



# Refueller Pump Seal Service Bulletin

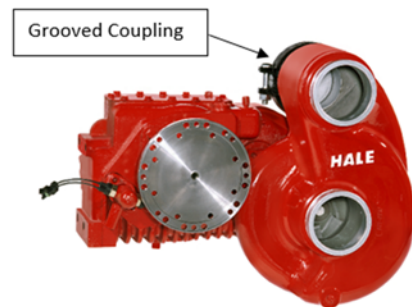
SB171

June 25, 2019

Dear Hale Products Customer:

Hale Products has provided 4D series split shaft refueler pumps for USAF refueler trucks that have operated as ground support equipment on military bases around the globe for decades. There is a cap on the pump's second discharge retained by a grooved coupling. Hale has determined on some recent shipments, the grooved coupling's gasket (seal) does not meet specification. This applies to pumps shipped between June 4, 2018 – April 4, 2019. The supplied gaskets were constructed of EPDM instead of Nitrile. EPDM is incompatible with aviation fuels which could cause the seal to fail and cause fuel leakage. These pumps need to be checked and the seals replaced, as required.

The issue was addressed in production and the seal was corrected for all pumps shipped after April 5, 2019. You are receiving this notice because you have received pumps in this suspect date range. See attached list of pump serial numbers with this possible problem.



The issue can be corrected using the following procedure:

- Remove grooved coupling from capped discharge port
- Remove seal and check for a small mark. This mark should be orange. If it is another color it is incorrect and should be disposed of. If there is an orange mark then the seal can be reinstalled.
- Install new seal, part number 046-00037-040, which is marked with a small orange mark
- Install cap and groove coupling

This procedure will take approximately ¼ hour to complete, with typical service access available.

To obtain new seal (047-00037-040), please contact our Customer Service Department at [Halecustomerservice@idexcorp.com](mailto:Halecustomerservice@idexcorp.com) and include serial number in the correspondence.



If you have already performed this repair, you may be eligible to receive reimbursement for the cost of performing the repair. For more information contact: Joe Neal, [jneal@idexcorp.com](mailto:jneal@idexcorp.com) and again, remember to provide the pump serial number(s).

We apologize for the inconvenience, and thank you in advance for your cooperation and for being a valued Hale Products customer.

Any additional questions regarding this recall should be directed to Joe Neal at 1-800-533-3569.