



1-3-5 Customer Care Program

Every new Hino truck is covered by Hino's industry-leading 1-3-5 Customer Care Program. This program consists of a five year engine warranty, three years of **HINOWATCH** roadside assistance and a free one year/50,000 km recommended maintenance package.

1 Year/ 50,000 km Recommended Maintenance:

Hino will pay for the recommended maintenance on your new Hino truck for 1 year or 50,000 km, whichever occurs first (excludes wearable items).*

3 Years **HINOWATCH** Roadside Assistance Program:

The **HINOWATCH** Roadside Assistance Program provides peace of mind driving since our Customers know that assistance is only a toll-free phone call away. For the first three years of ownership, **HINOWATCH** protects your Hino truck with 24-hour roadside assistance at no extra charge. **HINOWATCH** covers the following: lockout service, out of fuel/DEF*, battery jump-start and towing on warrantable repairs (up to a maximum of \$1,000 per tow).*

5 Year Warranty - Protecting Your Investment:

Hino provides peace of mind by building the best products backed by the best warranty! Hino's legendary J-Series engine is covered by a 5-year / 400,000 km warranty.*

**See Dealer for details.*



Warranty Coverage

2012 and Newer Conventional Model Trucks

Description	Months/ Mileage(km)
<p>Basic Truck Components</p> <p>Provides warranty protection against defects in material and workmanship for 24 months/unlimited mileage. Includes towing* to nearest Hino Dealer for warrantable failures. (Adjustments and expendables such as bulbs and fuses are covered for 90 days /5,000 km. Batteries are covered for 12-months).</p> <p><i>*to a maximum of \$1000</i></p>	24 months/ Unlimited
<p>Engine</p> <p>Provides warranty protection against defects in material and workmanship for 60- months/400,000km for all of the internal engine components plus the following: Cylinder block, cylinder head, fuel supply pump, unit injectors, turbo-charger and flywheel housing.</p>	60 months/ 400,000km
<p>Emissions Warranty</p> <p>Provides warranty protection against defects in material and workmanship for 60 months/160,000 km, whichever occurs first, for the emission control system.</p>	60 months/ 160,000 km
<p>Frame Rails & Cross Members</p> <p>Provides warranty protection against structural cracks in the frame caused by defects in material and workmanship for 60 months/unlimited mileage.</p>	60 months/ Unlimited
<p>Cab</p> <p>Provides warranty protection against corrosion perforation of the cab structure for 60 months/unlimited mileage.</p>	60 months/ Unlimited
<p>Automatic transmission: Allison 1000/2000 Series</p> <p>Warranty covers repairs or replacement, at Allison Transmission's option, to correct any transmission malfunction resulting from defects in materials or workmanship occurring during the period. Allison Transmissions are warranted by Allison for the time and mileage specified.</p>	36 months/ Unlimited
<p>Automatic transmission: Allison 3000 Series</p> <p>Warranty covers repairs or replacement, at Allison Transmission's option, to correct any transmission malfunction resulting from defects in materials or workmanship occurring during the period. Allison Transmissions are warranted by Allison for the time and mileage specified.</p>	24 months/ Unlimited
<p>Manual Transmission: Eaton</p> <p>Warranty covers repairs or replacement to correct any transmission malfunction resulting from defects in materials or workmanship occurring during the period.</p>	24 months/ Unlimited
<p>Anti-Lock Braking System (ABS) Air/Hydraulic</p> <p>Provides warranty protection against defects in material and workmanship for 36 months/480,000 km, whichever occurs first, for the following components: Wheel sensors, modulator valves and ECU.</p>	36 months/ 480,000km

HINOWATCH

HINOWATCH is a 24/7/365 roadside assistance program that covers your new Hino truck for the first 3 years of ownership regardless of mileage. **HINOWATCH** offers Hino owner's roadside assistance throughout the United States and Canada.

Simply call the toll free number, 1-866-365-HINO (4466), and provide your Vehicle Identification Number (VIN), current truck location and problem description. All calls to **HINOWATCH** are at no-charge to Hino customers. A **HINOWATCH** representative will assist you with arrangements to get you back on the road quickly. **HINOWATCH** can assist customers in one of sixty-five languages.

LOCKOUT SERVICE

If you are locked out of your truck, **HINOWATCH** will coordinate help to get you into your truck so you can get back on the road quickly

BATTERY JUMPSTART

If your batteries are dead, **HINOWATCH** will coordinate help with a jumpstart to get you back on the road quickly.

INFORMATION

Customers can call anytime for information such as the nearest authorized Hino Dealer or simply to get answers to basic vehicle questions.

TOWING

HINOWATCH will help owners arrange a tow truck if needed. If towing is required to an authorized Hino dealer due to a failure that is covered by Hino warranty, the customer will be reimbursed for the towing expense* at the completion of the repairs through the dealer. If towing is not due to a warranty-covered failure, the tow bill will be charged to the customer.

** to a maximum of \$1000*

TIRE SERVICE

HINOWATCH will assist the customer in arranging for roadside tire service if requested. **HINOWATCH** will connect you to a local tire service provider that can assist you with roadside tire repairs*.

**Expenses for roadside tire service are not covered by HINOWATCH or Hino warranty.*

OUT OF FUEL / DIESEL EXHAUST FLUID (DEF)

HINOWATCH will arrange for roadside assistance to provide enough fuel / DEF to get you on your way*.

**Customer responsible for fluid costs*



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