



Hino Motors Sales, U.S.A., Inc.
45501 W 12 Mile Road
Novi, MI 48377

<Customer>

March 2025

Coolant Level Sensor

Warranty Enhancement Program # AB1Q0; Coolant Level Sensor

Re: **Vehicle Identification Number <VIN>**

Dear Hino Owner:

At Hino, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuous efforts to meet your product expectations, Hino wishes to advise you of an enhancement to your New Vehicle Limited Warranty as it applies to the Coolant Level Sensor of your vehicle.

Background

Hino has received several reports with respect to certain 2022 ~ 2023 model year Hino conventional vehicles regarding the following:

Due to an internal malfunction of the Coolant level sensor, the MIL may be illuminated or the "Low coolant level" warning light may be illuminated intermittently with a "Low coolant" message on the instrument cluster regardless of the amount of coolant.

Although the Coolant level sensor is covered by Hino's New Vehicle Limited Warranty for two (2) years and unlimited miles (five (5) years or 150,000 miles for CARB certified vehicles), we at Hino care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for these conditions.

Warranty Enhancement Details

This warranty enhancement will be available for a period of **ten (10) years and 185,000 miles from the delivery date to the initial end purchaser, or one (1) year/Unlimited mileage from the date of this notification letter, whichever is longer**. If the conditions exist during either of these two time periods, your authorized Hino dealer will repair your vehicle under the terms of this warranty enhancement at no cost to you.

This offer is limited to your specific vehicle, based upon its Vehicle Identification Number (VIN), which is printed above, on this letter, and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty coverage. (You will find a copy of the New Vehicle Limited Warranty in the glove box.) For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Please note that this coverage is for warranty work performed at an authorized Hino dealer only.

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Service and Warranty Information Booklet, for future reference. You do not need to take any other action at this time.

If the condition is covered by the terms of this Warranty Enhancement Program, the repair will be performed at **NO CHARGE**. To assist the authorized Hino dealership in confirming vehicle eligibility, we request that you present this notice to your authorized Hino dealer at the time of your service appointment.

What if you have previously paid for repairs to address one of these conditions?

If you have previously paid for repairs related to one of these conditions, please email a copy of your repair order, proof-of-payment, and proof-of-ownership to warranty@hino.com for reimbursement consideration.