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By Recall Management division at 11:18 am, Dec 16, 2013

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On December 11, 2013 Hino Motors Sales U.S.A., Inc. decided that a Noncompliance with Federal Motor Vehicle Safety Standard exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: December 11, 2013

Furnish the manufacturer's identification code for this recall (if applicable):

M0270

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Hino Motors Sales U.S.A., Inc.

41180 Bridge Street

Novi, MI48375

Identify the corporate official, by name and title, which the agency should contact with respect to this recall.

George M. Daniels

Vice President, Service Operations

Telephone Number: 248-699-9330 **Fax No.:** 248-699-9310

Name and Title of Person who prepared this report: Kalmer Urm Sr. Manager, Warranty Administration

Signed:



I. Identify the Vehicle Models Involved in the Recall

Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Hino **Model Year(s) Involved:** 2013 **Model(s):** NV8J

Production Dates: Beginning: 11/13/12 **Ending:** 2/8/13

VIN Range: Beginning: 5PVNV8JV1D4S53293 **Ending:** 5PVNV8JV0D4S53575

Vehicle Type: 2013 MY Vehicles assembled at Hino Motors Manufacturing USA, Inc. in Williamstown, WV which is identified by the digit "4" in the 11th position of the VIN.

Body style: N/A.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

Production volume: 1,448 units built between 11/13/12 and 2/8/13.

Number of subject vehicles: 8, Less than 1%

II. Identify the Recall Population

Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Number of Vehicles: 8

Model Year Potentially Involved: 2013

Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: Unknown.

Identify and describe how the recall population was determined--In particular, how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The recall population was determined through review of the documentation of the vehicles which were modified (de-rated), to ascertain whether or not the Incomplete Vehicle Document (IVD) shipped with the unit was incorrect.

III. Describe the Defect or Noncompliance

Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Hino Motors Manufacturing (HMM) offers an optional de-rate modification. When the modification is performed, the Incomplete Vehicle Document (IVD) must be updated to reflect changes in the Gross Vehicle Weight Rating (GVWR). The IVD may be incorrect for the subject vehicles.

Describe the cause(s) of the defect or noncompliance condition.

- 1) There was no standard work procedure when vehicles were de-rated, only a completion check sheet.
- 2) The completion check sheet did not list the requirement to replace and confirm that the new de-rate IVD was placed in the vehicle prior to shipment.
- 3) There was no secondary check procedure in place to confirm the modification and that the up-dated documents were placed in the vehicles prior to shipment.

Describe the consequence(s) of the defect or noncompliance condition.

If the document has the incorrect Gross Vehicle Weight Rating (GVWR), the driver and owner of the truck will be subject to fines and penalties.

IV. Provide the Chronology in Determining the Defect/Noncompliance

October 31, 2013:

A field report was received that a vehicle, VIN 5PVNV8JT0D4S52943, had an incorrect IVD.

November 2013:

Investigation of de-rated vehicle documentation began.

It was determined that a total of 256 de-rate modifications had been performed since 2009. All of the documents for the 256 vehicles were reviewed and 8 vehicles were identified as potentially having an incorrect IVD.

December 5, 2013

A recall determination meeting was held and it decided that a voluntary recall for the 8 vehicles with a potentially incorrect IVD be performed.

V. Identify the Remedy

Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Affected vehicles must have the IVD inspected for accuracy and if there are inaccuracies in the IVD, a new IVD must be prepared and provided to the vehicle owner.

The final body builder sticker must also be inspected and corrected as necessary.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

- 1) The process has been changed to require that the modification team member replace the original IVD and have the QC team member confirm that the changes have been made.
- 2) The process has also been changed to include stapling the original IVD to the work order prior to filing.
- 3) Standard Work Sheets (SWS) were created for the modification team and the QC confirmation processes.
- 4) All modification and QC team members have been trained with respect to the revised processes and SWS.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

HMS to provide:

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.