

# Frequently Asked Questions for A-721 Self-Actualization

## 1. Which angle valves have been observed have this self-actuating problem?

No. The AAR investigation is limited to the A-721 valves. Midland is proactively conducting additional testing to determine if this phenomenon could occur in the A-720 or A-724 valves, and there have been no confirmed reports of the issue in either valve.

## 2. What is the problem with the A-721 valve?

AAR agreed with Midland's testing and results that Teflon debris from the packing was getting into the threads of the valve, reducing friction in the threads and allowing the valve to self-actuate. They have asked us to follow up with further testing to why the Teflon packing was wearing and abrading.

## 3. How quickly is Midland looking to determine root cause and go back to AAR/FRA?

Additional testing is ongoing and must be completed in order to determine when there will be an answer on the root cause. Midland's goal is to complete additional testing and report back to AAR in the last quarter of 2019.

## 4. Will the AAR/FRA accept what Midland determines to be the root cause?

AAR and Midland are cooperating and working together with a joint interest of determining the root cause. Both FRA and AAR are involved in this investigation and AAR is using this opportunity to demonstrate that they are utilizing a robust quality process to ensure the safety of products used in hazardous transportation.

## 5. Can a valve that is self-actuating be adjusted in the field and placed back into service?

No. If a valve is identified to be self-actuating, then the valve must be removed from service and repaired by a certified facility. Any operator can adjust the stem packing as part of the routine valve operation if the valve has not self-actuated.

## 6. What corrections are available for valves already in service?

For all valves currently in use, actions should be implemented over a 6 year period to allow car owners to plan maintenance events and adjust qualification cycles to complete the work. Free of charge Midland will provide specific corrective action kits (including a wiper, spacer, locknut, and coil spring (for A-721's) – these kits are the K-724-100 or K-721B-100). Midland will also include the required components in all 2" valve repair kits at no additional charge.

## 7. How are new A-720, A-724, & A-721 valves being constructed moving forward?

All new angle valve assemblies will incorporate new spacer with wiper and gold-colored packing lock nut on all new production valves. They will incorporate the new flat stem design as well as replace the wave spring with the coil spring

## 8. Can customers participate in efforts to evaluate performance?

As part of continuous product improvement efforts and compliance with AAR, Midland has committed to implement a sampling plan (along with a service trial) lasting the next few years. This sampling plan will require a number of angle valves to be returned periodically so that they can be evaluated for performance. Customers willing to partake in the sampling plan will receive replacement angle valves at no cost after returning qualifying angle valves to Midland. If you would like to learn more about the sampling plan or find out how to participate, please contact your Regional Sales Manager.