

Below the table are navigation controls (back, first, next, end) and a 'Page size: 10' dropdown. A red box highlights the Campaign # 'AA8E0' and the first navigation button. A red arrow points from the highlighted area to a text box below.

Vehicle inquiry screen showing an outstanding campaign



COE Outstanding Campaign Example

Warranty Enquiry

Search VIN: JHHRDM2H3JK004908 **OUTSTANDING CAMPAIGNS**

| Campaign # | Campaign Status |
|------------|-----------------|
| AA8G0 | Outstanding |

Page size: 10

Vehicle inquiry screen showing an outstanding campaign

Sincerely,

Your HINO Service Team

