



PARTS ALERT

HINO PARTS SHIPPING UPDATES

EFFECTIVE DATE FEBRUARY 1, 2016

Effective **February 1, 2016**, C.H. Robinson Worldwide will provide transportation, visibility, reporting, claims, training and dealership management for all Hino Parts shipping out of Southaven PDC. FedEx Priority and USF Holland will be our two incumbent carriers that Hino will be using for all LTL freight outbound through the PDC.

Hino Trucks has chosen C.H. Robinson Worldwide as a partner to develop and implement a freight management system for our transportation needs. We have chosen to have all Hino Truck Shipments move through C.H. Robinson to effectively access advanced reporting and allow visibility of all shipments to both Hino Trucks and its dealers. Dealerships are able to track their LTL shipments by the following:

There are 3 methods available to track your order:

1. Track online 24/7 with the CH Robinson Load Number, Carrier PRO number or a Hino reference number.

<https://navisphere.chrobinson.com/externalTracking/ExternalTrackSearch.aspx?UserName=HinoTrucks&MultiRef=1>

If you are interested in receiving an automatic notification of your CH Robinson load number email HinoTrucks@chrobinson.com

2. Email HinoTrucks@chrobinson.com

This email inbox is supervised M-F 8:00 am-5:00 pm est.

3. Call the CH Robinson dedicated Hino Trucks Line 517-721-7953
Make sure to specify Hino Trucks when calling.

CH Robinson Hino team available M-F 8:00am - 5:00pm est.

After hours support with CH Robinson central dispatch available – just follow the prompts when calling the Hino Trucks dedicated line after hours.

TO:

Dealer Principals
Parts Managers
General Managers
Parts Sales

BULLETIN: PA-2016-011
DATE: 2-1-2016
EXP: NA

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



ALL DAMAGE & SHORT CLAIMS

Effective February 1st, 2016

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.

Email HinoTrucks@chrobinson.com all details regarding your possible damage/shortage along with photos of the damage. Do not dispose of any damaged goods or packaging until instructed by CH Robinson. CH Robinson will file all damage/shortage claims directly with the LTL carrier on behalf of Hino Trucks. You must contact Hino Trucks if a product replacement order is needed.

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)

hinoparts@hino.com – Parts E-Mail (Corporate)

PARTS ALERT