



SOFT-PAK®
SOFTWARE SOLUTIONS

The **Curotto-Can**®
The Future of Automated Collection



IMPORTANT SAFETY RECALL

NHTSA Recall No. 25V-500

This notice applies to your vehicle(s)

Vehicle VIN(s):

Dear RevAMP Owner,

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

REASON FOR BULLETIN

The Heil Co. (Heil) has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2023 Side Loader garbage trucks. The bracket securing the body system battery in RevAMP refuse collection vehicles may develop cracks over time. This issue was identified during a routine inspection and confirmed by the battery supplier. This battery design was discontinued in 2023 and is not used in other models.

If cracks occur and go unaddressed, the bracket could eventually break, leading to wear on the battery case. Continued wear may cause the battery case to rupture, increasing the risk of a fire.

WHAT HEIL WILL DO

Heil will replace the body battery assembly on all affected units at no cost to the owner. The repair will take approximately three days to complete. Heil service personnel will perform the battery assembly replacement. This action will be completed within 60 days of receiving this bulletin.

WHAT THE OWNER MUST DO

1. You may continue to operate the vehicle. The owner is required to follow the **Continued Use** instructions provided in this bulletin.
2. Contact your Heil Technical Services to schedule service.

Continued Use:

All machine operators and users must be notified of the following requirements for continued use of affected machines:

1. You may continue to use the product. When not in use, park the unit outside away from other vehicles, buildings, or structures to reduce the potential risk of fire damage.
2. Continue to follow all maintenance and inspection requirements specified in the product manuals.

This entire bulletin (and any attachments) is confidential and only for the intended recipient(s). Use or distribution by any unintended recipient is prohibited. If you have received this bulletin in error, delete this entire communication, and notify the sender you have done so.

No warranty, guarantee, or promise is provided by virtue of this notice – the sole warranty provided by ESG is that listed on the applicable ESG product warranty webpage.



Environmental Solutions Group



If you are a lessor of vehicles which are affected, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have any questions, you can find your nearest dealer at this web site: <https://www.heil.com/dealer-locator/>.

After contacting your Heil Dealer and ESG Warranty department, if you are still not able to have the safety defect remedied within a reasonable time, you may wish to write the: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153): or go to <http://www.safercar.gov>.

If you have sold or retired the unit, please let us know by contacting the ESG Warranty department at 1-866-275-4345 and select the option for Warranty when prompted or send the serial number and new owner contact information to ESG.warranty@terex.com. You are required to forward this bulletin to the new owner within 10 days of receipt of this letter.

If you have leased this vehicle to another person, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten days of your receipt of this notice.

Thank you for your immediate attention on this important matter,

Tony Ceglia
Senior Director, Service