

May 12, 2017

Distributor Bulletin OPWRF 2017-0512

## **UPDATED Urgent Safety Recall: OPW Swivel Connectors**

### **Dear Valued Distributors:**

On March 24, 2017, we notified you of a supplier issue and requested that you **immediately stop the sale** of OPW swivel connector models **241 TPS Series** and **36S** (3/4 and 1 inch swivels) with stamped manufacture dates between January 2013 and March 2017. **We now also request that you immediately stop the sale of OPW swivel connector model 20S (3/4 and 1 inch swivels).** The specific models and date codes are listed on the attached and updated Recall Alert. A list of the specific parts numbers affected is also attached.

We have identified a concern with a retaining rod used in the affected swivel connectors. In certain rare cases, the retaining rod may not perform as expected, resulting in unintended separation at the swivel connections, presenting a risk of fuel spillage. Additionally, while regulations and warnings prohibit the presence of ignition sources at the pump, there is a potential fire hazard if an ignition source is nevertheless present. Because the quality and safety of our products is paramount, we are stopping sales and initiating a voluntary recall of all potentially affected swivels, effective immediately.

This communication pertains only to the specific swivels and hose kits identified on the attached recall alert and does not pertain to other OPW swivel models or products.

### **IMMEDIATE ACTION ITEMS:**

#### **1. Alert Your OPW Swivel Customers**

**Please immediately forward the attached Recall Alert directly to all of your customers who may have purchased OPW swivels or hose kits.** Please urge your customers to immediately remove or replace the affected swivels and register for the recall by phone or website so that OPW can directly ship replacement swivels to them.

#### **2. Stop Your Sales of Affected Swivels**

**Please immediately stop all sales, distribution, installation, and use of the affected swivels listed in the Recall Alert.** Please check your current inventory and isolate and tag any affected swivels or hose kits in your possession.

### **3. Contact OPW to Confirm Compliance and Arrange a Return and Credit**

**Please verify your compliance with steps 1 and 2 above by emailing your Customer Service Representative or calling 1-800-422-2525.** At that time you may obtain an RMA and arrange for the return of your affected swivels and hose kits to OPW for a credit. This is only for unused swivels you may have on your shelf. Even if you do not have any affected swivels or hose kits in your inventory, it is important that we hear from you and confirm you have communicated the recall to your swivel customers.

We plan to upgrade both the 241 TPS Series and 36S with a new and different retaining rod. The new models will be clearly identified with a "Star" pattern stamped on the swivel body as well as a "Star" on the packaging. In the meantime, we are offering the OPW model 45 hose swivel as an alternative for you and your customers.

If you have questions or would like to speak directly to an OPW representative regarding the recall, please contact our team at 1-800-422-2525.

If your customers wish to receive replacement swivels, they can register for the recall using the <https://OPWSwivelRecall.expertinquiry.com> website or by calling 1-866-562-5931. Please visit the website for additional call in numbers outside of the US.

We regret this inconvenience to you and appreciate your patience as we work through this process. Thank you for your continued support of OPW products.

Attachments:        Recall Alert Including Part Number List

# UPDATED URGENT RECALL ALERT – OPW SWIVELS

May 12, 2017

## UPDATED! IMMEDIATE ACTION REQUIRED TO REPLACE HOSE SWIVEL CONNECTORS

### AFFECTED OPW PRODUCTS:

- 241 and 241C Swivel Connectors (3/4 inch and 1 inch models)\*
  - 36S Swivel Connectors (3/4 inch and 1 inch models)
  - **20S Swivel Connectors (3/4 inch and 1 inch models)**
- \* May have been sold as part of a hose kit

**Issue:** In certain rare cases, the retaining rods used in these models may not perform as expected, resulting in unintended separation at the swivel connections.

**Hazard:** Unintended separation at the swivel may lead to fuel spillage, posing a chemical or potential fire hazard. While regulations and warnings prohibit the presence of ignition sources at the pump, serious personal injury can result if an ignition source is nevertheless present.

The affected swivels are branded with the model number and a manufacture date on the swivel's end in the format of: MM-YY or MM-DD-YEAR or MM-YEAR. For 241 and 36S swivels, only swivels with a stamped MFG date of January 2013 through March 2017 are affected. **For 20S swivels, only swivels with a stamped MFG date of January 2013 through August 2017 are affected.** The affected swivels and stamped dates are:

| Swivel Model #  | Description                               |
|-----------------|---|
| 241TPS-0241     | Swivel, 2-Plane 3/4"Mx3/4"F NPT           |
| 241TPS-0241C    | Swivel, 2-Plane 3/4"Mx3/4"F NPT, NAFTA    |
| 241TPS-0492     | Swivel, 2-Plane 3/4"Mx3/4"F NPT, E85      |
| 241TPS-1000     | Swivel, 2-Plane 1"Mx1"F NPT               |
| 241TPS-1000C    | Swivel, 2-Plane 1"Mx1"F NPT, NAFTA        |
| 241TPS-10RF     | Swivel, 2-Plane 1"Mx1"F NPT, E25 B20      |
| 241TPS-75RF     | Swivel, 2-Plane 3/4"Mx3/4"F NPT, E25 B20  |
| 36S-5080        | Swivel, 1-Plane 3/4"Mx3/4"F NPT           |
| 36S-5090        | Swivel, 1-Plane 1"Mx1"F NPT               |
| S034H1311       | 3/4" ALUMINUM HOSE SWIVEL, Retail Package |
| S100H1312       | 1" ALUMINUM HOSE SWIVEL, Retail Package   |
| <b>20S-7575</b> | <b>Swivel, 2-Plane 3/4"M x 3/4"F NPT</b>  |
| <b>20S-1010</b> | <b>Swivel, 2-Plane 1"M x 1"F NPT</b>      |

# **UPDATED URGENT RECALL ALERT – OPW SWIVELS**

The 241 and 36S swivels were sold to gas stations as standalone units and as part of hose kits from January 1, 2013 to February 3, 2017. **The 20S swivels were sold from January 1, 2013 to May 8, 2017.** These products were not sold to individual consumers.

## **Model 20S with MFG Date 01 13 through 08 17:**



## **Model 241C with MFG Date 01-01-2013 through 03-12-2017:**



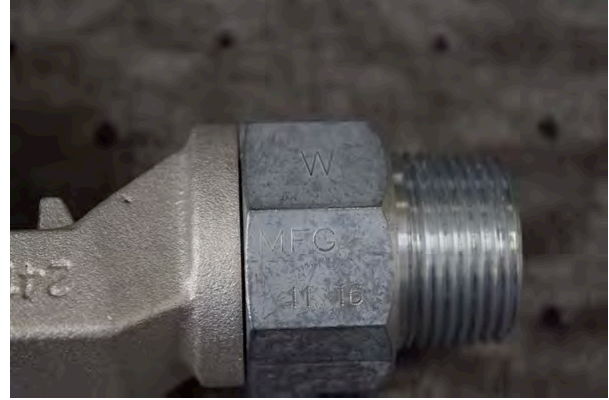
## **Model 241 with MFG Date 01 13 through 03 17:**





# **UPDATED URGENT RECALL ALERT – OPW SWIVELS**

**Model 241-1000 1 inch swivels with MFG Date 01 13 through 03 17:**



**Model 241-1000C 1 inch swivels with MFG Date 01-01-2013 through 03-31-2017:**



**Model 36S 3/4 inch swivels with MFG Date 01-01-13 through 03-31-17:**



# UPDATED URGENT RECALL ALERT – OPW SWIVELS

**Model 36S-5090 1 inch swivels with MFG Date 01-2013 through 03-2017:**



## **IMMEDIATE ACTION REQUIRED:**

- Inspect your gas pumps and identify any OPW swivel connectors with the affected model numbers and within the affected date range.
- Remove or replace all swivels with the affected model numbers and within the affected date range.
- If the swivel was installed as part of a hose kit, only the swivel needs to be replaced, not the entire hose kit.
- Register for the recall using the [www.OpwSwivelRecall.expertinquiry.com](http://www.OpwSwivelRecall.expertinquiry.com) website or by calling 1-866-562-5931 between 9am and 5pm EST Monday through Friday. You must provide contact information and certain information to identify the affected swivels to be replaced.
- OPW will directly ship new, alternative swivels to replace your recalled swivels.
- Tag and dispose of the recalled swivels per the instructions provided with your new swivels.
- REMOVE OR REPLACE AND DO NOT REUSE RECALLED SWIVELS. THERE IS A RISK OF FIRE, SERIOUS PERSONAL INJURY, AND DEATH.

OPW regrets this inconvenience to you and your business and appreciates your patience as we work to ensure the safety and quality of our products.