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SERVICE BULLETIN

MAINTENANCE OF WAY EQUIPMENT

DATE: 9-2014

BULLETIN NO: 14-010

TITLE: Field Service Bulletin for TURCK M12 Coupling Nuts and Valve Plugs

RATING:

<input type="checkbox"/>	DIRECTIVE (Action Is Required)	<input type="checkbox"/>	ALERT (Potential Problem)
<input type="checkbox"/>	INFORMATION (Action Is Optional)	<input checked="" type="checkbox"/>	PRODUCT IMPROVEMENT (Enhance Product)

PRODUCT SERIES / MODEL: All M12 Coupling Nuts and Valve Plugs

SERIAL NO: N/A

SUMMARY: **Ø13.5 mm versus Ø15.0 mm M12 Coupling Nuts:** As a continuous improvement TURCK generated an Engineering Change Order that changed the coupling nuts from a non anti-vibration coupling nut having a 13.5 mm outer diameter across the knurling to an anti-vibration coupling nut with a 15.0 mm outer diameter across the knurling. At the time of the change, not all TURCK products were part of the Engineering Change Order. Due to this, TURCK continued to manufacture a select number of finished assemblies having a coupling nut with a 13.5 mm outer diameter of across the knurling. TURCK has generated a Return Material Authorization (RMA) Number 43820. This number is to be used to return products in stock which have the 13.5 mm outer diameter across the knurling. This RMA number is valid through December 31, 2014. A copy of RMA Number 43820 is located on the last page of this Service Bulletin.

Valve Plug Continuous Improvement Changes: As an internal continuous improvement initiative, TURCK has updated the design of the TURCK Valve Plug products. The design change was communicated to their sales channel to be further communicated to all applicable customers. It has been determined that the change initiated by TURCK was not properly publicized to all Customers.

As a means to track the design change, TURCK implemented a special marking, a small dot adjacent to the TURCK Date Code, on the labels. All products bearing this special marking are the newly designed products. An example of the special marking, dot applied next to the date code, is shown in this Service Bulletin.

OPERATIONAL IMPACT: There is a low impact to Harsco Rail, their Customers, and Distributors. The cables with coupling nuts that have a 13.5 mm outer diameter across the knurling have caused some installation difficulties at Harsco Rail manufacturing facilities and for our customers. There is not a torque tool available for use with the smaller diameter 13.5 mm coupling nut.

There exists a risk of LED component failure or weak light caused by the original Valve Plug design change. Internal PCB cracking during the epoxy filler curing process, which causes an operational fault failure between the PCB resistor and LED.

ACTION: Harsco Rail, their Customers and Distributors should inspect their unused stock of TURCK cables. If cables are identified that have either the smaller coupling nut with 13.5 mm diameter across the knurling or cables that have the new Valve Plug over molded design head that does not bear the small dot adjacent to the TURCK Date Code, the stock should be returned directly to the TURCK for immediate replacements. *Note: This is a courtesy initiative from TURCK to quickly resolve the difficulties that have been attributed to these cables.*

CONTACT: TURCK Industrial Automation
Person: Mary Wilson
Facility: 5000 Fernbrook Lane North, Plymouth, Minnesota 55446
Phone: (763) 553-7375
E-Mail: Mary.Wilson@turck.com

SAFETY INFORMATION



- **FOLLOW APPLICABLE RAILROAD LOCKOUT - TAGOUT PROCEDURES TO DISABLE ENERGY SOURCES WHEN PERFORMING MAINTENANCE, MAKING ADJUSTMENTS OR REPAIRS TO THE EQUIPMENT. FAILURE TO HEED THESE WARNINGS COULD RESULT IN SEVERE BODILY INJURY.**

Identification - See Figures 1 and 2

1. Inspect your stock of Harsco Rail supplied cable assemblies with M12 connectors (sourced from TURCK). Determine if the cables have the 13.5 mm diameter coupling nut. Determine if the cable assembly with the M12 Male connector and the Valve Plug connector, new style, does not have a small dot marking near the TURCK Date Code. *Note: The cable end molding may be black, yellow or orange.*
2. If either cable issue is found, return the cables directly to the TURCK for replacement.

Return Instructions

1. Fill out all required information on the attached TURCK supplied form, RMA - Warranty No. 43820.
2. Insure that all customer identification data is included on the form to help expedite the direct shipment of replacement cables.
3. Utilize the provided TURCK direct shipment UPS Number: 562804 or 67X281 to return the cables pre-paid to TURCK Industrial Automation.

Identification Illustrations

- (1) Dot Marking Next to TURCK Date Code
- (2) Harsco Rail Part Number
- (3) Ø15.0 mm Anti-Vibration Coupling Nut
- (4) Ø13.5 mm Coupling Nut - Identify and Return to TURCK for Replacement
- (5) Old Style Valve Plug with Visible LED
- (6) New Style Over Molded Valve Plug

FIGURE 1
LABEL DETAIL

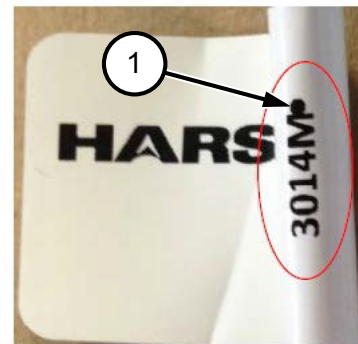
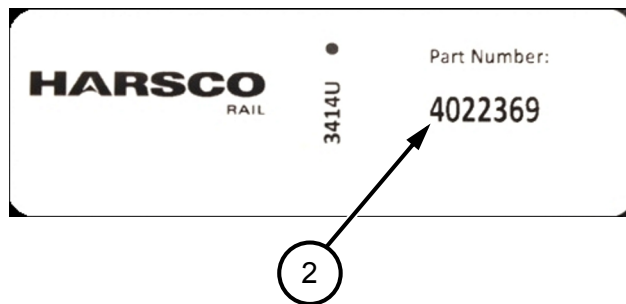
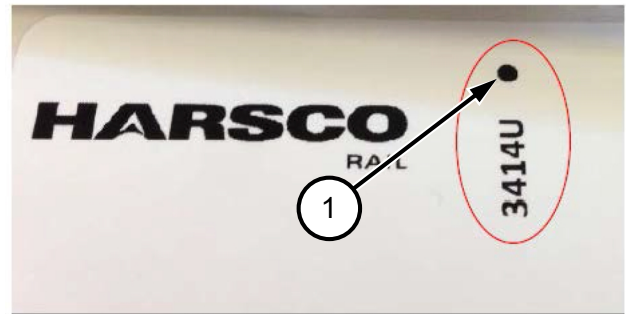
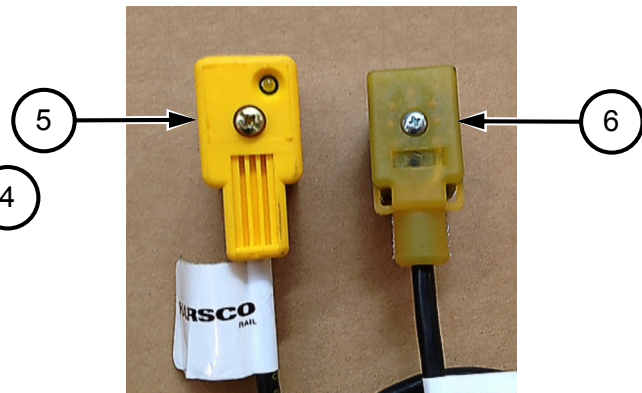
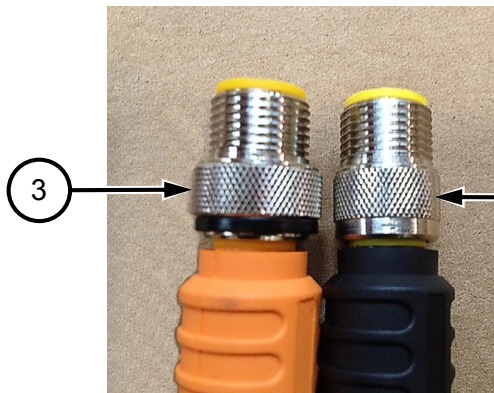


FIGURE 2
CABLE DETAIL



RETURN MATERIAL AUTHORIZATION - Warranty No.: 43820

SHIP TO:	TURCK 5000 FERNBROOK LANE NORTH PLYMOUTH, MINNESOTA 55446 ATTENTION: MARY WILSON	
TURCK UPS Number		562804 or 67X281

DATE RETURNED:	
CUSTOMER NAME:	
CUSTOMER CONTACT:	
CUSTOMER ADDRESS FOR RETURN SHIPMENT:	
CUSTOMER PHONE:	
EMAIL OF CUSTOMER CONTACT:	

Part Number Return Data	
Part Number	Quantity

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