



*****AUTO**MIXED AADC 480 251



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

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

IMPORTANT SAFETY RECALL

2020MY - 2021MY: NV8J, NJ8J, NE8J, NJ8A, NV8A, NE8A, NE8G,
NJ8C, NE8C, and NV8G (238, 258ALP, 258LP, 268, 268A, 338, L7, L8)

Conventional on-road Medium Duty Truck

Negative Battery Terminal Extension NHTSA 20V244 Hino AAHT0

This notice applies to your vehicle: VIN: [REDACTED]

Dear Hino Truck Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Hino has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 and 2021 conventional trucks. You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

Beginning with 2020MY vehicle production the extension bracket on the negative battery terminal was eliminated.

Due to the elimination of extension bracket, the length of the ground cable that connects the negative battery terminal to the frame may be insufficient and may break due to fatigue. If the ground cable breaks, the engine cannot be re-started to move the vehicle to a safe area, increasing the risk of a crash.

What will Hino do?

An extension bracket will be added to the negative battery terminal on all target vehicles. Further, dealers will inspect the ground cable terminal for damage, and if damage is found, the cable will be replaced.

Parts availability

Parts will be available at dealers beginning **July 6, 2020**. Please make an appointment with your authorized Hino Dealer to have the remedial work performed. This repair will be performed at **NO COST** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Hino dealer to schedule an appointment to have the remedial work performed as soon as possible. This repair will take will take approximately .5 hours to complete.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by contacting Hino Warranty at warranty@hino.com or by telephone 1-248-699-9390. You will need your full 17-digit Vehicle Identification Number (VIN) to update the new ownership or contact information.

What if you have other questions?

- Your local Hino dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can locate a Hino dealer in your area by going online and visiting www.hino.com
- If you require further assistance, you may contact Hino Warranty at 1-248-699-9390, Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time.

If you believe that the dealer or Hino has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for being a valued Hino customer. Sincerely,

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