



Service Bulletin

Bulletin Number: **SB-20-333-1 Revision B (1 of 2 Bulletins)**
Release Date: **December 29, 2020**
Distribution: **Heil Dealers, Heil Customers, Heil Technical Services, Heil Customer Care**
Subject: **Half/Pack® and Half/Pack® (Featuring Odyssey® Controls): Front Head Manifold Hydraulic Tube Failures**

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

Certain Heil Half/Pack® and Half/Pack® (featuring Odyssey® Controls) units manufactured between **October 1, 2018 through July 31, 2020** identified below can potentially have specific hydraulic tube failures due to tube misalignment and insufficient tube clamping force to prevent tube damage from vibration.

This Service Bulletin describes the required interim corrective action procedure to install the Front Head Tube Support Clamp Field Kit (372-9225). This kit decreases hydraulic tube vibration and reduces the chance of front head manifold tube movement. Reinforcing the 3/4" Hydraulic Tube (354-5571) will prevent the tube from loosening or breaking at the front head manifold.

These procedures are to be performed in conjunction with the procedures detailed in SB 20-333-2.

1. PLANNING INFORMATION

A. Products Affected

This Service Bulletin applies to the following units.

PRODUCT	BODY SERIAL NUMBER RANGE
Half/Pack®	HPE4961687 - HPE5014514
	HPS4961698 - HPS5014503
Half/Pack® (featuring Odyssey® Controls)	HPE4961769 - HPE5014584
	HPS4961700 - HPS5014587
Half/Pack® LowRider™	LRE6001002
	LRS6001001 - LRS6001020

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 **February 28, 2021**. 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
Install Front Head Tube Support Clamp Field Kit (372-9225).	0.5



Service Bulletin

D. Tools, Materials and Parts Needed

The tools and parts necessary to perform the rework are outlined in **Table 2** and **Table 3**.

Table 2. Tools and Materials

Item	Part Number	Application
Personal Protective Equipment	Commercially available	Safety protection as required by employer
Hard-Toed Boots	Commercially available	Safety protection for feet
Wrench Set	Commercially available	To install the field kit

Table 3. Parts

Part Number	Description	Qty Per Unit	Special Instructions
372-9225	Front Head Tube Support Clamp Field Kit	1	None

2. PREPARING THE UNIT AND WORK AREA

Prior to performing Lock-Out/Tag-Out, make sure to LOWER the arms and forks FULLY DOWN to the ground or RAISE the arms FULLY UP against the arm stops. Extend the packer past the side door to allow access to the front head from inside the body AFTER Lock-Out/Tag-Out has been performed.

Be certain that all hydraulic pressure has been fully relieved before beginning any hydraulic rework.

To relief the hydraulic pressure in the system:

- (1) When there are in-cab controls, turn the ignition switch to ON then:
 - (a) Move the switches of the hydraulic controls. This relieves the pressure in the cylinders.
 - (b) Turn the ignition switch to OFF.
 - (c) When there are no in-cab controls, move the outside control levers to relieve the pressure in the cylinders.

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 procedure found in your Heil Service Manual. Always wear appropriate Personal Protective Equipment as required by your employer (but to always include at a minimum, safety glasses and OSHA approved hard-toed boots) 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

With the unit prepared as described in Section 2 of this Service Bulletin, in **Lock-Out/Tag-Out mode**, carefully follow the steps below.

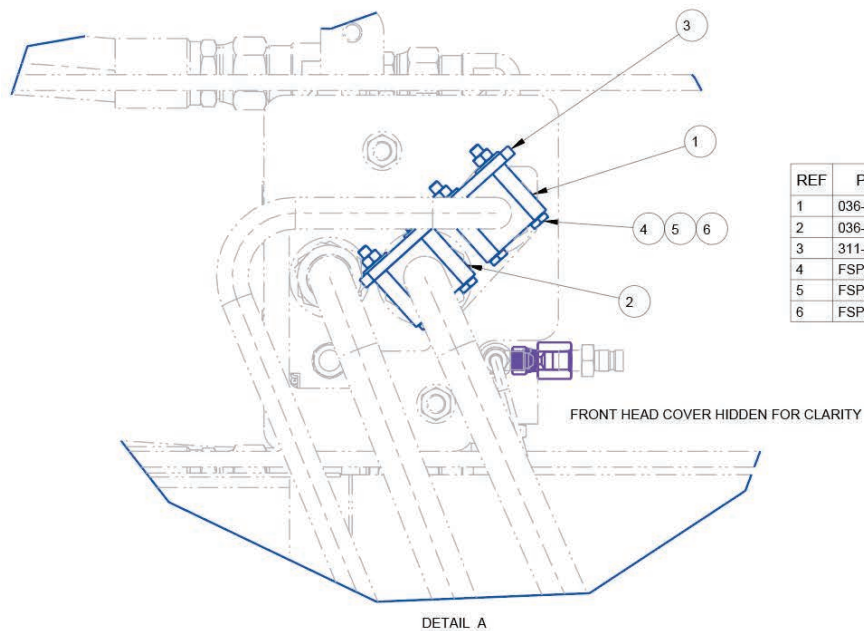
A. Install Front Head Tube Support Clamp Field Kit

- (1) Enter the body through the hopper side door.
- (2) Install the Front Head Tube Support Clamp Field Kit (372-9225) as shown in **Figure 2**.

- (a) When installing Clamps (036-1597-005 and 036-1597-007) from the kit, remove the metal base plate. Front Head Tube Clamp Bracket (311-6886) is used in its place.
- (b) Replace existing hardware in clamp assembly with hardware provided in the Front Head Tube Support Clamp Field Kit (372-9225).
- (3) Exit the body through the hopper side door.
- (4) Place the unit back into service.



Figure 1. Front Head Tube Support Clamp Field Kit (372-9225) Installation Location



REF	PART No.	DESCRIPTION	QTY
1	036-1597-005	CLAMP, 3/4" HYD. TUBE	1
2	036-1597-007	CLAMP, 1" HYD. TUBE	1
3	311-8886	BRACKET, FRONT HEAD TUBE CLAMP	1
4	FSP070732	HHCS, 1/4-20 X 2-1/4 GR 5, PLATED	4
5	FSP230700	LOCKNUT, 1/4" UNC GR5, PLATED	4
6	FSP510700	WASHER, FLAT, 1/4" STD , PLATED	4

Figure 2. Front Head Tube Support Clamp Field Kit (372-9225) Detailed View



Service Bulletin

To obtain reimbursement from Heil for 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 one-half (0.5) hours per re-worked affected unit listed in this Service Bulletin. All re-work must be completed by **February 28, 2021**.

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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Page 5 of 5



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