

Part 573 Safety Recall Report

18V-119

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

Submission Date : FEB 19, 2018

NHTSA Recall No. : 18V-119

Manufacturer Recall No. : M0320



Manufacturer Information :

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

Address : 41280 Bridge Street

Novi MI 48375

Company phone : 248-699-9300

Population :

Number of potentially involved : 5,667

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2018-2019 HINO NE8J, NJ8J, NV8J

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Recalled units were built using harnesses that had been tested using an unauthorized process. Units built before and after the recall range contain harnesses that were tested using the correct and authorized process.

Production Dates : JUN 01, 2017 - FEB 01, 2018

VIN Range 1 : Begin : 5PVNJ8JPXJ4S52166 **End :** 5PVNJ8JV7K4S70821 Not sequential

Description of Defect :

Description of the Defect : Potential under-torque of the terminal bolts that secure the main fuse terminals within the fuse block.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : There are two main safety risks associated with this concern.
1) Intermittent open circuit possibly resulting in electrical arcing, overheating of terminals, smoke, or possible fire.
2) Loss of Ignition B+ to the Engine ECU that results in engine shutdown while the vehicle is being driven.

Description of the Cause : Lack of preventative maintenance on the electrical continuity test equipment caused the spring pins to become worn and unable to properly engage the relay block during testing. The test operator then used an unauthorized and improvised method of loosening the terminal bolts to allow the worn spring pins to engage during the test, resulting in a potential low torque condition.

Identification of Any Warning : Intermittent operation of the Box light, intermittent operation of the air suspension dump valve, the ABS light may illuminate, and in the worst case the

that can Occur : engine may intermittently shut off.

Supplier Identification :

Component Manufacturer

Name : Yazaki North America

Address : 6801 N Haggerty Rd
Canton MICHIGAN 48187

Country : United States

Chronology :

January 25, 2018

During a shipping quality audit of a Hino Truck manufactured at Hino's Williamston WV assembly plant, a bolt was found missing from the 80 amp main fuse terminal located in relay block no. 2. Hino notified the Supplier, Yazaki North America of the defect. Hino and Yazaki North America began containment activities and a root cause investigation.

January 26, 2018

During the investigation and containment activity, one additional truck was found to contain the under-torque defect condition.

January 29, 2018

Hino Quality Assurance issued a shipping suspension of all suspect inventory units. Hino Quality Control began a yard audit on inventory trucks located at Hino's West Virginia assembly plant. This audit was focused on three potential loose fasteners within relay block No. 2.

February 2, 2018

Following an audit process review with the supplier, it was decided to expand the inspection process to include all 10 fasteners within relay block No. 2 because all 10 are tightened as part of the same process at Yazaki North America's manufacturing facility. Production clean point was established at HMM WV.

February 2, 2018 ~ February 12, 2018

Investigation of the root cause and scope continued at the supplier. Hino specialists evaluated the potential failure mechanisms to determine possible failure modes.

February 9, 2018

Audit of suspect parts completed and 0.9% of the suspect parts were deemed NG.

February 12, 2018

Hino held a safety committee meeting where it was determined that a defect related to safety existed.

Description of Remedy :

Description of Remedy Program : All subject trucks must be inspected for loose terminal bolts, the harness must be inspected, and if damage is present the harness must be replaced. If no damage is present, the correct torque must be applied and the vehicle released. This will be done at no charge to the customer. Previous repairs that have been paid by the customer and that are the result of this failure mode will be reimbursed once the customer provides proof of payment.

How Remedy Component Differs from Recalled Component : Remedied component has been certified to contain the proper torque on all 10 fasteners.
Wire, Engine. Part #'s: 82111-E3C80, 82111-E3C90, 82111-E3D00, 82111-E3D10, 82111-E3D20

Identify How/When Recall Condition was Corrected in Production : Yazaki began providing certified stock to the production facilities on February 1, 2018.

Recall Schedule :

Description of Recall Schedule : Planning to notify dealers by February 19th, at that time repair of inventory vehicle will begin. Customer notification planned by February 26th.

Planned Dealer Notification Date : FEB 19, 2018 - FEB 19, 2018

Planned Owner Notification Date : FEB 26, 2019 - FEB 26, 2019

* NR - Not Reported