



Bulletin Category: Service Advisory
Business Unit: HEIL ESG
Bulletin Number: SB-25-372
Release Date: 11/04/2025
Affected Products: See **Exhibit A**
To: Heil Dealers and HEIL CC
Subject: **Service Brake Signal Redundancy**

ISSUE / INFORMATION:

The service brake signal is not being detected by the Heil controller, preventing the arm from operating.

ACTION:

This action must be completed no later than **90 days from receipt of this notice**. Heil ESG 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.

TOOLS NEEDED

Table 1. Tools and Materials

ITEM	PART NUMBER	ADDITIONAL INFORMATION
Can Interface Programming Tool	108-8620-peak can adapter 263-1721-001-harness programming	Must have the Maintenance tool software to use both part numbers
USB-RS232 Adapter and Cable	263-1678 (harness) RS232 Serial adapter	RS232 adapter, no part number listed (links provided)
Multi-Meter	Commercially available	Fluke meter or equivalent
Deutsch Pin Crimping Tool	JRD-HDT-48	JR ready or Deutsch brand, or equivalent
General Hand Tools	Commercially available	
Wrench	Commercially available	

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Follow the provided steps to determine whether your wire harness requires an additional wire. If an extra wire is needed, complete the installation using the step-by-step instructions included. Then, update both the controller and display software to ensure compatibility and optimal performance.

- A. Verify the part number of the harness to determine the appropriate wiring requirements. Locate the harness part number by inspecting the **P1 connector drop (Figure 1 and Figure 2)**. If the part number is not visible, unzip the **harness bundle** as shown in **Figure 3**. To identify the harness based on the CNG SOL connector drop, examine the number of wires present. If the connector contains two wires, the harness is designated as **263-1775-2XX**. If it contains one wire, the harness is designated as **263-1775-0XX**.

NOTE: In the example serial numbers, the final two digits are represented as "XX" to indicate values that will vary for each harness. The eighth digit is critical: if it is "2", the harness includes all necessary wiring; if it is "0", an additional wire must be added to complete the configuration.

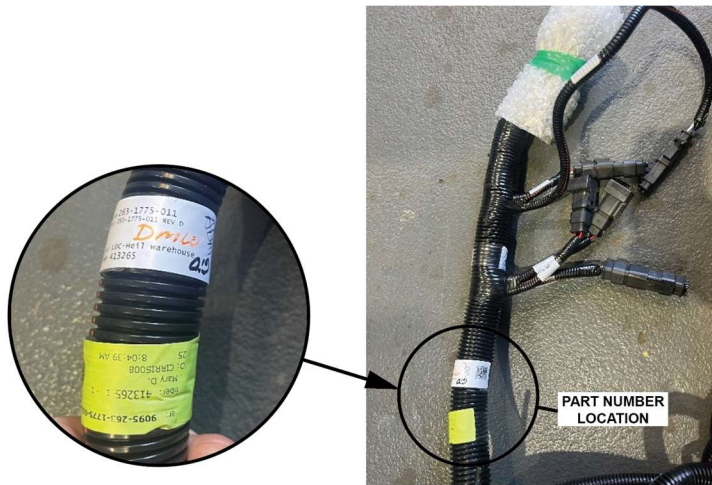


Figure 1 P1Connector Drop

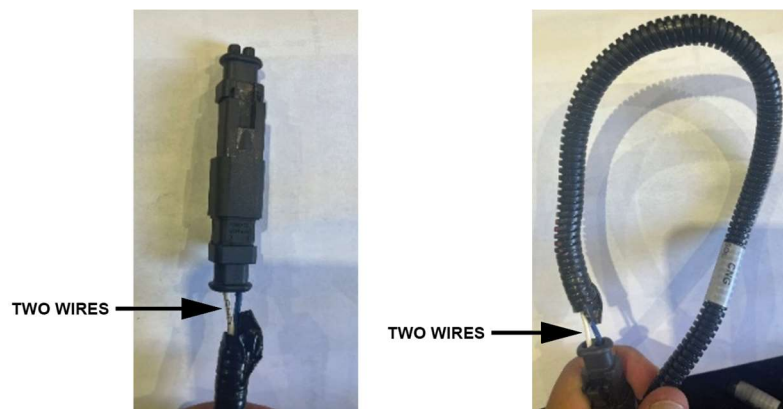


Figure 2 CNG SOL Connector With 2 Wires



Figure 3 Harness Bundle

- B. Harnesses with a zero in the eighth position of the serial number (ex. 263-1775-0XX) require the installation of an additional wire, as shown in the following steps.
1. Identify CNG SOL Connector as shown in **Figure 3**. Verify that no connections are present on the CNG SOL connector or the TG SOL connector. The CNG SOL connector is located next to the cab controller on the street side, behind the seat. The TG SOL connector may be located outside the cab on the street side behind the seat (see **Figure 3 or 4**).
 2. Remove the plug cap and add a pin and red 16-gauge wire (60" long) in position 1. Please see the MACK TE instructions, as they operate differently.
 3. Route the wire to the proper path to reach the RVS connector and insert the pin wire into position 5 of this connector.

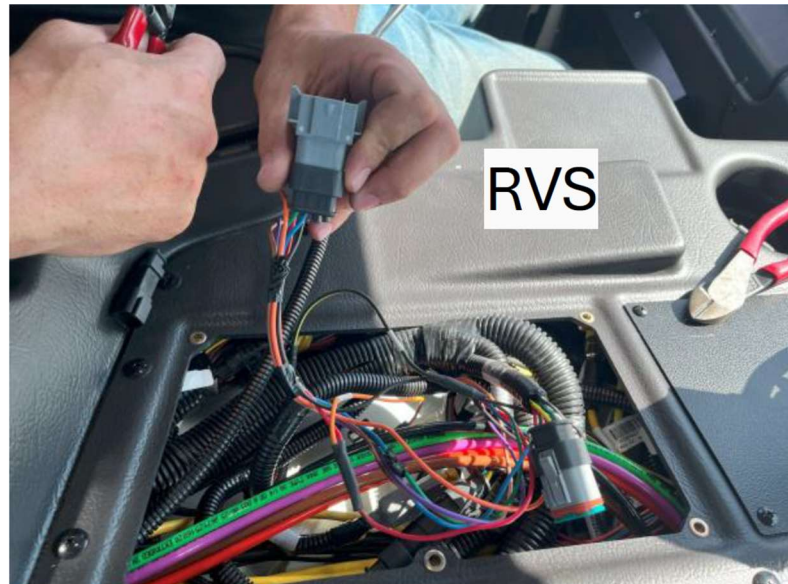


Figure 4

- For a standard wiring installation, connect a wire from Pin 1 (blue wire) of the CNG SOL connector to Pin 5 (Red wire, split or add a Deutsch Pin) of the RVS connector (see **Figure 5**). Note that different configurations apply for the following vehicle models: Mack's TerraPro, Autocar ACX, and BATTLE Raider. Detailed configuration information for each model is provided in the following pages.

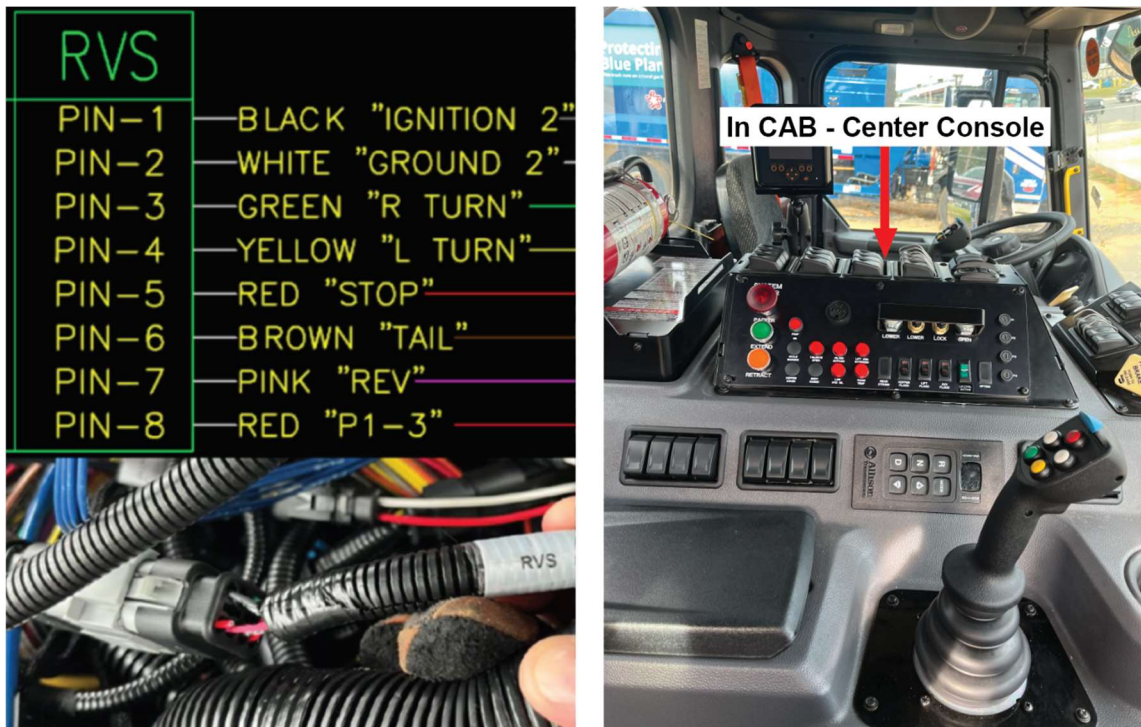


Figure 5

- After completing the previous step, verify the controller and display program part numbers and associated dates. If the controller software is anything other than 109-387-20250701 an update is mandatory. If the display software is anything other than 109-388-451-20250320 an update is mandatory. Refer to **Section C** for instructions on verifying program numbers.
- Once all updates have been completed, verify that the truck is functioning properly.

Mack's Terra Pro

Use the distribution panel located in the center console instead of the RVS controller. Instead of a Deutsch terminal for this truck model, we need a ring terminal to be placed on screw number 4, as shown in Figure 6.

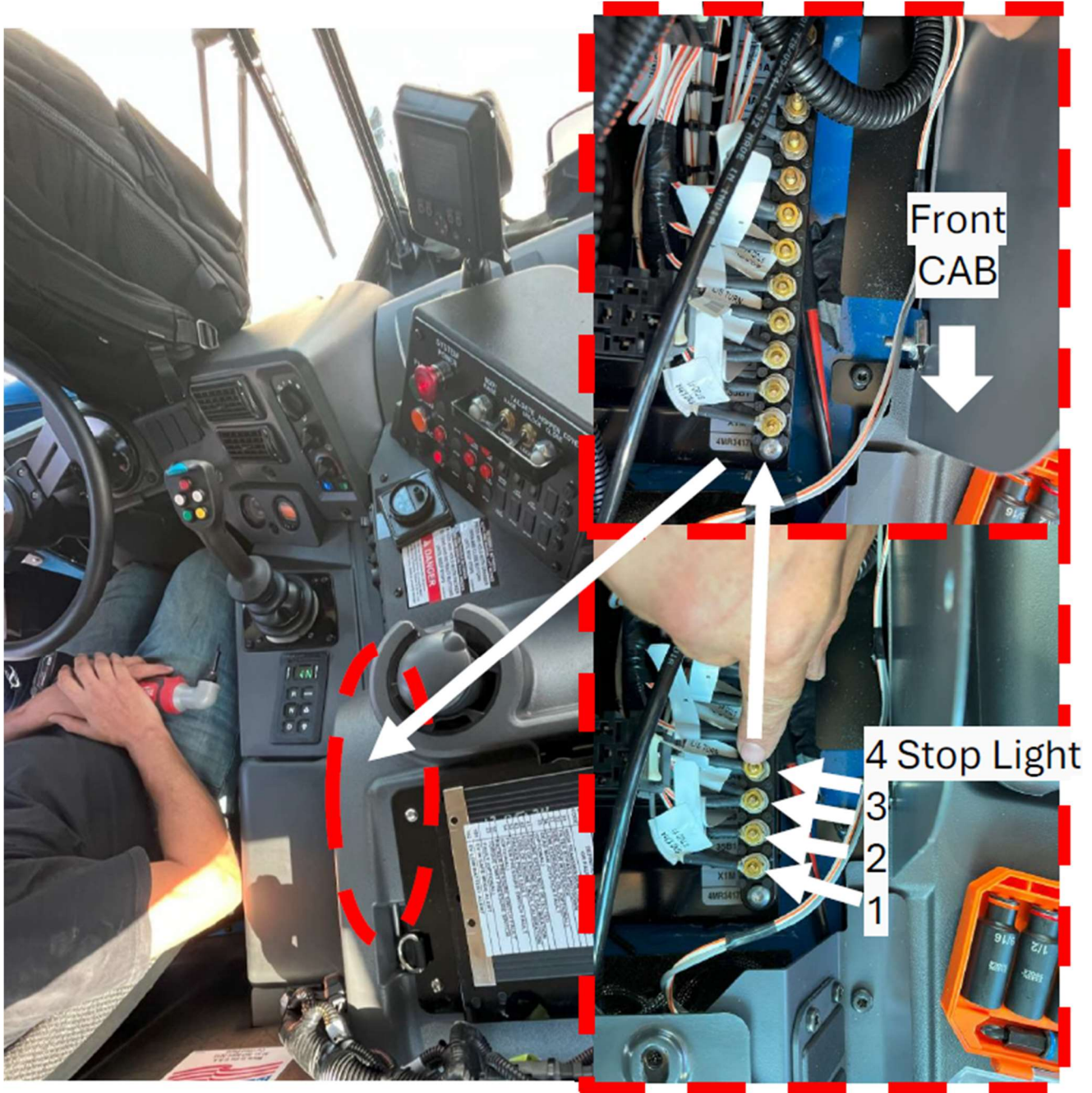


Figure 6

AUTOCAR ACX

The CNG SOL connector could be under the center console.

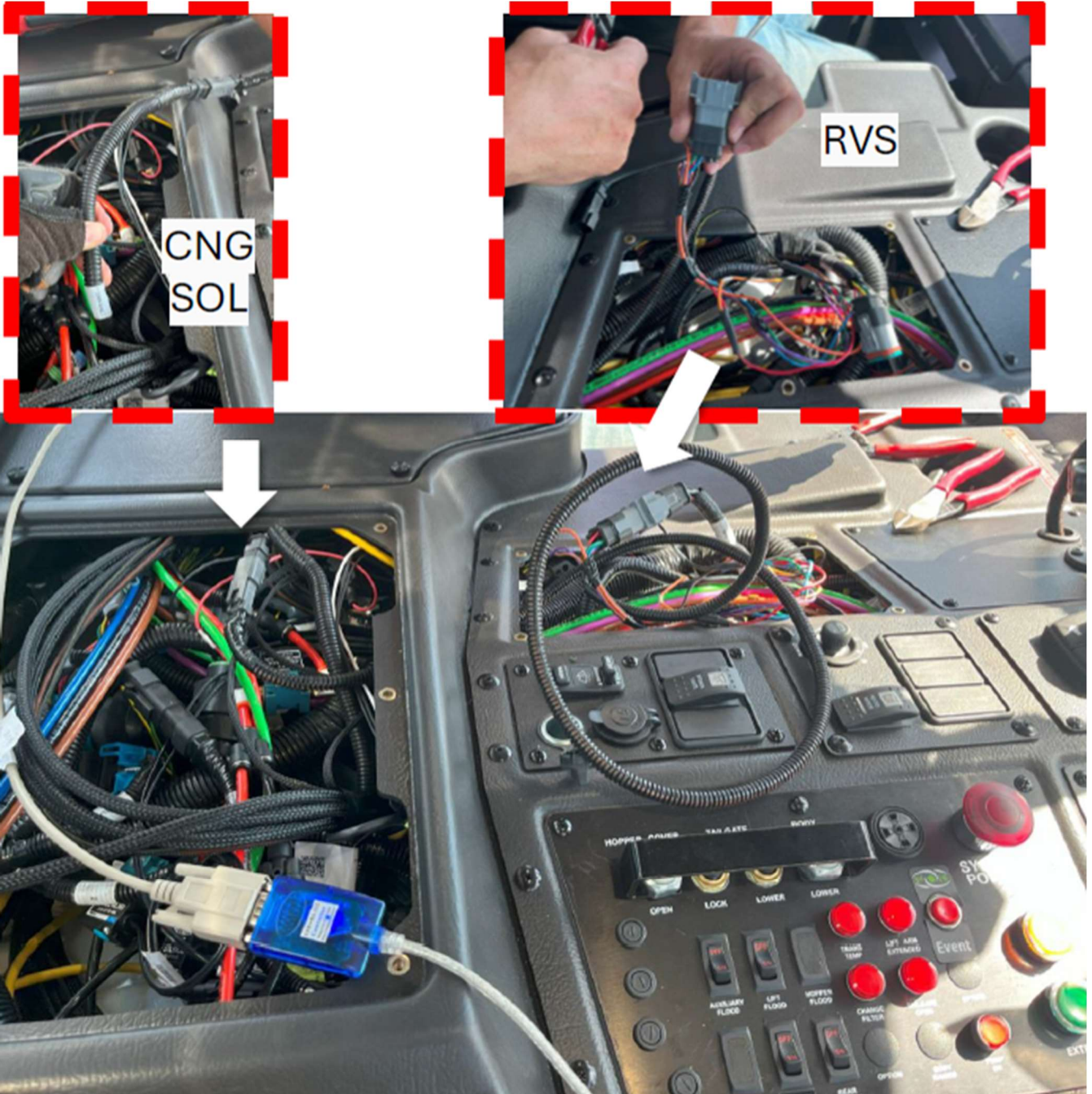


Figure 7

BATTLE Raider

The CNG SOL connector could be located on the street side.



RVS Connector can be in this Section.

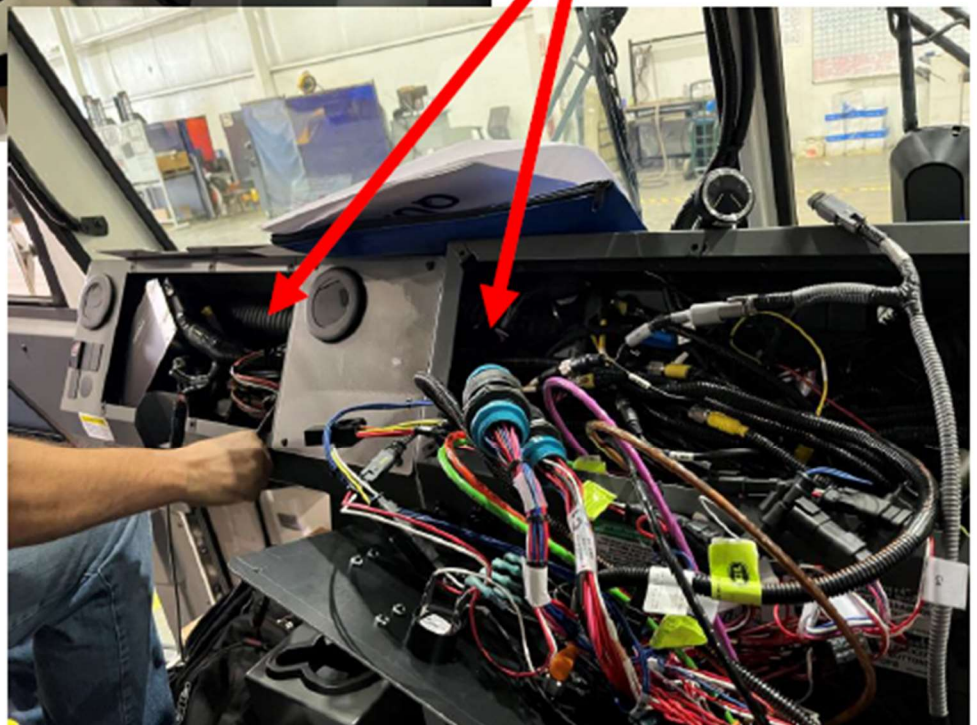


Figure 8

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- C. Verify the controller software has been updated to the latest version. Navigate to the “Python Inputs” section on the controller interface. At the bottom of the screen, confirm the presence of the following two lines: Display Program - 109-388-451-20250320
Cortex Program - 109-387-20250701

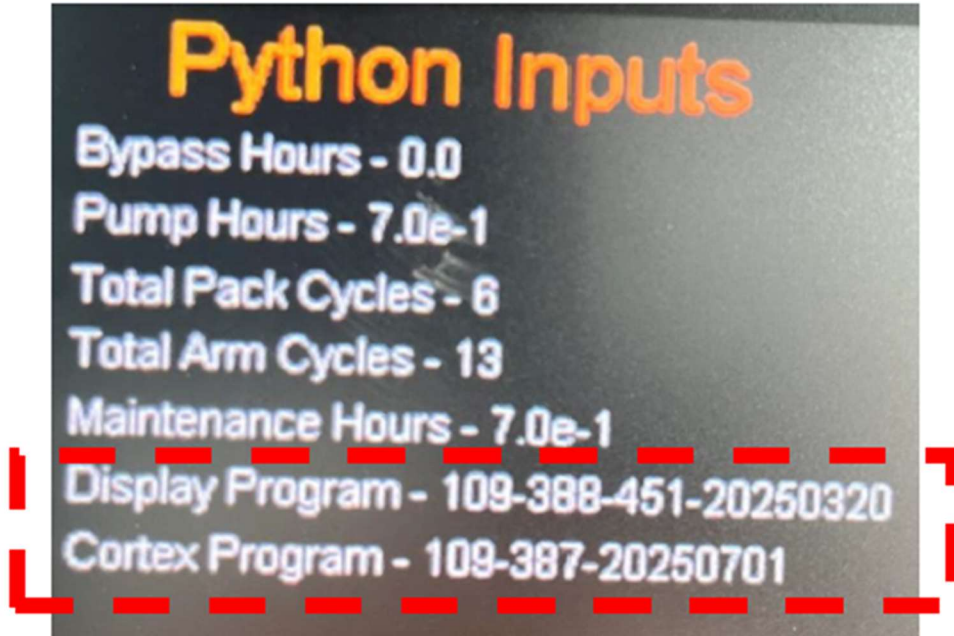


Figure 9

- D. Confirm that the service brake signal is functioning properly when you press the service brake. The input indicated in Figure 10 will be turned to [ON] and will change from white text to green.

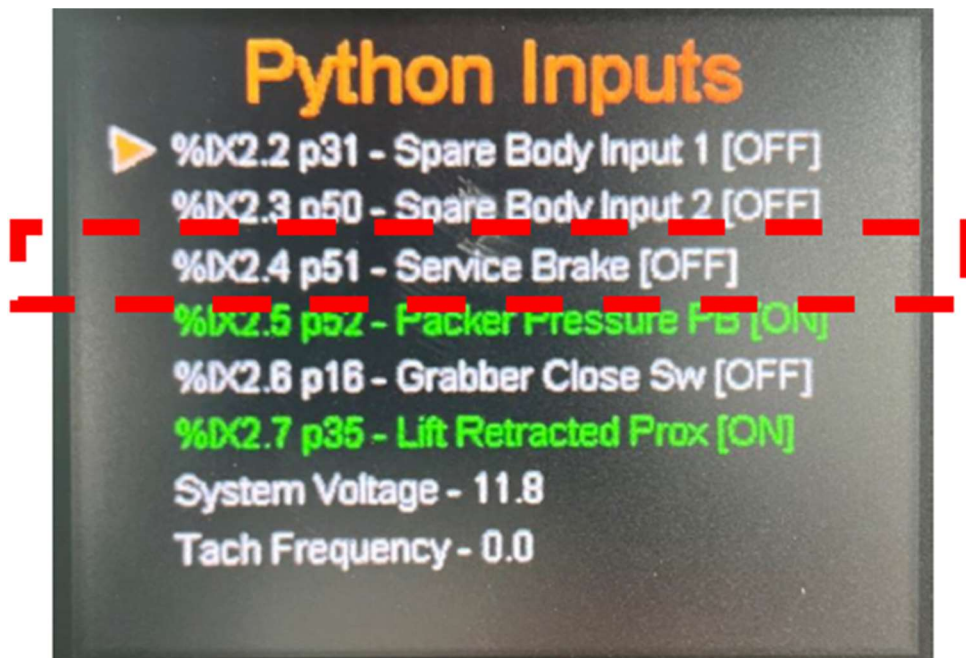


Figure 10



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E. 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. Use fault code B372. Labor will be reimbursed as listed in Table 2, per re-worked unit. All reworks must be completed **no later than 90 days from receipt of this notice**.

Table 2. Warranty Reimbursement

Work Performed	Labor Hours
Repair/Replacement	2 hours

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 Service** at **866.310.4345**.



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EXHIBIT A – AFFECTED PRODUCTS

7E7309036	7E7309066	7E7309061	7E7309063	7E7309053	7E7309064	7E7309164
7E7309163	7E7309162	7E7309206	7E7309209	7E7309205	7E7309525	7E7309445
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7E7310103	7S7310387	7S7310078	7S7310076	7S7310186	7S7310208	7S7310210

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7E7310335	7E7310336	7E7310334	7E7310337	7E7310338	7E7310516	7E7310647
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7S7310281	7S7310282	7E7310291	7E7310292	7E7310397	7S7310393	7S7310367
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7E7310358	7E7310354	7E7310355	7E7310356	7E7310357	7S7310425	7S7310509
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7E7310644	7E7310408	7E7310409	7E7310462	7E7310441	7E7310420	7E7310421
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