



Heil Environmental  
Customer Support  
4301 North Gault Avenue  
Fort Payne, AL 35967  
March 1, 2011

## **IMPORTANT – SAFETY RECALL NOTICE**

**To: Heil Dealers and Service Centers**  
**RE: Service Bulletin 10-237 – Python Lift – Relay Kit to Prevent Inadvertent Lift and Grabber Operation**

Accompanying this cover is Heil Service Bulletin 10-237, previously distributed to Heil dealers and service centers. Service Bulletin 10-237 provides critical information regarding the replacement of a wiring harness for automated units having a Python Lift.

Heil is committed to making sure each unit affected by Service Bulletin 10-237 is addressed as soon as practicable, with all necessary work to be targeted for completion by June 30, 2011. In order to communicate the importance of Bulletin 10-237 and expedite its status to completion, the necessary paperwork has been filed to the National Highway Traffic Safety Administration (“NHTSA”) pursuant to the guidelines for a NHTSA Safety Recall. Due to the safety considerations of automated units equipped with Python arms having the potential for inadvertent Lift or Grab operation, it is imperative the requirements of Service Bulletin 10-237 be initiated and completed without delay.

Heil will supply regular, mandatory updates to NHTSA regarding the progress of the recall. Each dealer and service center has been provided a list of affected units located within their respective sales and service area. Dealer completion updates are to be supplied via e-mail to the address of your respective regional team. The e-mail addresses for the three regional Customer Support teams are listed below:

|                              |  |
|------------------------------|--|
| North Atlantic & New England | <a href="mailto:nanecustomersupport@heil.com">nanecustomersupport@heil.com</a> |
| South Central & Southeastern | <a href="mailto:scsecustomersupport@heil.com">scsecustomersupport@heil.com</a> |
| West/Midwest                 | <a href="mailto:wmwcustomersupport@heil.com">wmwcustomersupport@heil.com</a>   |

If you have any questions regarding Service Bulletin 10-237 and monthly reporting requirements, please contact a member of your Regional Customer Support Team at 866.275.4345.

*Thank you for your cooperation in this very urgent matter and continued support of Heil.*

Sincerely,

Heil Customer Support Team