

# Part 573 Safety Recall Report

# 19V-564

**Manufacturer Name :** Hino Motors Sales U.S.A., Inc.

**Submission Date :** OCT 11, 2019

**NHTSA Recall No. :** 19V-564

**Manufacturer Recall No. :** M0330



## Manufacturer Information :

**Manufacturer Name :** Hino Motors Sales U.S.A., Inc.

**Address :** 45501 Twelve Mile Road

Novi MI 48377

**Company phone :** 248-699-9300

## Population :

**Number of potentially involved :** 1,531

**Estimated percentage with defect :** 70 %

## Vehicle Information :

**Vehicle 1 :** 2020-2020 HINO NE8J, NJ8J, NV8J

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** ALL

**Power Train :** DIESEL

**Descriptive Information :** Recall population was determined based on the date the supplier first shipped suspect parts until the date that a clean point was established. It has been confirmed that the subject defect occurs only in parts manufactured between February 13, 2019 and February 27, 2019. Therefore, trucks that were built with parts manufactured either before or after the suspect range are not included in the recall.

**Production Dates :** FEB 13, 2019 - MAR 19, 2019

**VIN Range 1 : Begin :** 5PVNE8JL7L4S50203 **End :** 5PVNV8JVL4S59785 ☒ Not sequential

## Description of Defect :

**Description of the Defect :** Inadequate adhesion of the mirror glass to the mirror carrier plate may cause the mirror glass to separate.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Mirror glass that separates from the mirror carrier plate may impair the driver's visibility. Complete detachment may create road debris that could strike another vehicle or pedestrian. These may create a risk of accident or injury.

**Description of the Cause :** The supplier reports that the carrier plate did not receive proper plasma treatment prior to glass installation. This was the result of inadequate flame oxygen content because of a leak in the oxygen flow system that reduced the flame temperature during this process.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Mekra Lang  
Address : 101 Tillessen Boulevard  
Ridgeway SOUTH CAROLINA 29130  
Country : United States

## Chronology :

March 15, 2019

Hino WV Assembly plant was contacted by Mekra Lang regarding a potential glass adhesion issue that may exist in mirrors that were produced between February 13, 2019 and February 27, 2019. The glass adhesion issue is due to a possible low temperature issue with the plasma treatment that prepares the housing before bonding of the mirror occurs.

March 16, 2019 ~ March 29, 2019

Sort of all inventory was conducted at the Hino WV assembly plant and 540 suspect mirror plates were replaced prior to vehicle installation.

April 1 ~ May 24, 2019

Worked with Mekra Lang to confirm potential failure mechanism.

Worked with Mekra Lang to collect data to substantiate the reported scope of parts produced between February 13, 2019 and February 27, 2019 was correctly determined.

Shipping suspension issued to WV plant inventory vehicles for collection 175 mirrors that were manufactured at Mekra Lang between approximately October 2018 and March 2019 for pull testing.

June 2019

Mekra collected mirrors from WV plant inventory vehicles and pull test data on mirrors which contained manufacturing dates between October 2018 and March 2019.

June 25, 2019

Meeting at Mekra Lang to review the pull test data and confirmed the suspect range accuracy. Conducted a process audit at supplier to confirm the implantation and effectiveness of production countermeasures.

July 3, 2019

Wrap up meeting held with Mekra Lang to review the final investigation report and field action proposal.

July 26, 2019

Safety committee meeting held and determined to conduct a voluntary safety recall.

As of July 23rd, a review of Hino warranty records and field reports confirmed that Hino has not received any warranty claims or field reports related to this issue.

## Description of Remedy :

**Description of Remedy Program :** The build date will be confirmed on all suspect truck mirrors, those containing mirrors that fall within the suspect range, will be replaced free of charge.  
Customers who have received the "Customer Notification Letter for Recall (#XXXX)", who may have paid for repairs due to this defect may apply for reimbursement for those repair costs. All pre-notification reimbursement requests for repairs which were performed until a date 10 days after the final customer notification was made will be considered by Hino for reimbursement. Hino will also reimburse all Parts, Labor, and miscellaneous costs directly related to the remedy of this defect. Requests for reimbursement, including paid receipts, should be directed to warranty@hino.com

**How Remedy Component Differs from Recalled Component :** The plasma treatment process has been improved and can now detect if there is an oxygen leak or a low temperature concern. Parts built after the suspect range utilize the improved process.  
Furthermore, to confirm that the improved process was robust, Hino collected and pull tested 89 mirrors built after the clean point. All mirrors passed pull testing.

Part numbers of the recalled components:  
154270012 Main Glass Carrier Plate Assembly, Heated, Flat, CW  
154270010 Main Glass Carrier Plate Assembly, Non Heated, Flat, UHT

**Identify How/When Recall Condition was Corrected in Production :** Clean point established at the supplier on 2/27/19.

## Recall Schedule :

**Description of Recall Schedule :** All the vehicle owners notification letter were sent out on the same day due to low volume.

**Planned Dealer Notification Date :** AUG 19, 2019 - AUG 19, 2019

**Planned Owner Notification Date :** OCT 01, 2019 - OCT 01, 2019

\* NR - Not Reported