



The Heil Co.
106 45th St.
Fort Payne, AL 35967

NHTSA Recall 18V-642

SAFETY RECALL NOTICE

PLEASE DELIVER TO REGISTERED OWNER

Registered Owner Name
Attention: Fleet Services Department
123 Your Street
Somewhere, USA 12345

AFFECTED VEHICLES:

Registered Owner	Heil Dealer	Heil Body Model	Body Serial #	Chassis VIN
		DuraPack Python	7E	5VCACRUF
		DuraPack Python		5VCACRUF
		DuraPack Python	7E	5VCACRUF
		DuraPack Python	7E	5VCACRUF

SAMPLE



The Heil Co.
106 45th St.
Fort Payne, AL 35967

October 18, 2018

NHTSA Recall 18V-642

IMPORTANT SAFETY RECALL

This notice applies to your Heil refuse collection vehicle with Body Serial Number: **[HEIL BODY S/N]**

Dear **[VEHICLE OWNER]**:

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

What is the reason for this notice?

The Heil Co. ("Heil") has decided that a defect which relates to operational safety may exist in certain 2014-2016 Heil refuse collection vehicles. Refer to Heil Service Bulletin SB-18-297 Rev B. (Customers/End Users/Key Accounts notification/instructions)

Specifically, Heil Front End Loader (FEL), Automated Side Loader (ASL), and Rear End Loader (REL) refuse collection vehicles identified in the Products Affected sections of SB-18-297 Rev B can develop cracks on Hydraulic Oil Tank Mounting Brackets that can potentially result in failure of one or both brackets. If these brackets fail, the hydraulic oil tank could become unstable, potentially coming loose from the frame rail, increasing the risk of a crash. While Heil has knowledge of only one oil tank detachment, we are implementing this recall to ensure inspections are performed immediately and replacements are installed promptly if cracking is observed.

Required Action

The vehicle operator should inspect for cracks on the two Hydraulic Oil Tank Mounting Brackets as part of the daily pre-trip inspection. **The first inspection should be performed immediately upon receipt of this notice.** Contact your local Heil Dealer immediately if cracks are found on either of the brackets. If cracks are found during inspection, take the vehicle to your local Heil Dealer and the Dealer will replace both brackets at no charge to you. The required time to replace the oil tank brackets is approximately one hour. **Do not try to repair a cracked bracket.**

Who to contact if you experience problems?

If you have questions or concerns related to the required corrective action, we encourage you to call Heil Technical Service at 1-866-310-4345 or email at TechSupport@DoverESG.com.

If you are not satisfied with the service you receive from your Heil dealer, you may write to:

The Heil Co.
Heil Technical Support
106 45th St.
Fort Payne, AL 35967

You may also write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E. Washington, D. C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), email at nhtsa.webmaster@dot.gov or go to <http://www.safercar.gov>.

What to do if you no longer own this refuse collection vehicle?

Registration records indicate that you are the current owner or lessee of an affected 2014-2016 Heil Front End Loader (FEL), Automated Side Loader (ASL), or Rear End Loader (REL) refuse collection vehicle. If this is not the case, or the name/address information is incorrect, please call Heil at 1-256-845-4912 so that we can update our records.

If you no longer own this refuse collection vehicle, but have the address of the current owner, please forward a copy of this letter to the new owner.

If you have questions:

If you have any questions about this notice, or need assistance with locating a Heil dealer, please call Heil at 1-256-845-4912.

We apologize for any inconvenience this recall may cause you.

Sincerely,

Heil



Service Bulletin

Bulletin Number: **SB-18-297 Revision B**
 Release Date: **September 28, 2018**
 Subject: **Inspection of Hydraulic Oil Tank Mounting Brackets**
 Distribution: **Affected Customers/End Users/Key Accounts, Customer Service, Field Service**

NOTE: READ THIS BULLETIN IN ITS ENTIRETY BEFORE BEGINNING ANY REPAIR WORK.

Revision B of this Service Bulletin has an adjusted Product Affected table. The inspection procedure in this Service Bulletin has not changed since Revision A.

This Service Bulletin addresses a mandatory inspection for cracks on Hydraulic Oil Tank Mounting Brackets on Heil Front End Loader (FEL), Automated Side Loader (ASL), and Rear End Loader (REL) units identified in the Products Affected section below. If one or both angle brackets fail, the hydraulic oil tank could become unstable, potentially coming loose from the frame rail.

The corrective action is to inspect for cracks on the two Hydraulic Oil Tank Mounting Brackets. **The first inspection should be done immediately upon receipt of this bulletin.** Contact your local Heil Dealer immediately if cracks are found on either of the brackets. If cracks are found on inspection, take the vehicle to your local Heil Dealer and the Dealer will replace both brackets at no charge to you. **Do not try to repair a cracked bracket.**

1. PLANNING INFORMATION

A. Products Affected

This Service Bulletin applies to the following units. This list has been updated for Revision B.

Unit Name	Invoice Date Range	Body Serial Number Range
Half/Pack®	06/05/2014 - 11/15/2016	HPE4956072 - HPE5008948 HPS4956294 - HPS5008956
Half/Pack® (featuring Odyssey™ Controls)	06/09/2014 - 11/15/2016	HPE4956387 - HPE5008925 HPS4956404 - HPS5008731
DuraPack® Python®	06/05/2014 - 11/15/2016	7D7305029 - 7D7305824 7E7304799 - 7E7305847 7S7304907 - 7S7305827
DuraPack® 7000	06/11/2014 - 10/31/2016	7D7304966 - 7D7305581 7E7304924 - 7E7305823 7S7304946 - 7S7305620
Rapid Rail®	06/11/2014 - 11/11/2016	RR8105244 - RR8321445
CP Python®	06/20/2014 - 11/19/2015	RR8321421 - RR8321447
Liberty®	01/29/2016 - 11/15/2016	RR8321438 - RR8321460
MultiPack®	07/25/2014 - 10/26/2016	MPF9101152 - MPF9101216
MultiTask SL®	06/25/2014 - 09/30/2014	DFD2001330 - DFD2001345
Formula® 4000	06/11/2014 - 10/31/2016	4F1020669 - 4F1020760
DuraPack® 5000	06/09/2014 - 11/15/2016	FP5021525 - FP5023387
PowerTrak® Commercial	06/09/2014 - 11/15/2016	FP5802373 - FP5822506
PowerTrak® Commercial PLUS	09/22/2014 - 06/29/2016	FP5822390 - FP5822521
PT 1000™	06/05/2014 - 11/11/2016	4F1302409 - 4F1312656
PT 4000™	08/29/2014 - 04/28/2016	4F1302436 - 4F1302708
DuraPack® 4060	07/30/2014 - 09/15/2016	FP5412005 - FP5412196



2. CORRECTIVE ACTION

A. Inspect Hydraulic Oil Tank Mounting Brackets for Cracks

- (1) Inspect both hydraulic oil tank brackets for cracks. Note: The brackets will require periodic cleaning to ensure the inspector's visibility of any cracking is clear.
- (2) If any cracks are found, contact your local Heil Dealer immediately to have the brackets replaced.
- (3) If no cracks are found, no corrective action is required at this time, however, routine inspections as set forth herein should continue.
- (4) **Hydraulic Oil Tank Mounting Bracket inspections should be added to the operator's pre- and post- trip inspection procedures.** Additionally, bracket inspections should be added to regular Preventive Maintenance schedule to be inspected daily (every 8 hours of operation). **Replace BOTH brackets immediately if ANY cracks are found.**

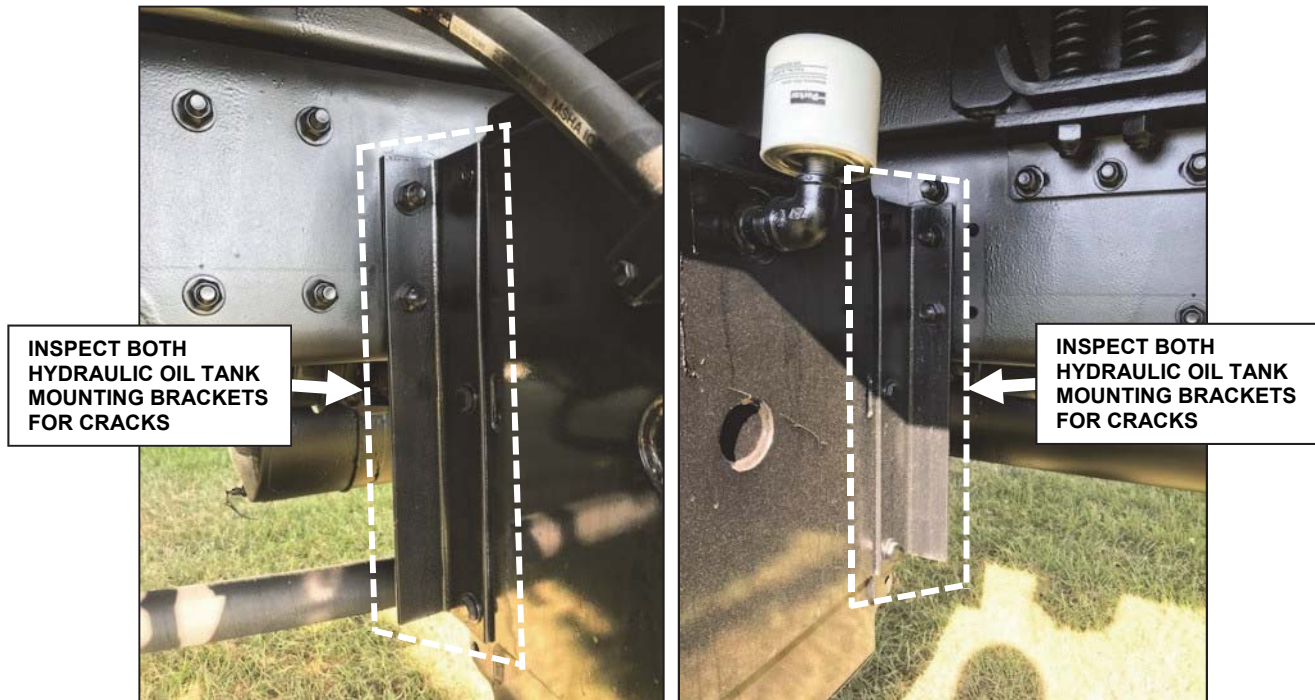


Figure 1. Hydraulic Oil Tank Mounting Bracket Locations (Each Side of the Hydraulic Oil Tank)

Inspections, corrective actions, reimbursements and reporting of these actions to/from Heil, Heil Dealers, Heil Customers/End Users, and National Highway Traffic Safety Administration (NHTSA) shall comply with NHTSA regulations including Federal Motor Vehicle Safety Standards (FMVSS).

If you have any questions regarding the information detailed in this Bulletin, please contact Heil Technical Service at 866.310.4345.