



Service Bulletin

Bulletin Number: **SB-20-328**
Release Date: **February 24, 2020**
Distribution: **All Heil Dealers, Heil Technical Services, Heil Customer Care**
Subject: **20 YD Half/Pack™ (Featuring Odyssey Controls) Units with CNrG™ Tailgate: Required Cortex Controller™ Program Update**

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

This Service Bulletin addresses mandatory Cortex Controller™ program updates for certain 20 YD Commercial and Residential Half/Pack® (featuring Odyssey Controls) units equipped with CNrG™ Tailgate identified in the Products Affected section below. This program update prevents the tailgate close function when the packer is fully extended, so that the CNrG™ Tailgate, packer panel assembly, or associated components do not become damaged closing onto the fully extended packer.

Until the Cortex Controller™ program is updated on the units listed below, a raised tailgate should NOT be closed when the packer is fully extended. The packer must first be fully retracted before closing the tailgate.

1. PLANNING INFORMATION

A. Products Affected

This Service Bulletin applies to the following units.

UNIT NAME	BODY SERIAL NUMBER		
Commercial Half/Pack® (featuring Odyssey Controls) with CNrG™ Tailgate	HPS5011820	HPS5013085	
Residential Half/Pack® (featuring Odyssey Controls) with CNrG™ Tailgate	HPS5011045	HPS5013347	HPS5013349
	HPS5013346	HPS5013348	HPS5013350

B. Compliance

Each Dealer must perform these tasks as outlined in this Service Bulletin for each unit identified above in the Products Affected section no later than **May 24, 2020**. The tasks outlined in this Service Bulletin must be performed by a qualified technician.

C. Manpower

The labor effort required to accomplish the tasks in this Service Bulletin is shown in **Table 1**.

Table 1. Manpower

TASK	MAN HOURS REQUIRED
Update Cortex Controller™ and InSight™ Diagnostic Display programs per Section 3 of this Service Bulletin.	1





Service Bulletin

D. Tools, Materials and Parts Needed

The tools, materials and parts necessary to perform the rework are outlined in **Table 2**.

Table 2. Tools and Materials

Item	Part Number	Application
Personal Protective Equipment	Commercially available	Safety protection as required by employer
Cortex Controller RS232 Serial Programming Cable	263-1678	Programming the Cortex Controller <i>Note:</i> This programming cable requires a USB to RS232 Serial Adapter, Part Number 108-8619, to connect to your PC unless your PC has a RS232 Serial Port connection.
USB to RS232 Serial Adapter	108-8619	Connecting a PC without a RS232 Serial Port connection to the Cortex Controller RS232 Serial Programming Cable (Part Number 263-1678)
USB Flash Drive (Jump Drive)	Contact Heil Technical Service	Contains .IFM (7" and 12" display firmware) and .BUP (backup file used to load application program) files

2. PREPARE THE UNIT AND WORK AREA

Make sure that the unit is in **Lock-Out/Tag-Out mode** before performing re-work. Refer to and follow your company's Lock-Out/Tag-Out policies and procedures. At a minimum, refer to and follow the Lock-Out/Tag-Out ("LOTO") procedure found in your Service Manual or the LOTO video posted on the Heil Dealer Library website (<https://www.heil.com/heil-library/service-shack>). Always wear appropriate Personal Protective Equipment when repairing a unit or performing scheduled maintenance on a unit. Clear the work area around the unit of all unnecessary people and equipment.

3. CORRECTIVE ACTIONS

To update programming on the Cortex Controller™, the unit's ignition must be on and the controller must have power. For that reason, normal **Lock-Out/Tag-Out** procedures are not possible. However, it is imperative that ALL safety precautions are followed prior to and during programming the controller. Clear the area around the unit of all unnecessary people and equipment. It is strongly recommended that the truck be quarantined from other units and uninvolved personnel outside the shop area for the programming procedure.

A. Heil Cortex Controller™ and InSight™ Diagnostic Display Programs Update

On the InSight™ Diagnostic Display, navigate to "Outputs". If the listed display and controller programs are older than what is shown below, update to the most current program version shown in the tables below.

(1) Cortex Controller™ Program Update

Refer to **SB-14-257 Cortex Controller Software Program Updates (Revision C)** for instructions on how to update the program on the Cortex Controller™.

CORTEX CONTROLLER™ SOFTWARE PROGRAM VERSIONS	
UNIT NAME	PROGRAM VERSION
Commercial Half/Pack® (featuring Odyssey™ Controls)	109-0307-20200203
Residential Half/Pack® (featuring Odyssey™ Controls)	109-0306-20200203



Service Bulletin

(2) InSight™ Diagnostic Display Program Update

Whenever the Cortex Controller™ program is updated, the InSight™ Diagnostic Display program must also be updated (if equipped). Refer to **SB-18-290 InSight Diagnostic Display Program Update (Revision B)** for instructions on how to update the InSight™ Diagnostic Display program from a USB Flash Drive (Jump Drive).

INSIGHT™ DIAGNOSTIC DISPLAY SOFTWARE PROGRAM VERSIONS	
UNIT NAME	PROGRAM VERSION
7" InSight™ Diagnostic Display	109-0309-20200110

(3) Verify the functions are operating properly before removing the truck from quarantine and placing the truck back into route service.

To obtain reimbursement from Heil for the inspection and any re-work as a result of implementing this Service Bulletin, submit one completed Request For Credit (RFC) for each unit re-worked. Heil Dealers and Service Centers must file claims electronically using Heil's online warranty system. Labor will be reimbursed at one (1) hour per affected unit for completing the task as described in this Service Bulletin. All re-work must be completed within three (3) months of the issuance of this Service Bulletin (by May 24, 2020).

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

*Heil Environmental Service Bulletin procedures are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform experienced technicians of conditions that may occur on some units, or to provide information that could assist in the proper servicing of a unit. Properly trained technicians have **access to and are familiar with the applicable Heil Operation Manual and Heil Parts and Service Manuals** and have the equipment, tools, safety training, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the Bulletin instructions apply to your unit, or that your unit will have that condition. See your Heil Dealer to determine whether your unit may benefit from the information in this Service Bulletin.*

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