



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V525

Manufacturer Name: The Heil Co.

Submission Date: Aug 12, 2025

NHTSA Recall No.: 25V525

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: The Heil Co.

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

Total number of potentially involved: 1,360

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2018-2020 HEIL FRONT END LOADER GARBAGE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Aug 01, 2018 - Jul 31, 2020

Number of potentially involved: 1,360

Descriptive Information:

Heil received customer reports of elevated levels of tube vibration during the packing cycle. Through field visits, research, and testing it was determined that the problem could be resolved by either additional clamping or a change to the programming. Initially the clamping approach was taken and subsequently the programming change was made. Other models do not incorporate the same hydraulic hardware and therefore did not have the issue.

Vehicle 2: 2018-2020 HEIL FRONT END LOADER GARBAGE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Truck

Fuel / Propulsion: Compressed Natural Gas

Production Dates: Aug 01, 2018 - Jul 20, 2019

Number of potentially involved: 1,360

Descriptive Information:

Heil received customer reports of elevated levels of tube vibration during the packing cycle. Through field visits, research, and testing it was determined that the problem could be resolved by either additional clamping or a change to the programming. Initially the clamping approach was taken and

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subsequently the programming change was made. Other models do not incorporate the same hydraulic hardware and therefore did not have the issue.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Hydraulic valve shifting rate is controlled by the mobile controller. There was no ramp rate initially programmed into the mobile controller for the valve. It was discovered that the valve shifted too abruptly.

FMVSS1:

FMVSS2:

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

Hydraulic tubes could crack or loosen due to excessive vibration and hydraulic oil could leak in the engine or exhaust area increasing the risk of fire.

Description of the cause:

Hydraulic vibration was not noted during design testing and therefore was not addressed.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Heil

Address: 106 45th Street NE
Fort Payne AL, 35967

Country: United States

Involved Components

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25V525**Component Name 1:** Hydraulic tube**Component Description:** Hydraulic Tube, front head**Component Part Number:** 354-5571

Chronology

Customer reported elevated vibration of tubing during packing in August-September 2020 timeframe. Initial inspections, field visits, and testing occurred through November 2020. A defect was determined in December and an interim solution of adding clamps was issued to customers at that time. Through additional testing it was determined that the ramp rate of the hydraulic valve shift should be adjusted to alleviate the issue. A corrective action was issued in September 2021. The Heil Co. was acquired by Terex in the fall of 2024. After the acquisition, a compliance audit revealed that this should have been filed as a safety recall. This was discussed with NHTSA staff and a decision was file a part 573 report.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair, Replace**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**Description of remedy program:**

Install new tubes, stabilizing clamps, and the latest software.

How remedy component differs from recalled component:

Program includes appropriate hydraulic valve shifting ramp for packing function and additional clamping.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Description of reimbursement program:

Heil will reimburse documented out of pocket expenses remediating the defect identified in this notice.

Period of reimbursement:

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Reimbursement availability will end for expenses incurred more than ten days after the last customer notice is issued.

Costs to be reimbursed:

Parts, labor, and associated taxes.

Address for reimbursement claims:

4301 Gault Ave. North
Attn: Warranty Department
Fort Payne AL, 35967

Recall Schedule

Description of recall schedule:**Planned Dealer Notification Date:**☒ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Sep 08, 2025 - Sep 08, 2025☐ Phased Recall**Date when VIN will be searchable:**