



3001 N. Darrell Rd  
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## Product Alert 190717

July 17<sup>th</sup>, 2019

**Subject:** Potential Gear Box Drive Adapter Yield

**To:** Customers who have 3” and 4” Gear Operated Plug Valves with Gear Operator # GROP33014 shipped between September 19<sup>th</sup>, 2018 and May 7<sup>th</sup>, 2019.

It has come to our attention that the Gear Box Drive Adapter that rotates the Plug Valve’s Plug can twist, yielding the adapter while shutting off the flow during service. This condition could create the potential for the indicator on top of the valve to show the valve has cut off the flow and is in the “OFF” position while flow is still present. This condition may, in conjunction with other factors or circumstances, result in a risk of personal injury or death.

Kemper Valve has identified the root cause and has implemented a corrective action plan to eliminate this failure mode. Valves containing this certain Gear Operator that uses this particular Drive Adapter will be replaced free of charge with a new Gear Operator and a new more robust Drive Adapter.

**See attached pages for affected valve serial numbers.**

If you have an affected Valve that is:

- currently in use, then remove it from service and tag “Do Not Use” until replacement has been completed
- not in use, then do NOT install until replacement has been completed
- on the shelf and hasn’t been sold, then do NOT sell item until replacement has been completed

A Kemper Valve representative will be contacting all affected customers as quickly as possible to facilitate replacement of the affected Gear Operators and Drive Adapters. If you have any questions or concerns, please contact your Kemper Valve Sales Representative or our National Sales Office at 1-800-231-2724.

Sincerely,

**Nickolas Gretz** - Product Service Engineer  
**Avijit Khurana** - Quality Manager



**A Caterpillar Company**

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The following affected assemblies require removal of the affected Gear Operator and Drive Adapter and a new Kemper Gear Operator and Drive Adapter must be installed in order to bring back to safe operating condition.

Serial #	Item #	Serial #	Item #
K724189STD	4PV744MFBAC-01	K733902STD	4PV744MFBAC-01
K724192STD	4PV744MFBAC-01	K733903STD	4PV744MFBAC-01
K724196STD	4PV744MFBAC-01	K733904STD	4PV744MFBAC-01
K724197STD	4PV744MFBAC-01	K733905STD	4PV744MFBAC-01
K724181STD	4PV744MFBAC-01	K733906STD	4PV744MFBAC-01
K724183STD	4PV744MFBAC-01	K733907STD	4PV744MFBAC-01
K724184STD	4PV744MFBAC-01	K733908STD	4PV744MFBAC-01
K724185STD	4PV744MFBAC-01	K733909STD	4PV744MFBAC-01
K724187STD	4PV744MFBAC-01	K733910STD	4PV744MFBAC-01
K724190STD	4PV744MFBAC-01	K733911STD	4PV744MFBAC-01
K724191STD	4PV744MFBAC-01	K733912STD	4PV744MFBAC-01
K724195STD	4PV744MFBAC-01	K734722STD	4PV744MFBAC-01
K724182STD	4PV744MFBAC-01	K734723STD	4PV744MFBAC-01
K724188STD	4PV744MFBAC-01	K734724STD	4PV744MFBAC-01
K718608STD	4PV744MFBAC-01	K734725STD	4PV744MFBAC-01
K718609STD	4PV744MFBAC-01	K734726STD	4PV744MFBAC-01
K718610STD	4PV744MFBAC-01	K734727STD	4PV744MFBAC-01
K718611STD	4PV744MFBAC-01	K734728STD	4PV744MFBAC-01
K724180STD	4PV744MFBAC-01	K734729STD	4PV744MFBAC-01
K724186STD	4PV744MFBAC-01	K732681STD	4PV744MFBAC-01
K731707STD	4PV744MFBAC-01	K732682STD	4PV744MFBAC-01
K731708STD	4PV744MFBAC-01	K733914STD	4PV744MFBAC-01
K731709STD	4PV744MFBAC-01	K733915STD	4PV744MFBAC-01
K731710STD	4PV744MFBAC-01	K732683STD	4PV744MFBAC-01
K731711STD	4PV744MFBAC-01	K733913STD	4PV744MFBAC-01
K731712STD	4PV744MFBAC-01	K733916STD	4PV744MFBAC-01
K731713STD	4PV744MFBAC-01	K733917STD	4PV744MFBAC-01
K731714STD	4PV744MFBAC-01	K740420STD	3PV733MFRAC
K732673STD	4PV744MFBAC-01	K740421STD	3PV733MFRAC
K732674STD	4PV744MFBAC-01	K742255STD	3PV733MFRAC
K732675STD	4PV744MFBAC-01	K742263STD	3PV733MFRAC
K732676STD	4PV744MFBAC-01	K742278STD	3PV733MFRAC
K732684STD	4PV744MFBAC-01	K732678STD	4PV744MFBAC-01
K732685STD	4PV744MFBAC-01	K742253STD	3PV733MFRAC
K732685STD	4PV744MFBAC-01	K742257STD	3PV733MFRAC
K732686STD	4PV744MFBAC-01	K742268STD	3PV733MFRAC
K732687STD	4PV744MFBAC-01	K742270STD	3PV733MFRAC
K732677STD	4PV744MFBAC-01	K742277STD	3PV733MFRAC
K732679STD	4PV744MFBAC-01	K742279STD	3PV733MFRAC
K732680STD	4PV744MFBAC-01	K742276STD	3PV733MFRAC
K732688STD	4PV744MFBAC-01		