



SERVICE ALERT

**SA-18-018 HINO XL SERIES PARTS AND
SERVICE SUPPORT**

**GROUP: 0-GENERAL
BULLETIN NO: SA-18-018
DATE: 8-31-2018**

Release Date:	8/31/2018
Affected Models:	XL Trucks Equipped with a A09 Engine

SUBJECT:

Now that the Hino XL Series developmental trucks are being deployed in different parts of the country, the need for parts and service may arise. These are Pre-production developmental trucks, parts and service information is not fully functional at this time.

All units are currently being remotely monitored for any issues through telematics and data recorders.

If service or parts support is needed on any XL series truck, please follow the procedures outlined below.

SERVICE ISSUES

Create a TechAssist case whenever a unit arrives with a concern, attach a DX Report as well.

The case will be directed to a specialist to assist in repairing and supplying information directly to engineering.

PARTS ISSUES

Contact Jamie O'Neal at oneal@hino.com or (662) 510-6031 for any parts related questions or information on any XL series truck.

Sincerely,

Your HINO Service Team

