



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V535

Manufacturer Name: The Heil Co.

Submission Date: Aug 17, 2026

NHTSA Recall No.: 26V535

Manufacturer Recall No.: SN-26-001

Manufacturer Information

Population

Manufacturer Name: The Heil Co.

Address: 2030 HAMILTON PLACE
BLVD
SUITE 200
CHATTANOOGA TN, 37421

Total number of potentially involved: 654

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2016-2026 HEIL FRONT END LOADER GARBAGE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compressed Natural Gas

Production Dates: Jan 01, 2017 - Aug 04, 2026

Number of potentially involved: 654

Descriptive Information:

The recall population was derived from Heil records of shipped CNG front loaders that included a ladder option. The remainder of shipped products in the range did not include the ladder option.

Defect / Noncompliance Description

Description of the defect or noncompliance:

For some number of the potentially affected population, an incorrect bolt may have been installed in one of the ladder legs. This bolt can impinge on one of the CNG cylinders.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the bolt abrades the tank beyond the tank manufacturer's recommended threshold of level 2A damage, it may increase the risk of gas leak, fire, or explosion.

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An incorrect length bolt may be installed during initial build or during ladder service. The bolt has the potential to abrade the surface of the cylinder causing damage.

Identification of any warning that can occur:

CNG systems should be visually inspected annually, per FMVSS 304 S7.4g. Quarterly visual inspection is recommended by tank manufacturer. The tank may be inspected for abrasion in the specific area of the bolt.

Component Manufacturer

Tier of Supplier:**Supplier Type:** OEM**Name:** The Heil Co.**Address:** 4301 Gault Ave N
Fort Payne AL, 35967**Country:** United States

Involved Components

Component Name 1: Bolt**Component Description:** PLTD SCREW, SOCKET HD 3/8-16 NC x 1 1/4**Component Part Number:** FSP410922

Chronology

In November 2025 Heil learned that a ladder mounting bracket may have been assembled with a bolt longer than specified in one leg of the ladder support structure on a customer unit. The longer bolt reduced the designed clearance between the bolt and an adjacent CNG cylinder. No evidence of contact or interference with the CNG cylinder on that customer's unit was identified at that time; however, The Heil Co. initiated an investigation to evaluate the potential for cylinder-to-bolt contact.

Between February and March 2026, The Heil Co. removed and inspected CNG cylinders from fourteen (14) customer vehicles equipped with the same ladder configuration. Inspection identified surface blemishes on seven (7) cylinders in an area corresponding to the location of the ladder mounting bolt. Measurements of the observed blemishes were evaluated against the cylinder manufacturer's damage assessment criteria and were determined to be within repairable limits.

The Heil Co. continued its investigation to determine the mechanism by which the observed blemishes could occur. The investigation considered both original vehicle assembly and subsequent service activities. The investigation determined that installation of an incorrect bolt at one particular location

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during vehicle assembly or during subsequent service and inspection activities could reduce the intended clearance between the ladder structure and the cylinder.

The investigation continued through July and early August 2026. Based on the investigation findings, The Heil Co. concluded that an incorrect bolt could potentially be installed in the affected location and could reduce the designed clearance to the adjacent CNG cylinder, creating the potential for cylinder contact and damage.

To eliminate the possibility of incorrect bolt installation at this location, The Heil Co. implemented a design change on August 4, 2026, removing the ladder support leg containing the subject bolt .

On August 11, 2026, The Heil Co. determined that the condition described above constituted a safety-related defect and decided to conduct a voluntary safety recall.

With the exception of the 14 vehicles inspected as described above, there have been no other warranty claims, customer complaints, or field reports on this issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair, Inspect, Replace, Reimburse

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

The ladder bracket will be replaced. The tank location directly in line with the bolt will be inspected. If there is damage to the tank, the tank will be repaired or replaced consistent with the tank manufacturer's guidance.

How remedy component differs from recalled component:

The redesigned ladder bracket removes a bolt of any kind from this location.

Identify how/when recall condition was corrected in production:

The remedy was implemented into production on August 4th, 2026. The remedy removes the leg of the ladder where an incorrect bolt could be installed. Thus, the incorrect bolt cannot be installed going forward.

Reimbursement Plan

Description of reimbursement program:

The Heil Co. will provide reimbursement to owners for costs incurred for remedies obtained before notification of this recall, subject to the terms of this reimbursement plan.

This reimbursement plan applies to owner-paid repairs or replacements made to correct the bolt condition that is the subject of this recall, including repairs involving interference, contact, replacement, removal, repositioning, or correction of the affected bolt or related mounting hardware.

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The period for reimbursement ends no earlier than 10 calendar days after The Heil Co. mails the last owner notification letter for this recall.

To obtain reimbursement, a claimant must submit the following documentation: claimant name and mailing address; vehicle identification, including make, model, model year, and VIN; identification of the recall by SN-26-001 or NHTSA recall number; identification of the owner at the time the pre-notification remedy was performed; and a receipt, repair order, invoice, or other record showing the amount paid, the date of repair, and a description of the work performed.

If the repair was performed during the applicable warranty period, the claimant must also provide evidence that warranty coverage was requested and denied, unless The Heil Co. determines from its own records that the repair was not covered under warranty.

Claims for reimbursement should be mailed to: The Heil Co., Attn: Recall Reimbursement Claims, 4301 Gault Ave. N., Fort Payne, AL 35967. Claims may also be submitted through authorized dealers or other authorized repair facilities if The Heil Co. designates such locations for claim submission.

The Heil Co. will respond to each claim within 60 calendar days of receipt. If the claim is approved, reimbursement will be provided by check or other authorized payment method. If the claim is denied, the response will explain the reason for denial. If the claim is incomplete, the response will identify the missing information and provide the claimant an opportunity to resubmit the claim with complete documentation.

The Heil Co. may deny reimbursement for any claim that does not relate directly to the recalled bolt condition, was not reasonably necessary to correct the recalled condition, was incurred outside the reimbursement period, was already paid by warranty, insurance, goodwill, or another source, or does not include the documentation reasonably required by this plan.

Period of reimbursement:

The period for reimbursement ends no earlier than 10 calendar days after The Heil Co. mails the last owner notification letter for this recall.

Costs to be reimbursed:

This reimbursement plan applies to owner-paid repairs or replacements made to correct the bolt condition that is the subject of this recall, including repairs involving interference, contact, replacement, removal, repositioning, or correction of the affected bolt, tank, or related mounting hardware.

Address for reimbursement claims:

4301 Gault Ave. N.
Fort Payne AL, 35967

Recall Schedule

Description of recall schedule:

The Heil Co. will mail notices on or before the dates listed below.

Part 573 Safety Recall Report**26V535****Planned Dealer Notification Date:** Sep 24, 2026☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Oct 08, 2026☐ Phased Recall**Date when VIN will be searchable:**