



DATE

PURCHASER NAME

PURCHASER ADDRESS

IMPORTANT – SAFETY RECALL NOTICE

Subject: NHTSA Safety Recall Campaign
Heil Service Bulletin 10-237
Automated Units equipped with Python Lifts are Affected

Dear Purchaser of an Affected Heil Product:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Heil Environmental has decided a defect exists that relates to the potential inadvertent “Lift” or “Grab” functions of a Python automated arm.

Safety Defect

Affected bodies are those which have a Python automated arm controlled by a Programmable Logic Control (“PLC”). It has been determined that a potential exists for carbon to build up on internal relays within the PLC and this can cause “bridging” or inadvertent circuit completion due to vibration. 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.

The body models that are affected are as follows:

- DuraPack Python automated refuse collection bodies produced after January 2004
- MultiPack automated refuse collection bodies produced after January 2004

Please check your fleet to verify that you still possess this Product, make a notation of your Heil Body Serial Number, and contact your local Heil Dealer to verify that your body is an Affected Unit. If you have an Affected Unit, you should arrange to have your Heil Dealer inspect your refuse collection vehicle and retrofit it with *Relay Kit #372-5921*.

This installation is a reasonably quick repair and there will be no cost to you for the inspection or installation of *Relay Kit #372-5921*.

How Long Will It Take?

The time needed for this service is typically one (1) hour for the inspection and retrofit kit installation.

If the dealer does not make the repair promptly and without charge, you may contact Heil Customer Support toll free at 866.275.4345. You may also send a complaint to the Administrator, National

Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153); or got to <http://www.safercar.gov>.

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with Heil Environmental refuse collection body products.

Sincerely,

A handwritten signature in black ink that reads "Geo. Paturalski". The signature is written in a cursive style with a large, looping flourish at the end of the name.

George Paturalski
Corporate Director of Risk Management
Heil Environmental