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Bulletin Category: Product Notice  
Business Unit: Heil Co.  
Bulletin Number: SB 25-370  
Release Date: 10/02/2025  
Affected Products: See **Exhibit A**  
To: Heil Dealers, Heil Sales, and Heil Customer Care  
Subject: **3-Way Valve Inspection and Rework**

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## ISSUE:

On certain CNrG tailgates equipped with a defuel port, an internal leak in the 3-way valve (DK-LOK) was detected during validation tests when the valve was in the OFF position. **This may allow CNG to leak and pressurize the line between the 3-way valve and the defueling port.**

## ACTION:

This action must be completed no later than **12/31/2025**. Heil recommends you perform this action as soon as possible.

Make sure that the unit is in **Lockout/Tagout mode** before performing rework. Refer to and follow your company's Lockout/Tagout policies and procedures. At a minimum, refer to and follow the Lockout/Tagout procedure found in your Heil Service Manual. Always wear appropriate Personal Protective Equipment (PPE) as required by your employer, including, at a minimum, safety glasses and OSHA-approved hard-toed boots, when repairing or performing scheduled maintenance on a unit. Clear the work area around the unit of all unnecessary people and equipment.

### Depressurizing CNG Lines Procedure

For any maintenance work performed on the truck away from the CNG fuel system cylinders and its sub-components, and does not involve any hot work:

- Preparation:**
  - Ensure the truck is ready for service.
  - Prioritize safety as the initial focus.
- Depressurizing the System:**
  - Relieve the pressure within the system **before** performing any maintenance procedures.
  - This applies to maintenance that does not involve hot work or working on/near the CNG fuel system or its components.
- Procedure:**
  - Use the following procedure to remove fuel pressure from the lines connected from the CNG tanks to the Fuel Management Module (FMM), including the CNG high-pressure lines going to the defueling bracket assembly on the curb side in the tailgate.

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## **⚠ DANGER**

Never weld or perform any hot work near any fuel system components without completely defueling the components and purging them. Protect fuel system components from heat damage by either removing or covering the components with a welding blanket or other approved shielding when working near the CNG fuel system or its components. Check for the presence of gas leaks before welding. Welding can ignite the fuel, resulting in an explosion or fire, causing serious personal injury or death.

## **⚠ WARNING**

After following the Depressurization Procedure, pressure will remain inside the fuel cylinder(s). Use care when loosening fittings for the first time. DO NOT open any cylinder Manual Shut-Off Valves after any CNG fitting, connection, or component is loosened or disassembled.

## **NOTICE**

**This task must only be performed by qualified CNG personnel.** Refer to CGA 6.4 or NFPA 52 for guidance on what training/experience a person needs to be defined as “qualified”. When replacing CNG components, replace them with equal or higher-pressure-rated components. This procedure is only valid for HEIL CNrG tailgate system trucks with the curb-side defueling option from the tailgate.

### A. Tools Needed

**Table 1. Tools and Materials**

ITEM	PART NUMBER	ADDITIONAL INFORMATION
Personal Protective Equipment	Commercially available	Safety protection as required by employer
Safety Goggles	Commercially available	Safety protection for eyes
Hard-Toed Boots	Commercially available	Safety protection for feet
Impact Power Tool	Commercially available	Drive size compatible with socket sets
Standard Hex Tool Set	Commercially available	Socket and Wrench Set
Torque Wrench	Commercially available	4-5 Ft-Lb
Defueling Hose	Commercially available	
Torx Tool Set	Commercially available	Socket set preferred
Torque Wrench	Commercially available	31 Ft-Lbs for Grade 5, diameter 3/8" coarse thread per Heil Engineering Standard Fastener Torque Documentation (800-0472)

### B. Parts Needed

**Table 2. Parts List**

PART NUMBER	DESCRIPTION	QUANTITY
354-6108	Defueling Mounting Assembly, CNG	1

### C. Valve Inspection Steps

1. Reference **EXHIBIT A** for the list of units for inspection. If the unit is on the list, proceed to the following steps.
2. Remove the de-fuel panel located on the curb side of the tailgate and look for the de-fuel assembly. See **Figure 1**.

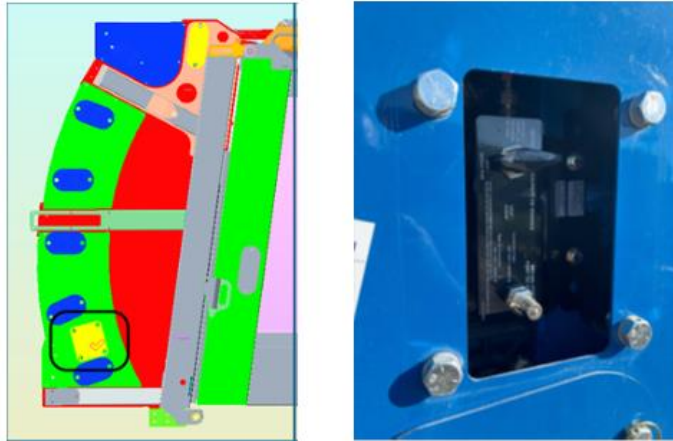


Figure 1. De-fuel Port and Assembly

3. **CRITICAL DECISION:** If there is no de-fuel port on the tailgate, the unit is not affected, and the inspection procedure is complete.
4. Record the unit number. Remove the unit from the list needing inspection. Proceed to inspect the rest of the units listed in **EXHIBIT A – Affected Units**, starting back from **Step 1**.
5. If the unit contains a de-fuel assembly, visually inspect the de-fuel assembly and locate the pressure test label. Look for the pressure test label indicating “**Pass**”. The label may be located on the front or back of the de-fuel assembly. See **Figure 2**. If the label indicates “**Pass**”, the unit is not affected, and the inspection procedure is complete. If the label does not indicate “**Pass**” or is not visible, proceed to the following steps.



Figure 2. Certification Label

6. Make sure the vehicle ignition is in the **OFF** position and parked on level ground. Engage the parking brake and chock the wheels on one axle or more.
7. Close **ALL** CNG cylinder Manual Shut-Off valves (one on each cylinder) by turning the valve clockwise to the **OFF** position. See **Figure 3**.



Figure 3. Cylinder Manual Shut-Off Valve

8. Verify that the Fuel Management Module (FMM) Manual Shut-Off valve is in the **ON** position. See **Figure 4**.



Figure 4. Fuel Management Module (FMM) Manual Shut-Off Valve

9. Start the vehicle and let the engine run until it stops. Verify that the gauge on the high-pressure side in the FMM shows 0 psi.
10. Turn the vehicle ignition switch to **OFF**.
11. Slowly relieve the residual/remaining pressure from the CNG lines/components by turning the bleed valve cap on the FMM counter-clockwise to open the valve. Leave the bleed valve open until the

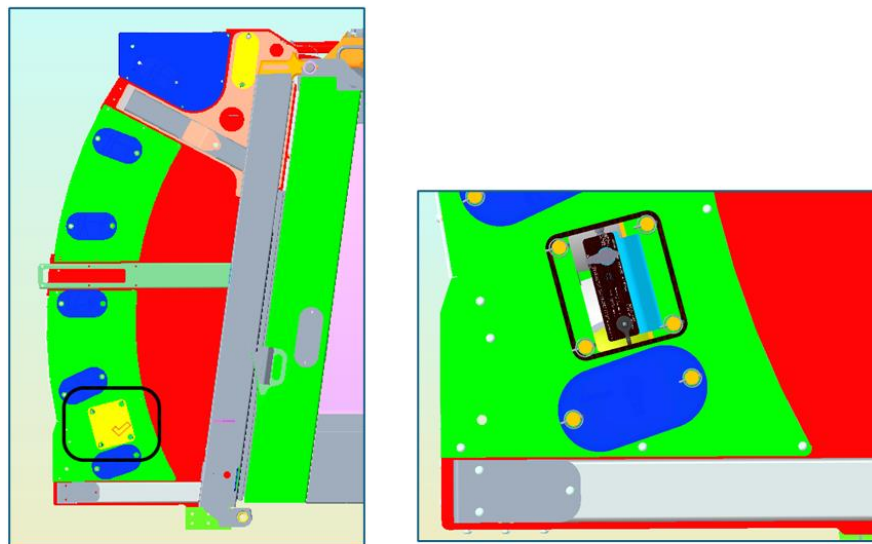
4

end of the inspection. When complete, close the bleed valve and torque it to 4-5 ft-lbs. Verify that the gauge on the high-pressure side in the FMM shows 0 psi. See **Figure 5**.



**Figure 5. Bleed Valve on FMM**

12. Remove the panel cover on the curb side of the tailgate to de-pressurize / remove the residual pressure between the solenoid valve on the body side and downstream of cylinders in the high-pressure fuel lines, including lines going to the de-fuel assembly. See **Figure 6**.



**Figure 6. De-fuel Receptacle Panel Cover Location, Curb Side CNrG Tailgate**

13. Remove the dust cap from the de-fuel receptacle. When the cover is initially opened, the 3-way valve should be in the **OFF** position.
14. Turn the 3-way valve handle to the **VENT** position. See **Figure 7**.



Figure 7.

15. Connect the conductive high-pressure de-fueling hose nozzle to the de-fuel port. **VERIFY THAT THE TRUCK IS GROUNDED BEFORE DE-FUELING TO PREVENT STATIC DURING DE-FUELING.**
16. Slowly turn the 3-way de-fuel valve handle to the **DE-FUEL** position. See **Figure 8.**

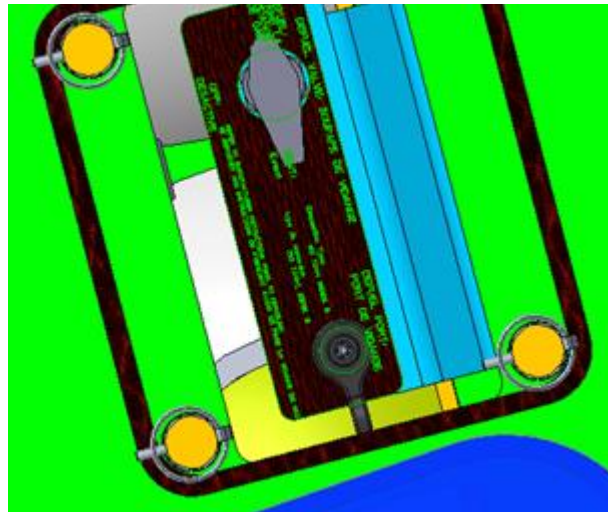


Figure 8. 3-Way De-Fuel Valve Handle

17. Vent the gas to the atmosphere (if allowed by local jurisdiction) or transfer back to the fueling station (if capable at the fueling station).
18. After all fuel is removed from the lines, turn the 3-way valve to the **OFF** position.
19. **MAKE SURE ALL TANK VALVES ARE COMPLETELY CLOSED, AND NO GAS IS LEAKING OUT TO RE-PRESSURIZE THE LINES.** It is recommended to wait for at least 10 minutes, then turn the 3-way valve back to the DE-FUEL position and confirm that there is no gas vent / leak this time.

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20. If gas vents out in the previous step, recheck the tank valves and repeat **Step 8** until it is confirmed that no gas is venting.
21. Slowly turn the 3-way de-fuel handle to the **OFF** position and ensure the high-pressure gauge in the FMM reads 0 psi.
22. Follow the vehicle manufacturer's recommended Lockout / Tagout procedures. Remove the ignition key.
23. Once the above process is complete, the system should be fully de-pressurized between the fuel cylinder valves and the vehicle engine. However, pressure remains inside of the fuel cylinders. Therefore, **DO NOT** open the fuel cylinder valves or loosen any fitting / PRD installed in any cylinders or cylinder valve live ports.
24. Slowly turn the 3-way de-fuel handle to the **VENT** position.
25. Disconnect the nozzle of the de-fuel hose from the de-fuel port.
26. Close the dust cap on the de-fuel port.
27. Remove the lower side cover on the curb side of the CNrG tailgate to access the de-fueling bracket assembly. See **Figure 9**.

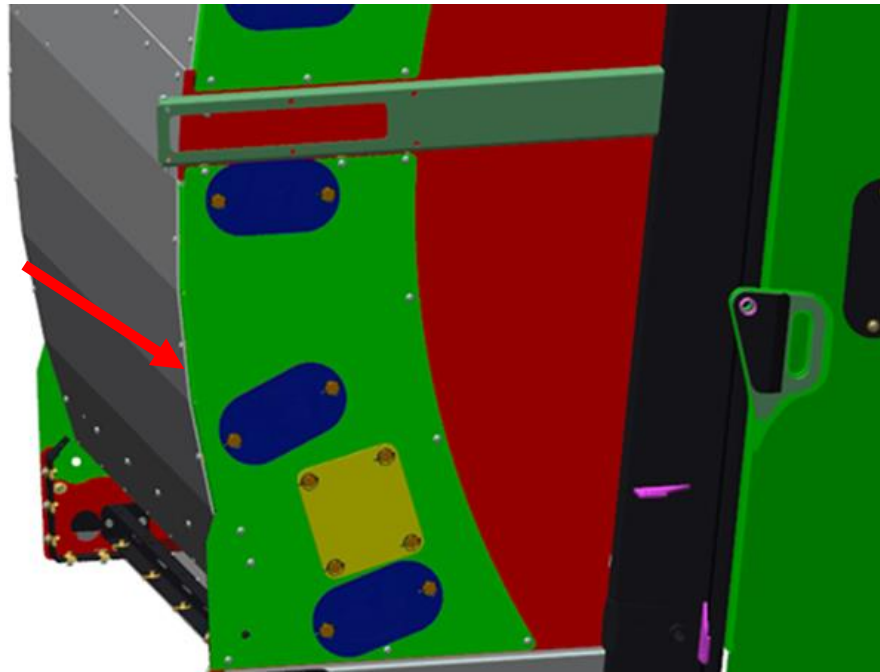


Figure 9

28. Disconnect the de-fuel line going from tank 3 (counting from top of the truck down) to the de-fuel bracket at the de-fueling bracket connection. See **Figure 10**. Remove the bolts carefully as needed to dismount the de-fueling bracket from the tailgate. **THE CNG TANKS ARE PRESSURIZED. TAKE EXTRA PRECAUTIONS WHILE PERFORMING THIS STEP TO NOT DAMAGE THE TANKS.**

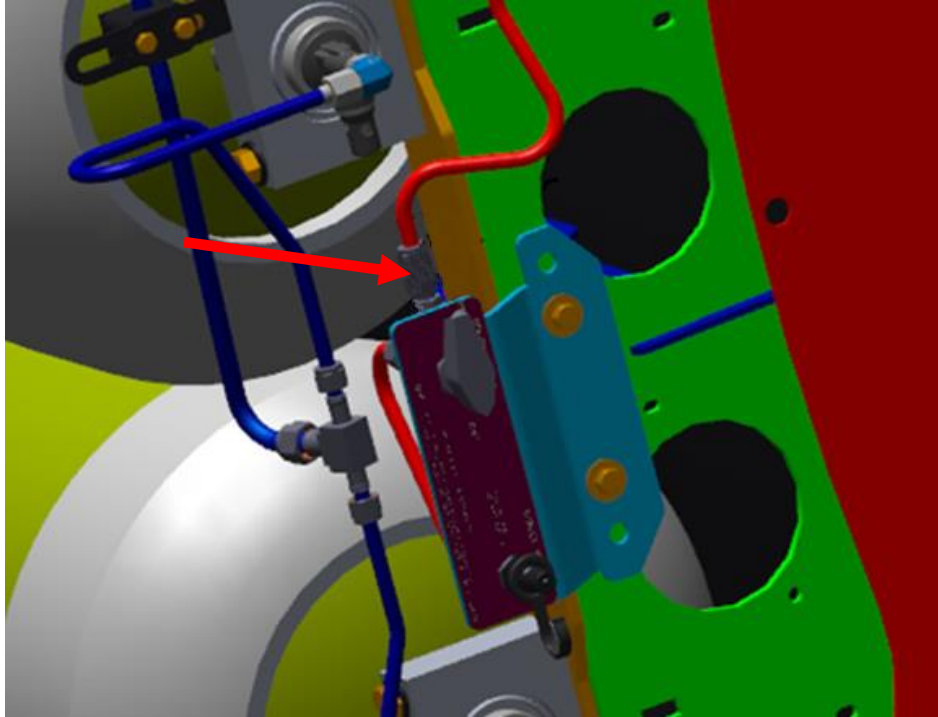


Figure 10.

29. Visually inspect the de-fuel assembly and locate the pressure test label. Look for the pressure test label indicating a “Pass”. The label is located at the back of the de-fuel assembly. See **Figure 11**.



Figure 11.

30. **CRITICAL DECISION** - If the de-fuel assembly has the label indicating “Pass”, the de-fuel assembly is acceptable, and a replacement is not needed. Proceed to **Step 34** to re-install the de-fuel assembly. Record the unit number and remove it from the list of units needing inspection.

31. **CRITICAL DECISION** – If the de-fuel assembly does not have the label in **Figure 11**, replace the de-fuel assembly with a brand-new de-fuel assembly (**354-6108**).



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**WARNING**

Pressure remains inside the fuel cylinder(s). Use care when loosening fittings for the first time. DO NOT open the fuel cylinder valves or loosen any fittings / PRD installed in any cylinders or cylinder valve live ports.

- 32. Loosely install the mounting bolts. Loosely connect the tube to the de-fueling assembly. Torque the bracket mounting bolts (31 ft lbs for grade 5, 3/8" diameter, coarse thread per **HEIL ENGINEERING STANDARD FASTENER TORQUE DOCUMENTATION (800-0472)** and reconnect the connection tube shown in **Figure 10** per Swagelok procedure.
- 33. Perform a leak check with CNG for the connection point shown in **Figure 10**. To fill the lines for the leak check, slowly open one of the tank valves to fill the lines and prevent excess flow. Once the hissing sound stops, open all tank valves. If a leak is found, repair it by de-pressurizing the lines / system as needed.
- 34. Once the process is complete, reassemble the panels on the tailgate as needed and remove the Lockout / Tagout tags. Start the truck and verify all systems function normally.

D. Warranty/Reimbursement Information:

To obtain reimbursement from Heil for the 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 as listed in Table 3, per re-worked unit. All rework must be completed **no later than 3/31/2026**.

**Table 3. Warranty Reimbursement**

Work Performed	Labor Hours
Inspection	.5 hours
Repair/Replacement	2 hours

**Note: .5 inspection hours are included in the 2-hour warranty reimbursement for performing a repair/replacement of the 3-way valve.**

**CONTINUED USE:**

Units may remain in service while the actions are completed.

If you have any questions regarding the information detailed in this Bulletin, please contact Heil Technical Services at 866-310-4345 or 256-297-4631.

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Sales Order	Body Unit	VIN	Body Type	Customer
24262360	HPS4969261	5VCACLCE2RC243294	Half Pack	TAMPA CRANE & BODY, INC. - TAMPA FL
24262363	HPS4969262	5VCACLCE4RC243295	Half Pack	TAMPA CRANE & BODY, INC. - TAMPA FL
24275083	HPS4969255	5VCACSCF4RC246739	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24275086	HPS4969256	5VCACSCF0RC246740	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24275087	HPS4969206	5VCACSCF2RC246741	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24275088	HPS4969257	5VCACSCF4RC246742	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24264248	LR6001261	5VCACLDF8PC244308	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24264266	LR6001256	5VCACLDF0PC244321	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24266727	HPS4969200	5VCACSDFF7RC244815	Half Pack	CENTRAL INDIANA TRUCK / CITE
24266733	HPS4969292	5VCACLDF4RC244860	Half Pack	CENTRAL INDIANA TRUCK / CITE
24266734	HPS4969366	5VCACLDF6RC244861	Half Pack	CENTRAL INDIANA TRUCK / CITE
24266735	HPS4969293	5VCACLDF8RC244862	Half Pack	CENTRAL INDIANA TRUCK / CITE
24274375	HPS4969050	3BPDXHEX7RF117557	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24274718	HPS5019146	3BPDXHEX3SF117884	Half Pack	PREFERRED TRUCK & EQUIPMENT SALES & SVC
24275535	HPS5019084	1M2LR7GC7RM002390	Half Pack	BODYWORKSEQUIPMENT, INC.
24275537	HPS5019148	1M2LR7GC3RM002385	Half Pack	BODYWORKSEQUIPMENT, INC.
24275538	HPS5019047	1M2LR7GC3RM002404	Half Pack	BODYWORKSEQUIPMENT, INC.
24275541	HPS5019063	1M2LR7GC2RM002393	Half Pack	BODYWORKSEQUIPMENT, INC.
24276915	HPS4969182	1M2TE7GC7RM001946	Half Pack	WASTE CONNECTIONS - WOODLANDS
24279187	HPE4969281	1M2TE7GC7SM001953	Half Pack	CAROLINA ENVIRONMENTAL SYSTEMS
24279208	HPS4969189	3BPDXHEX6RF117548	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24286544	LR6001285	1M2LR7GC2RM002555	Half Pack	ALLIED SERVICES, LLC.
24286548	LR6001274	1M2LR7GC4RM002556	Half Pack	ALLIED SERVICES, LLC.
24286550	LR6001280	1M2LR7GC6RM002557	Half Pack	ALLIED SERVICES, LLC.
24286551	LR6001279	1M2LR7GC0RM002554	Half Pack	ALLIED SERVICES, LLC.
24287081	HPS4969181	3BPDXHEX6SF119435	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24288868	HPE5019149	3BPDX20X6SF119455	Half Pack	REPUBLIC WASTE SERVICES OF S CA LLC
24289061	HPE5019274	3BPDX20X9SF692950	Half Pack	CONSOLIDATED DISPOSAL SERV
24295728	HPE5019227	1M2TE7GCXSM001994	Half Pack	TRUCKZ & BINZZ
24299242	HPS4969377	3BPDXHEX4SF708855	Half Pack	ENVIRONMENTAL EQPT SALES & SVCS

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24287079	HPS4968944	3BPDXXHEXRF119433	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24285513	7S7309615	3BPD120X0RF119375	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285515	7S7309584	3BPD120X4RF119377	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285517	7S7309635	3BPD120X9SF119378	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285523	7S7309666	3BPD120X9SF119381	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285526	7S7309606	3BPD120X9RF119388	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285527	7S7309620	3BPD120X0RF119389	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285529	7S7309621	3BPD120X9RF119391	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285532	7S7309622	3BPD120X0RF119392	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285533	7S7309600	3BPD120X2RF119393	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285535	7S7309601	3BPD120X4RF119394	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24290548	7S7309631	3BPD1H0X9SF119366	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24277036	7S7309658	5VCACDDF5RC244811	Side Loader	CENTRAL INDIANA TRUCK/ CITE
24277047	7S7309645	5VCACDDF7RC244812	Side Loader	CENTRAL INDIANA TRUCK/ CITE
24277048	7S7309669	5VCACDDF9RC244813	Side Loader	CENTRAL INDIANA TRUCK/ CITE
24277049	7S7309670	5VCACDDF0RC244814	Side Loader	CENTRAL INDIANA TRUCK/ CITE
24284465	7S7309646	1CYAADAD1S1004239	Side Loader	UNITED ENGINES, LLC - OKLAHOMA CITY, OK
24284466	7S7309647	1CYAADAD8S1004240	Side Loader	UNITED ENGINES, LLC - OKLAHOMA CITY, OK
24295311	7S7309630	3BPDXXHEX9SF692717	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24295318	7S7309698	3BPDXXHEX5SF692729	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24295320	7S7309699	3BPDXXHEX3SF692731	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24295329	7S7309664	3BPDXXHEX3SF692728	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24285512	FP9020611	3BPD120X9RF119374	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24286386	LR6001289	3BPDXX0X0SF119418	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24287241	HPS4968755	1CYAADAD0R1003853	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24302453	LRE6001291	1M2LR7GC1SM002584	Half Pack	ALLIED SERVICES, LLC.
24303749	HPS4969015	3BPD1H0X9RF119441	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX
24289331	7S7309715	3BPD120X0SF692864	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24294840	7S7309741	3BPD1H0X4SF692739	Side Loader	WM - (MAIN LOCATION) HOUSTON, TX
24278771	HPS4969332	3BPDXXHEX3SF118405	Half Pack	WM - (MAIN LOCATION) HOUSTON, TX

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