



SERVICE ALERT

SA-17-031 16MY-18MY UNSOLD UNITS SERVICE
CAMPAIGN

SUPERSEDES SA-17-030

GROUP: 0-GENERAL
BULLETIN NO: SA-17-031
DATE: 10-30-2017

Release Date:	10/30/2017
Affected Years:	16MY-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 16MY-18MY UNSOLD, NON DTU'd units only.

All 16MY-18MY units that have been sold and are in service today will be addressed with a future campaign 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. Programming will be addressed in a future 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:		5/31/2017			

Warranty start date so it is NOT included in this service campaign. Programming will be addressed in a future 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.

Vehicle	Warranty Claims	Hino Care Claims	Campaigns	Alerts	Terms
Extended Warranty Plan Code :					
Customer Name:					
PDI Performed: NO					
Status: 2---Hino Stock					
Selling Dealer: 91020---HINO MOTORS SALES USA, INC					
Warranty Start Date: 					

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

Conventional Outstanding Campaign Example

Warranty Enquiry					
Search	VIN: 5PVNV8JT2J4S54737 OUTSTANDING CAMPAIGNS				
<table border="1" style="width: 100%;"><tr><th>Campaign #</th><th>Campaign Status</th></tr><tr><td>AA8E0</td><td>Outstanding</td></tr></table>	Campaign #	Campaign Status	AA8E0	Outstanding	
Campaign #	Campaign Status				
AA8E0	Outstanding				
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Vehicle inquiry screen showing an outstanding campaign

COE Outstanding Campaign Example

Warranty Enquiry

Search VIN: JHHRDM2H3JK004908 **OUTSTANDING CAMPAIGNS**

Campaign #	Campaign Status
AA8G0	Outstanding

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Vehicle inquiry screen showing an outstanding campaign

Sincerely,

Your HINO Service Team

