



A Toyota Group Company

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## **HINO TRUCKS EXPANDS INSIGHT PLATFORM WITH REMOTE DIAGNOSTICS AND CASE MANAGEMENT AS STANDARD FEATURES**

**NOVI, MI** – Hino Trucks has expanded its INSIGHT platform to create a connected vehicle for all customers. The expanded Hino INSIGHT platform delivers three key services to owners: INSIGHT Telematics – powered by Telogis, INSIGHT Remote Diagnostics (INSIGHT RD) and INSIGHT Case Management (INSIGHT CM) – powered by Decisiv. This entire platform will be standard fit across all 2017 model year models. Hino is the first OEM to provide Telematics, Remote Diagnostics and Case Management as a standard feature.

“Our market is transforming at a pace unseen in years past. Customers are realizing the benefit of receiving real-time data in order to compete and manage their fleet in the most efficient manner. This is not only large fleets, but also owner-operators and small business owners. INSIGHT is the first comprehensive platform that focuses on fleet efficiency through INSIGHT Telematics – powered by Telogis, maximizing uptime through INSIGHT Remote Diagnostics, and providing streamlined/transparent communication between customer, dealer and OEM through INSIGHT Case Management – powered by Decisiv,” said Glenn Ellis, Vice President of Marketing, Dealer Operations and Product Planning for Hino Trucks.

Hino INSIGHT Telematics powered by Telogis delivers real-time mission-critical data to customers on vehicle and driver performance to help them lower total cost of ownership and improve operational efficiencies. Additionally, INSIGHT Telematics provides Hino specific functionality like DEF level, regen activity and peer benchmarking. Electronic Driver Vehicle Inspection Reports (DVIR) service is also included as part of the first year of service.

**Hino Motors Sales U.S.A., Inc.**

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INSIGHT Remote Diagnostics, provides real-time notifications to Customers, Dealers and Hino of active diagnostic trouble codes. This integrated diagnostic software reduces downtime for critical repairs by providing standardized repair instructions, required parts list and streamlining the service process by locating the nearest dealer with availability and parts on hand.

INSIGHT Case Management picks up these codes and provides start-to-finish communication updates during the service event process by using software and personnel at Hino Trucks Diagnostic Center to analyze and create a plan to address the trouble code. A customer is able to see the different stages of the repair process supplying quicker response time for approvals and notifications, reducing downtime for service and repair events. Additionally, INSIGHT Case Management will provide automated reminders for planned maintenance so the customer can schedule a maintenance appointment at their convenience.

All 2017 model year conventional and cab-over Hino trucks will have the INSIGHT platform standard across all models and includes a one-year subscription to INSIGHT Telematics, and 5-Year coverage for INSIGHT Remote Diagnostics and INSIGHT Case Management . The added value of INSIGHT strengthens Hino's commitment to providing the lowest cost of ownership throughout the ownership lifecycle.

**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 the 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](#).



**About Telogis:** Telogis, Inc., the platform for connected intelligence, is dedicated to enhancing the value of its customers' businesses through intelligent integration of location technology, information and services. Telogis was established in 2001 and is headquartered in Aliso Viejo, Calif., with offices in Europe and Latin America as well as development centers in Austin, Texas; Toronto; and Christchurch, New Zealand. Telogis' products and services are used and distributed in more than 100 countries worldwide. To learn more about Telogis, visit [www.telogis.com](http://www.telogis.com), [follow us on LinkedIn](#) and [Twitter @Telogis](#), [like us on Facebook](#) or call toll free at 866-TELOGIS (866-835-6447).

**About Decisiv:** Founded in 2001 and based in Glen Allen, Virginia, Decisiv is the world's leading provider of [Service Relationship Management](#) (SRM) solutions for commercial assets in trucking and transportation, coach, construction, power generation, and other on- and off-highway, heavy-duty equipment markets. Decisiv's cloud-based software, mobile applications and services enable enterprises, government entities, leasing and rental companies and service providers to more effectively manage, monitor and report on service and repair event interactions independent of asset type, service provider or device. In the North American market, 1,200 fleets with 450,000 assets and more than 3,000 service providers and thousands of roadside service and tow providers are using the Decisiv SRM platform to perform more than 350,000 inspections and manage over 1.7 million service events per year. For additional information, visit [www.decisiv.com](http://www.decisiv.com).

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