



## **SERVICE BULLETIN**

**SB-21-025 S-SERIES VEHICLES SUBJECTED TO  
FLOOD CONDITIONS**

**GROUP: 0-GENERAL  
BULLETIN NO: SB-21-025  
DATE: 2-22-2022  
REF: SB13-X-001A**

**Subject:** 2022MY-Current S-Series trucks.

**Note:** This technical service bulletin is provided as technical information and is not authorization for a warrantable repair.

**CONDITION:**

If it is suspected that an Hino vehicle was subjected to flood conditions where some or all electrical components may have been submerged, please follow the guidelines and procedure outlined in this service bulletin.

**IMPORTANT:** Please be sure to review the disclosures at the end of this bulletin.

**SERVICE PROCEDURE:**

**Prior to any or inspection:**

1. Disconnect battery cables immediately.

**IMPORTANT:** DO NOT attempt to turn on the ignition or start the truck until the extent of the damage has been determined.



**Figure 1 – Example of Water Damage to Battery**

## PREPARE VEHICLE FOR INSPECTION:

1. Pressure wash and clean vehicle.
  - a. Do not spray water directly on fuse/relay boxes, wire connectors and electrical components and/or devices.
  - b. Remove all debris and contaminants before removing or disconnecting any components.

## INSPECTION PROCEDURE:

**NOTE: Clean, inspect and repair all affected components as necessary.**

1. Determine the highest level of submersion to allow the assessment of potential damage
  - Level 1 – Under cab floor
  - Level 2 – Under seat rail
  - Level 3 – Under instrument panel cluster meter
  - Level 4 – Above instrument panel cluster meter



Figure 2 – Submersion Level Range

**Note: In most cases if the submersion levels are 2-4 – all harnesses will need to be replaced.**

**HINO** 

**TRUCKS**

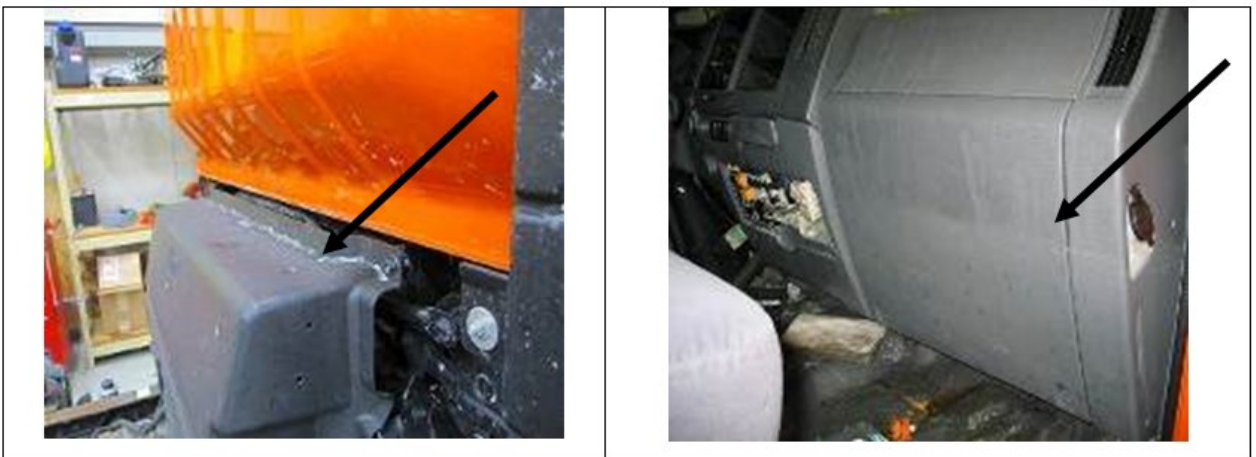
A Toyota Group Company

2. Determine if the water damage is fresh or salt water.

a. Salt water is much more corrosive than fresh water and affects wire harnesses much faster than fresh water.

3. Inspect for water lines “witness marks” or water intrusion into components.

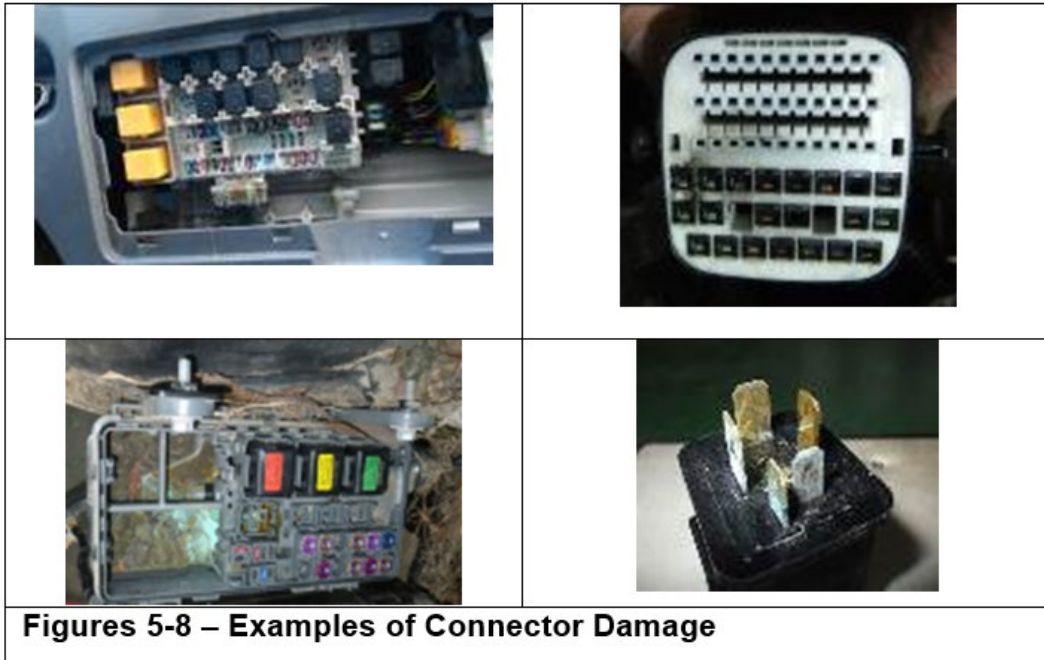
- Air cleaner assembly
- DPR/SCR or exhaust assemblies
- Cab and/or frame
- Engine oil dipstick/PCV system
- Transmission vent hose and dipstick
- Power steering and brake fluid reservoirs



**Figures 3-4 – Examples of “Witness Mark” Damage**

4. Inspect all wire harness connectors that were submerged.

**NOTE: Connectors and modules (whether internal or external) are not designed to be submerged under water and will suffer damage. Once a connector has been submerged for any length of time, it should always be opened up and inspected for water intrusion and corrosion. If the connector cannot be cleaned replacement will be necessary.**



**Figures 5-8 – Examples of Connector Damage**

**IMPORTANT:**

**As these conditions are not due to manufacturer defect, such repairs are not covered under warranty.**

**If there are questions or concerns regarding a specific component or this information bulletin please contact TechAssist.**

## **LEGAL DISCLAIMER:**

### **HINO MOTORS SALES U.S.A., INC.**

### **WARNING AND DISCLAIMER REGARDING WATER DAMAGED VEHICLES**

Water intrusion presents a serious hazard to motor vehicles, their components and systems. Motor vehicles that have been damaged by flood or other sources of water intrusion generally require extensive repairs, and the costs of replacing components and systems that have been damaged in such events generally outweigh the fair market value of such motor vehicles. Hino's new vehicle warranty expressly excludes damage caused by flood or other sources of water intrusion, whether such damage is apparent at the time of, or subsequent to, the event. In most cases, Hino recommends that motor vehicles that have been damaged by flood or other sources of water intrusion be replaced rather than repaired.

Hino is providing the attached materials to assist authorized Hino dealers or other qualified repair facilities in:

- a) identifying inspections that should be performed with respect to vehicles that have been damaged by flood or other sources of water intrusion;
- b) identifying components that should be replaced in such vehicles, and
- c) estimating the cost of repairs to such vehicles.



Each vehicle can present unique issues. Hino does not warrant that these materials are appropriate or complete for all vehicles or that any repairs made with reference to these materials will be appropriate, sufficient or effective. These materials must not serve as a substitute for a thorough, hands-on inspection by a trained service technician.

Any reliance upon these materials, and any attempt at repairing a motor vehicle that has been damaged by flood or other sources of water intrusion, shall be at the sole risk of the owner. Hino does not assume, and it hereby disclaims, any responsibility or liability for any actions taken (or not taken) by any dealer, repair facility, owner, lessee, or any other person or entity based in whole or in part upon the contents of these or materials, or upon any other information, recommendations, advice or assistance previously or subsequently furnished by Hino or its employees, representatives, agents or affiliates.

## **MEMO TO DEALERS:**

The flooding caused by adverse weather events, such as hurricanes and tropical storms, may damage large numbers of vehicles. Many of these vehicles are flooded or suffered serious water intrusion. Although all flood damaged vehicles should be scrapped and crushed, some of these units will undoubtedly re-enter the market to be sold to unsuspecting customers and dealers. While these trucks may outwardly appear to be undamaged, water may have seeped into a variety of components, included but not limited to, wire harnesses, connectors, modules, chassis components, and more. This water intrusion can cause corrosion and other damage to safety, electrical, mechanical and other components, and can lead to electrical shorts, fires, accidents and personal injuries.



Hino is attempting to obtain data from a number of sources to identify Hino trucks that sustained water damage from the storm so that we can update our UIO records and shut off warranty coverage where appropriate. For your own protection and the protection of your customers, we urge you to emphasize the following to your dealership staff:

- *Exercise heightened caution when purchasing trade-ins and used trucks.* A thorough inspection needs be done on any suspected unit to ensure that it is not a flood vehicle.
- *Always check the VIN under HinoNet prior to performing warranty repairs to ensure that the vehicle is still covered by warranty.* Hino will of course not pay warranty claims on vehicles that have had their warranty voided.
- *Always verify that the claim will be warrantable prior to performing a warranty repair.* Hino will not reimburse you for warranty claims on vehicles where the failure was caused by water damage rather than a defect in materials or workmanship. Contact your TSM if you need help determining the cause of a failure or if have any questions whether something is a warrantable repair.
- If we gather information from our sources that a vehicle has been flooded or totaled, such VIN will have its warranty blocked.

Should you have any questions regarding this information, please contact the Hino warranty department at [warranty@hino.com](mailto:warranty@hino.com).

