



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 2, 2010

MR. GEORGE PATURALSKI  
CORPORATE DIRECTOR OF RISK MANAGEMENT  
HEIL ENVIRONMENTAL  
2320 HAMILTON PLACE BOULEVARD, SUITE 200  
CHATTANOOGA, TN 37421

NVS-215kjs  
10V-590

**SUBJECT: INADVERTENT MOVEMENT OF THE LIFT/GRAB ARM**

**DEAR MR. PATURALSKI:**

This letter serves to acknowledge Heil Environmental's (Heil) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HEIL/DURAPACK PYTHON/2004-2010

HEIL/MULTIPACK/2004-2010

**NHTSA Campaign Number:** 10V-590   **Mfg's Report Date:** November 5, 2010

**Components:** STRUCTURE:BODY:HATCHBACK/LIFTGATE:HINGE AND ATTACHMENTS

**Potential Number of Units Affected:** 2,201

**Summary:**

HEIL IS RECALLING CERTAIN 2004 THROUGH 2010 DURAPACK AND MULTIPACK REFUSE COLLECTION VEHICLE AUTOMATED SIDE LOADERS WITH PYTHON LIFTS UTILIZING PROGRAMMABLE LOGIC CONTROL (PLC) TO ACTIVATE GRABBER CLOSE AND LIFT FUNCTIONS. CARBON CAN BUILD UP ON INTERNAL RELAYS WITHIN THE PLC AND THIS CAN CAUSE A BRIDGING OR INADVERTENT CIRCUIT COMPLETION DUE TO VIBRATION.

**Consequence:**

SHOULD THIS HAPPEN, THE ARM CAN LIFT OR GRAB WITHOUT OPERATOR INPUTS, POSSIBLY RESULTING IN A VEHICLE CRASH OR INJURIES TO PERSONS OUTSIDE THE VEHICLE.

**Remedy:**

HEIL WILL NOTIFY OWNERS AND DEALERS WILL INSTALL A RETROFIT KIT TO REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2010. OWNERS MAY CONTACT HEIL CUSTOMER SUPPORT TOLL FREE AT 1-866-275-4345.

**Notes:**

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Preliminary Evaluation, PE10-039, conducted by the Office of Defects Investigation.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

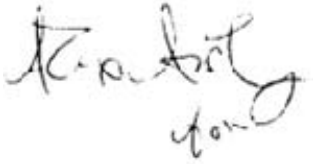
We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Heil must file a sample of the envelope which you intend to use to mail the recall notice to owners. The words "SAFETY", "RECALL", "NOTICE" in any order must be printed on the envelope in larger font than the customer's name and address.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is written in a cursive style with a large initial "J" and a long, sweeping underline.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement