

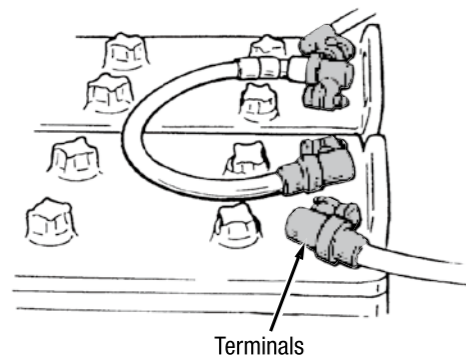
Inspection of the Electrical System and Around the Battery.

In this edition we will introduce the battery terminal inspection and inspection of the electrical system wiring in the engine room, which are part of the daily inspection. Please refer to it.

Battery Terminal Inspection

Check if the terminal connections are normal. First, check if they are loose. Then check if they are corroded or have white powder on them. This white powder is produced by the phenomenon called sulfation (the crystallization of lead sulfate), and is the most common cause of battery trouble. This often occurs when the terminals are loose or when battery fluid gets on the terminals.

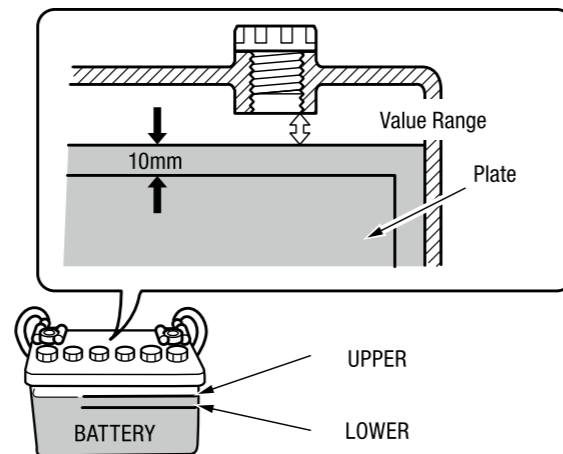
If there is powder on the terminals, use warm water to wash it off, completely dry off the terminals, securely tighten the terminals so that they do not come loose, and then lightly coat them with grease. Follow the instructions in the manual to tighten the battery terminals, terminal nuts, and nuts that connect the battery cable to the terminal to the correct tightening value.



Battery Fluid Level Inspection

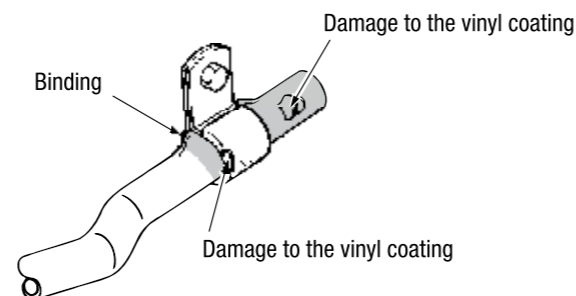
First start with a visual inspection. Is the case cracked? Is liquid leaking out? Is the battery secured well? Then check the fluid level. The fluid level should be between the red line (UPPER level) and blue line (LOWER level) of the scale shown on the side of the battery. For batteries without level lines, make sure the fluid level is at least 10 mm above the terminal plates. If the fluid level

is low, add battery fluid. Do not fill the battery above the UPPER level. The battery fluid contains sulfuric acid, so be careful not to get it on your hands or on the area around the battery opening.



Loose and Broken Electrical Wire Inspection

Conduct the following inspections of the electrical wiring in the engine room. Jiggle the connections by hand to see if they are loose. Check the wire coverings for damage due to deterioration from heat and visually check to see if the clamps are loose. Also check if the electrical wiring might interfere with other parts. If necessary, also inspect the electrical wiring in the chassis.



Please be sure to read the DRIVER'S/ OWNER'S MANUAL of your vehicle and safety labels thoroughly and carefully before replacing fluids and checking their levels for the HINO500 Series, production code FC, FD, GD, FG, GH, SG, FL, FM, FT and GT. For maintenance of the battery, refer to the battery manufacturer's manual.

HINO Cares

Issue 018**Hino Always Puts the Customer First**

Everything Hino does shows the spirit of always putting the customer first. HINO Cares has renewed its design. This issue focuses on the customer reports from around the world.

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At the temperature of -50°C or lower, vehicles will be frozen if stored outdoors.

HINO's Technology

So that a Hino always aim to perform like a Hino—even in very frigid areas at -50°C
First actual vehicle testing conducted in
Magadan Oblast, Russia.

One month in 2012. An actual vehicle test to verify the “capability of Hino trucks” was conducted under frigid Russian winter conditions in preparation for the sale of Hino trucks across all of Russia. Based on the philosophy of “the customer first” that permeates Hino, it tunes its vehicles to match the environments and conditions they are used in, conduct actual vehicle tests of them in the locality, and then use what is learned to further tune them to provide the adjusted vehicles for each destination area. This process is repeated until Hino’s own strict targets are cleared and it has produced a product with which Hino can promise the quality of its internal criteria for the Hino brand. Hino has no regrets about the great amount of time and effort that it takes to do this. Hino has often introduced this corporate philosophy in this HINO Cares newsletter and is undoubtedly still fresh in the memory of many.

Hino began selling vehicles locally tuned for “-30°C frigid areas” in Russia in 2008 after they cleared the actual vehicle testing. The actual vehicle testing this time is for vehicles that will be sold in frigid areas where the average lowest temperature reaches around -50°C, and this is the first time even for Hino to conduct testing under such conditions. The vehicles used for the test were test vehicles that were locally tuned based on the results from repeated past studies in Russia. Three vehicles, a large, medium, and light-duty truck, were prepared and driven along approximately 670 km of the overland route from Magadan to Susuman. A -50°C environment is so unimaginably cold that you’d have to be one of the testers to understand it. Although it is so cold that even your breath freezes, Russia’s Magadan Oblast is rich in resources, so people make a living there and there is work hauling freight. And of course the trucks must be used under



Even while a vehicle is running on the road, measurement data is checked with care.



these extreme conditions. The driver’s life is in peril if there is trouble while driving and the vehicle is broken down on the road.

The test vehicles used this time were subjected to a variety of measures to prepare them for these frigid conditions. The fuel tank and fuel line were wrapped in insulation to keep the fuel from freezing and the water heater and combustion-type FF heater for these conditions were used. A double-layered windshield was used to keep the cabin interior at 30°C even when the outdoor temperature is -50°C. There is also much chipping from frozen gravel thrown up by passing and oncoming vehicles when traveling on rough gravel roads, so certain countermeasures based on the data from past studies were taken to counter this, such as protecting the fuel tank and auxiliary components from flying stones. There were also various points where the Hino trucks strongly demonstrated their capabilities in this very frigid environment.

What was learned from this first actual vehicle testing in this very frigid land will be used as feedback for further vehicle quality enhancement that will be verified through additional actual vehicle testing. There is still a rough road ahead before we are confident in sending these trucks out into the world. But the goal is in sight. It will not be long until you will see Hino trucks performing well in very frigid areas.

All of the technology is to provide you with the best Hino products.



Three skilled local drivers took parts at the vehicle test in Russia.



Group photos of all the members were taken after the cold weather tests.



The outside temperature was below -50°C at the test site in the morning.



Test vehicles getting ready for the road testing.



After a run on the road, the test vehicles were carefully checked.



The crews from NHK (Japanese television network) and the local Russian television station were there to report this cold weather testing.



HML members and local drivers stay in close contact.



Thailand

SSK Logistics Co., Ltd.

“HINO trucks are an important part of our company’s performance.”



Mr. Srisak Lilawitmongkol / Managing Director

SSK Logistics Co., Ltd.
Mr. Srisak Lilawitmongkol /
Managing Director

“Our company transports freight throughout Thailand and to other countries such as Laos and Malaysia. The “SSK” in our company name is taken from the first letter in three people’s names. The “S” in the middle is from my name and the other two initials are from the names of people I respect a great deal.

We started the company eight years ago, and before that I had helped out with the construction company my family operated.



At least ten containers are transported every day.



Mr. Srisak said “We want to expand our business to Myanmar, China, and other countries.”



HINO trucks account for appr. 90% of 200 trucks possessed.



Fuel cost, maintenance cost, and others are recorded and maintained on a truck-by-truck basis.

My relationship with Hino began when I was at the construction company, so it has been going on for a very long time. We currently have over 200 trucks and about 90% of those are Hino trucks. All of the trucks are equipped with GPS and we record the fuel consumption and maintenance costs for each truck and so we are always monitoring whether the Hino trucks or another brands are superior. For example, the figures show us that Hino trucks in particular are superior for difficult up and down road conditions.

Almost all of our clients are Japanese companies. These clients use just-in-time manufacturing control, so we must provide the performance to support this. We must provide good cost-performance, reliability, services, and quickly respond to requests and problems.

This overall performance is our strength and the main reason we are trusted by many clients. Of course, Hino is undoubtedly an important part of our performance. Our vision for the future includes establishing branch offices in Myanmar and China and increasingly expanding our business opportunities. To continue toward these goals we need the folks at Hino to continue backing up the performance we provide to our customers.”



SSK Logistics Co., Ltd. was founded in 2004.



Indonesia

Graha Citi Trans

“Our vehicles are also important team members. We are very attached to our Hinos.”



Mr. Andrew Arristianto / Director of Operation

Graha Citi Trans

Mr. Andrew Arristianto /
Director of Operation

“We operate a scheduled shuttle service between Bandung and Jakarta.

I started the company in 2005 with five friends while we were all living in the same dormitory and attending the same university in Bandung. We thought there was an opportunity to start a shuttle bus business when the expressway linking Bandung and Jakarta opened in 2005. At first we purchased four vans and started a shuttle service that ran between Bandung and Jakarta every two hours.



From the left
Mr. Hendra Gunawan / Director of Finance
Mr. Pratama Yudokusumo, P / General Affairs
Mr. Andrew Arristianto / Director of Operation



The services to transport parcels between Jakarta and Bandung are also offered.



The scheduled shuttle service carries passengers between Bandung and Jakarta.



In Bandung, there are three stations in total.



The founding members drove themselves to Shanghai in a HINO vehicle. They also tested the vehicle during the 28 days.

We obtained customers by running small ads in the newspaper, placing fliers in hotels, and having taxi drivers pass out handouts. As customer demand grew, we increased the number of vehicles to 6 and then 12, and now today we have 120. About half of these are made by Hino. We started dealing with Hino in 2009. The longer the bus chassis, the more riders the bus will hold, and when we told Hino that we would buy their buses if they made the chassis longer for more efficiency, they met our request. We have been able to grow so rapidly during this short time by strongly differentiating ourselves from the competition, using one-person seats that provide some distance from the adjacent seats, being the first in Indonesia to provide seatbelts for all passengers, putting our call center and online system in one location to provide smooth reservation service, and providing power outlets at all seats for charging smart phones among other measures. We are proud that we continue to make small efforts to improve service that adds up to satisfy our customers. This was made possible by Hino’s willingness to meet with our requests and the feedback from our customers. So we are very satisfied with our relationship with Hino Indonesia. And Hino products’ quality is continuously enhancing. I hope it continues enhancing into the future.”



Individual seats are one of reasons why the shuttle services are popular.



In Jakarta, six stations in total are provided.



Graha Citi Trans was founded in 2005.