

# Part 573 Safety Recall Report

## 23V-756

**Manufacturer Name :** Hino Motors Sales U.S.A., Inc.**Submission Date :** NOV 09, 2023**NHTSA Recall No. :** 23V-756**Manufacturer Recall No. :** M0440**Manufacturer Information :****Population :**

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

Number of potentially involved : 985

Address : 45501 Twelve Mile Road

Estimated percentage with defect : 1 %

Novi MI 48377

Company phone : 248-699-9300

**Vehicle Information :**

Vehicle 1 : 2022-2023 Hino NE7A, NE7B, NJ7A, NJ7B, NV7A, NV7B

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : DIESEL

**Descriptive Information :** The recall population was determined by reviewing production and sales records for certain Hino vehicle models equipped with a 2500 series transmission that were assembled between October 27, 2021, and November 21, 2022. This recall excludes vehicles equipped with a different transmission model, inspected prior to shipment, or manufactured after the manufacturing process was revised.

Production Dates : OCT 27, 2021 - NOV 21, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

**Description of the Defect :** Certain Hino vehicle models equipped with a 2500 series transmission may have a transmission shift selector with a park position (P), despite the fact that the 2500 series transmission does not contain a mechanical park mechanism.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If an operator sets the truck in the park (P) position and declines to use the separate parking brake, the vehicle could rollaway increasing the risk of accident or injury.

**Description of the Cause :** The incorrect shift selector was delivered to the assembly line. It was installed because there was no proper verification.

**Identification of Any Warning that can Occur :** NR

**Involved Components :**

Component Name 1 : Transmission Floor Shift Assembly

Component Description : Shift Selector Assembly for 2200 series transmission

Component Part Number : 33550-E0670

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Please see attached chronology.

**Description of Remedy :**

Description of Remedy Program : For all subject vehicles, a Hino dealer will inspect the shift selector and if found to be incorrect, install the correct shift selector free of charge. Customers who have received the "Customer Notification Letter for Recall (M0440)" and may have paid for repairs due to this defect may apply for reimbursement for those repair costs. Hino will consider reimbursement of pre-notification repair performed until a date ten days after the final customer notification is made. Hino will also reimburse for 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 replacement shift selector does not contain a park position (P) on the shift selector.

Identify How/When Recall Condition was Corrected in Production : Beginning November 21, 2022, Hino's assembly plant implemented an automated camera inspection system for part verification prior to installation.

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : NOV 10, 2023 - NOV 10, 2023

Planned Owner Notification Date : JAN 05, 2024 - JAN 05, 2024

\* NR - Not Reported