



For Immediate Release

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HINO TRUCKS ELEVATES TOTAL SUPPORT WITH CERTIFIED ULTIMATE DEALERSHIPS

NOVI MI – Hino Trucks announces the first seven dealerships to reach “*Certified Ultimate*” status in a new dealership excellence initiative. Designed to raise the bar for an overall dealership experience, the *Certified Ultimate* program rounds-out Hino’s Ultimate Ownership Experience positioning with new standards for Parts, Sales and Service departments that increase speed, aid communication and provide for higher levels of technical certification

Dominik Beckman, Director of Marketing and Dealer Operations for Hino Trucks said, “Our objective is simple – deliver an Ultimate Ownership Experience for Hino customers at every touch-point throughout the lifecycle of product ownership. An experience that will continue to surpass all other OEM’s in the marketplace with elements such as INSIGHT, our fully connected vehicle platform, expanded maintenance programs like HinoCare and our industry leading warranty – *Certified Ultimate* extends our approach, and our passion, all the way to the dealership, revolutionizing our engagement with customers.”

Hino Trucks has initiated an extensive process for qualifying dealers as Certified Ultimate with seven thus far reaching this prestigious achievement. These dealers are exceeding exceptional performance goals and are fulfilling stringent customer total support requirements in the areas of Facilities, Business Processes and Personnel Training. The locations below are Hino Trucks’ first Certified Ultimate dealerships.

Donahue Truck Sales, LLC
Gabielli Truck Sales, Ltd
Industrial Power, LLC
Metropolitan Truck Sales, Inc
Truck Solutions LLC
Valley Hino Truck, Inc
TransEdge Truck Centers

Bakersfield, California
Medford, New York
McKinney, Texas
Lakewood, New Jersey
N. Smithfield, Rhode Island
Medina, Ohio
Pittsburgh, Pennsylvania

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Jason Jarvis, President of Truck Solutions had this to say about his dealership reaching Certified Ultimate status, "Becoming a *Certified Ultimate* has been a great experience. Our commitment to staying in constant contact with our customers has given us valuable insight into their operations. This positions us for the opportunity to help identify their needs and rapidly assist in solving their problems."

Once recognized as Certified Ultimate, these select Hino dealers are evaluated quarterly and are required to qualify for this elite status on an annual basis. "Yes, it takes investment, tremendous commitment, and change in how we go about business on a daily basis for our dealers and Hino," added Dominik as he concluded with, "The excellence in experience for our customers returns exponentially in loyalty."

From new products and services to training and dealership presentation, Certified Ultimate Dealerships set a new benchmark for Hino. Combined with the industry's only standard connected vehicle line-up and class-leading model specifications, Hino customers can look forward to an Ultimate Ownership Experience from the moment they take delivery.

About Hino: Hino Trucks, a Toyota Group Company, assembles, sells, and services the most environmentally friendly lineup of Class 4-7 conventional and cab-over commercial trucks in the United States. Headquartered in Novi, Michigan, Hino boasts a network of over 200 dealers nationwide committed to achieving excellence in customer service and support. Hino Trucks is the premier medium duty nameplate in the United States with a product lineup that offers a fully connected vehicle with low total cost of ownership, superior fuel economy, unmatched reliability and maneuverability, and the most comprehensive bundle of standard features in the market. For more information, visit our internet home page at <http://www.hino.com> or follow us on [Facebook](#), [Twitter](#) and [YouTube](#).

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