



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

August 08, 2025

25V500

John Smith  
The Heil Co.

**Subject:** Battery Bracket May Break and Damage Battery

Dear John Smith:

This letter serves to acknowledge The Heil Co.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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 /SIDE LOADER GARBAGE TRUCK/2020-2023

**Mfr's Report Date:** August 04, 2025

**NHTSA Campaign Number:** 25V500

**Components:**

ELECTRICAL SYSTEM:12V/24V/48V BATTERY

**Potential Number of Units Affected:** 5

**Problem Description:**

The Heil Co. (Heil) is recalling certain 2020-2023 Side Loader garbage trucks. The battery support bracket may break and damage the battery case, possibly resulting in a battery rupture.

**Consequence:**

A battery rupture increases the risk of a fire.

**Remedy:**

Owners are advised to park outside and away from structures until the remedy is completed. Heil will replace the batteries, free of charge. Owner notification letters are expected to be mailed August 11, 2025. Owners may contact Heil customer service at 1-866-275-4345.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

**Dealer Notification Not Supplied / Dealer Notification Date Missing**

Provide a copy of the recall notification issued to your dealers as required by 49 CFR §577.13. Any communications issued to your dealers must be submitted through the NHTSA Recalls Portal along with their issuance date. If you do not have a dealer network, please indicate No Dealers using the checkbox on an amended 573 report.

**AMENDED 573 REQUIRED.**

We have received your proposed owner notification letter and it is approved for distribution.

**Please be reminded of the following requirements:**

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

The Heil Co.'s contact for this recall will be Jennifer Kruger who may be reached by email at [JENNIFER.KRUGER@DOT.GOV](mailto:JENNIFER.KRUGER@DOT.GOV). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement