Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

April 17, 2012

Via USPS Certified Mail
Ms. Jennifer Timian
U.S. Department of Transportation
National Highway Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

Re: ID Number EQ12-003

Dear Ms. Timian,
Per your letter dated April 9, 2012 I am supplying the requested list of all Parker Hannifin Corporation, Oildyne Division customers who were shipped suspect piston pumps during the time period of August 11, 2011 through December 9, 2011. I am also supplying copies of the letters that were sent to these customers notifying them of a recall. Please note that these pumps are used by customers in both vehicle and non-vehicle, industrial applications.

As soon as Parker determined that product was potentially non heat treated we gave notice. Recall letters were sent between December 14, 2011 and December 16, 2011. At that point we also began the process of providing replacement product to our customers, with the trailer braking manufacturers having priority. The lone exception was Caterpillar Paving Products who was inadvertently missed with a notification letter. We have subsequently notified Caterpillar that the 1 pump that they bought during the suspect time period is involved in a recall. A replacement pump will be shipped to Caterpillar by April 27, 2012.

If I can be of further assistance please contact me directly.

Sincerely yours,

Van E. Mancuso
General Manager

Attachments: Customer List
Recall Letters

Parker Hannifin Corporation, Oildyne Division Piston Pump Customers / Recall

Customer	Line of Business	Address	Phone	Contact Person	Qty. Sold	Sale Date	Comments
Berendsen Fluid Power	Distributor	Berendsen Fluid Power 401 South Boston Tulsa, OK 74103	918-581-5032	Mr. Ian Hill	30	Aug. 11, 2011 thru Dec. 9, 2011	
Carlisle Braking Systems	Trailer Braking	Carlisle Brake & Friction 920 Lake Road Medina, OH 44256	330-721-1253	Mr. Steve Palleschi	2,000	Aug. 11, 2011 thru Dec. 9, 2011	Replacement pumps for 100% of defective product have been provided.
Catching Fluid Power	Distributor	Catching Fluid Power 881 Remington Blvd. Bolingbrook, IL 60440	630-771-3800	Mr. Rich Guminski	1	Aug. 11, 2011 thru Dec. 9, 2011	
Caterpillar Paving Products	Off Highway Equipement Manufacturer	Caterpillar Paving 9401 85th Ave North Brooklyn Park, MN 55445	763-425-4100	Mr. Joe Gaulke	1	Aug. 11, 2011 thru Dec. 9, 2011	
Dees Fluid Power	Distributor	Dees Fluid Power 1809 Fashion Court, Suite 110 Joppa, MD 21085	205-682-3031	Mr. Dave Aubel	36	Aug. 11, 2011 thru Dec. 9, 2011	
Dexter Axle	Trailer Braking	Dexter Axle 531 South 7th Street Albion, IN 46701	574-296-7215	Mr. Tim Meckstroth	1,900	Aug. 11, 2011 thru Dec. 9, 2011	Replacement pumps for 100% of defective product have been provided.
Garmin AT, Inc	Equipment Mfg.	Garmin AT Inc. 2345 Turner Road SE Salem, OR 97302	503-391-3320	Mr. Bruce Kadell	250	Aug. 11, 2011 thru Dec. 9, 2011	
Hydradyne Hydraulics	Distributor	Hydradyne Hydraulics 2801 Peters Rd. Harvey, LA 70058	817-607-9100	Mr. John Spindor	10	Aug. 11, 2011 thru Dec. 9, 2011	
Kriha Fluid Power	Distributor	Kriha Fluid Power 2133 Cornhusker Highway Lincoln, NE 68521	402-438-8303	Mr. Mike Kriha	1	Aug. 11, 2011 thru Dec. 9, 2011	
Kundinger Fluid Power	Distributor	Kundinger Fluid Power 2441 Progress Court Neenah, WI 54957	920-720-5000	Mr. Tom Kundinger	5	Aug. 11, 2011 thru Dec. 9, 2011	
Mitten Fluid Power	Distributor	Mitten Fluid Power 5960 Court Street Road Syracuse, NY 13206	315-437-7563	Mr. John Mitten, Jr.	2	Aug. 11, 2011 thru Dec. 9, 2011	
Oshkosh Defense	Military Truck	Oshkosh Truck Corp. 2307 Oregon Street Oshkosh, WI 54901	920-235-9151	Mr. Jacques Colbert	2,865	Aug. 11, 2011 thru Dec. 9, 2011	Not a braking application. Pump provides flow for cab tilt, lowering spare tire and compressing suspension to lower vehicle profile for loading onto aircraft

Parker Denmark	European Distributor	alindgre@parker.com		Mr. Andy Lindgren	25	Aug. 11, 2011 thru Dec. 9, 2011	
Parker E.D.C.	European Distributor	alindgre@parker.com		Mr. Andy Lindgren	107	Aug. 11, 2011 thru Dec. 9, 2011	
Parker Japan	Japan Distributor	hkoeda@parker.com		Mr. Hajime Koeda	11	Aug. 11, 2011 thru Dec. 9, 2011	
Parker Canada	Canada Distributor	mmoreau@parker.com	905-693-4814	Mr. Marc Moreau	3	Aug. 11, 2011 thru Dec. 9, 2011	
Ritter Technology	Distributor	Ritter Technology, LLC 8610 Hawthorne Drive Erie, PA 16509	724-452-6000	Mr. Bill Lukes	33	Aug. 11, 2011 thru Dec. 9, 2011	
Scott Industrial Systems	Distributor	Scott Industrial 4433 Interpoint Blvd. Dayton, OH 45401	937-233-8146	Mr. Randy Scott	4	Aug. 11, 2011 thru Dec. 9, 2011	
Taiyo LTD (Japan)	Industrial Equipment Mfg.	rpelz@parker.com		Mr. Richard Pelz	4	Aug. 11, 2011 thru Dec. 9, 2011	
The Hope Group	Distributor	The Hope Group 70 Bearfoot Road Northboro, MA 01532	508-393-7660	Mr. Carey Rhoten	3	Aug. 11, 2011 thru Dec. 9, 2011	
Titan Distribution Inc.	Trailer Braking	Titan Distribution, Inc. 2345 East Market St. Des Moines, IA 50317	515-265-9200	Mr. Randy McMann	800	Aug. 11, 2011 thru Dec. 9, 2011	
Triad Technologies	Distributor	Triad Technologies 985 Falls Creek Drive Vandalia, OH 45377	800-420-8575	Mr. Doug Wissman	1	Aug. 11, 2011 thru Dec. 9, 2011	

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December 15, 2011

Mr. Ian Hill
Berendsen Fluid Power
401 South Boston
Tulsa, OK. 74103

Re: **Parker Oildyne Piston Pump Recall**

Dear Ian,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 30 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

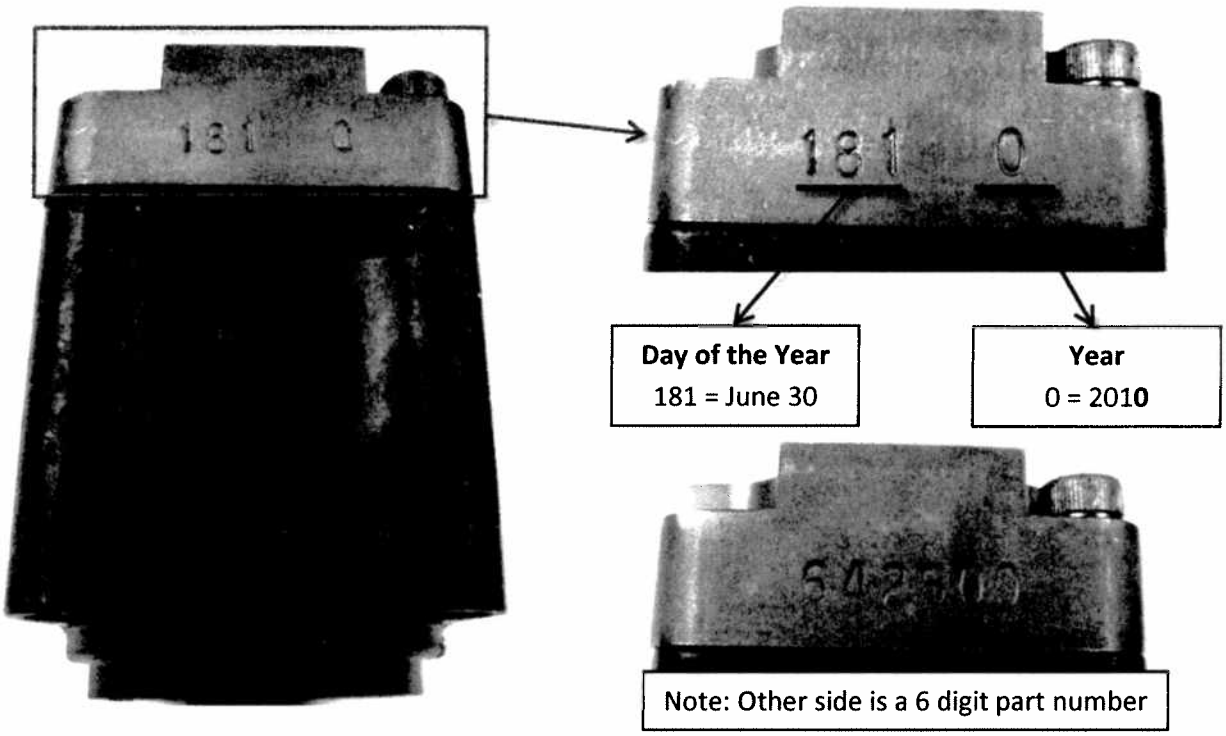
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

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December 14, 2011

Mr. Steve Palleschi
Carlisle Brake and Friction
920 Lake Road
Medina, OH. 44256

Re: **Parker Oildyne Piston Pump Recall**

Dear Steve,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 2000 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

How to Identify Suspect Piston Pump Product – 3 Piston 12/13/2011

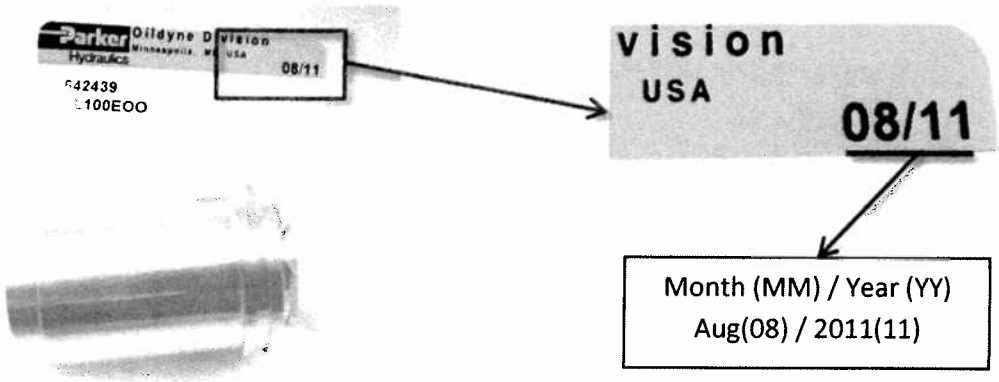
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

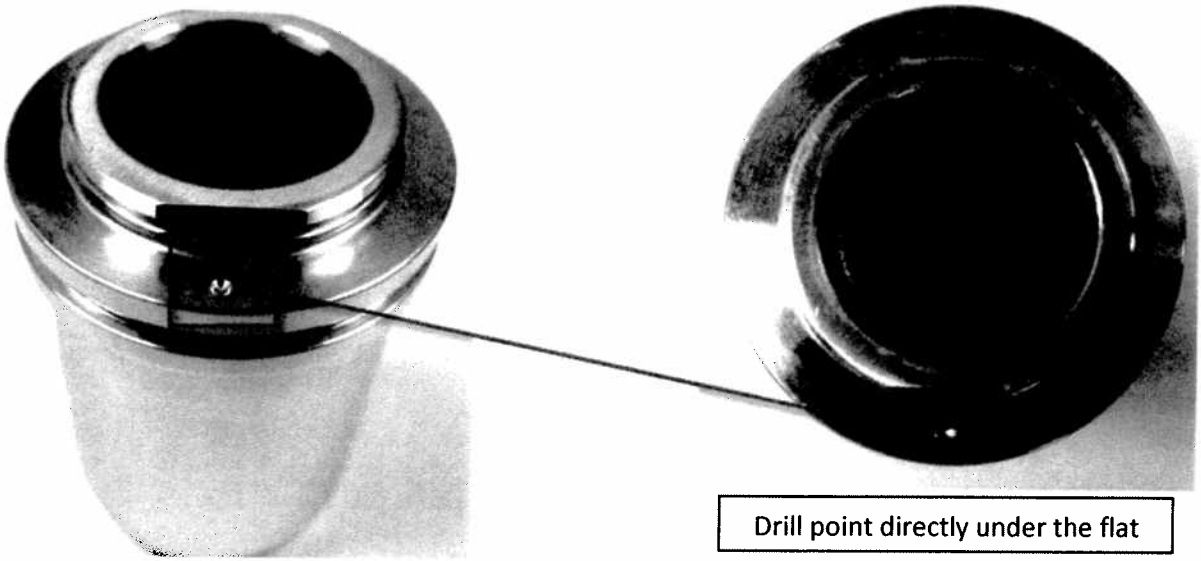
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)



Parker Hannifin Corporation
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5520 North Highway 169
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December 14, 2011

Mr. Vivek Rosario
Carlisle Brake and Friction
920 Lake Road
Medina, OH. 44256

Re: **Parker Oildyne Piston Pump Recall**

Dear Vivek,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 2000 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

How to Identify Suspect Piston Pump Product – 3 Piston 12/13/2011

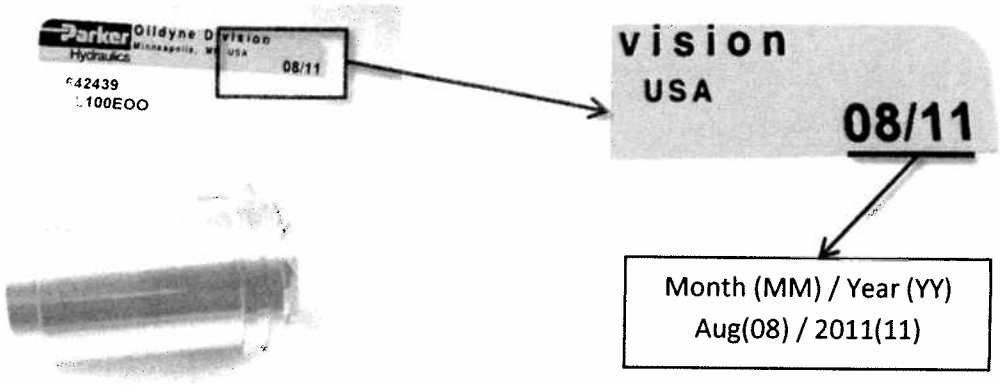
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

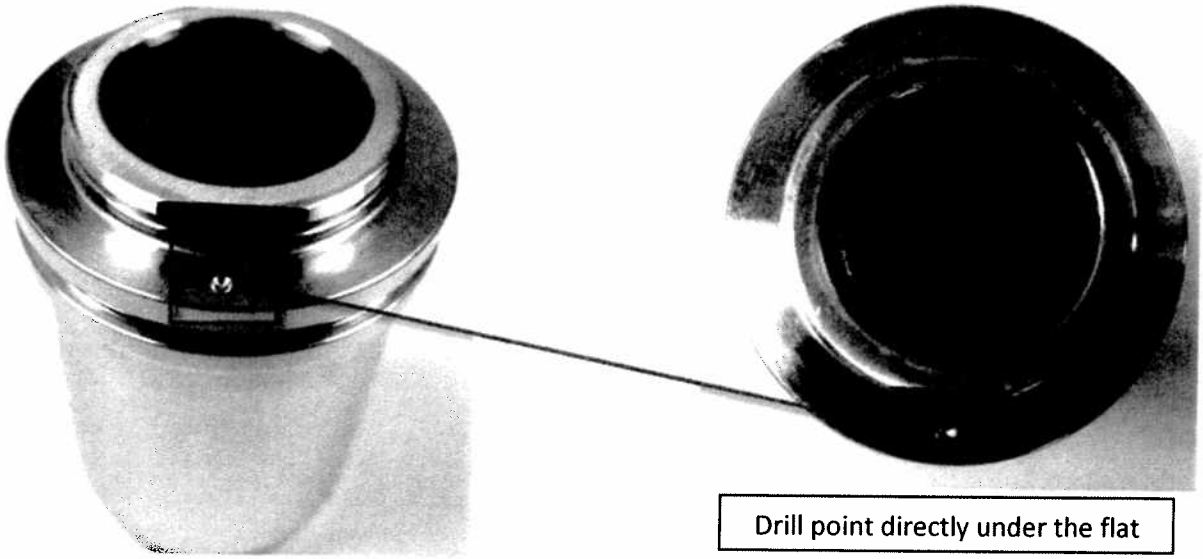
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)



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December 15, 2011

Mr. Rich Guminski
Catching Fluid Power
881 Remington Boulevard
Bolingbrook, IL. 60440

Re: **Parker Oildyne Piston Pump Recall**

Dear Rich,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1 piston pump. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

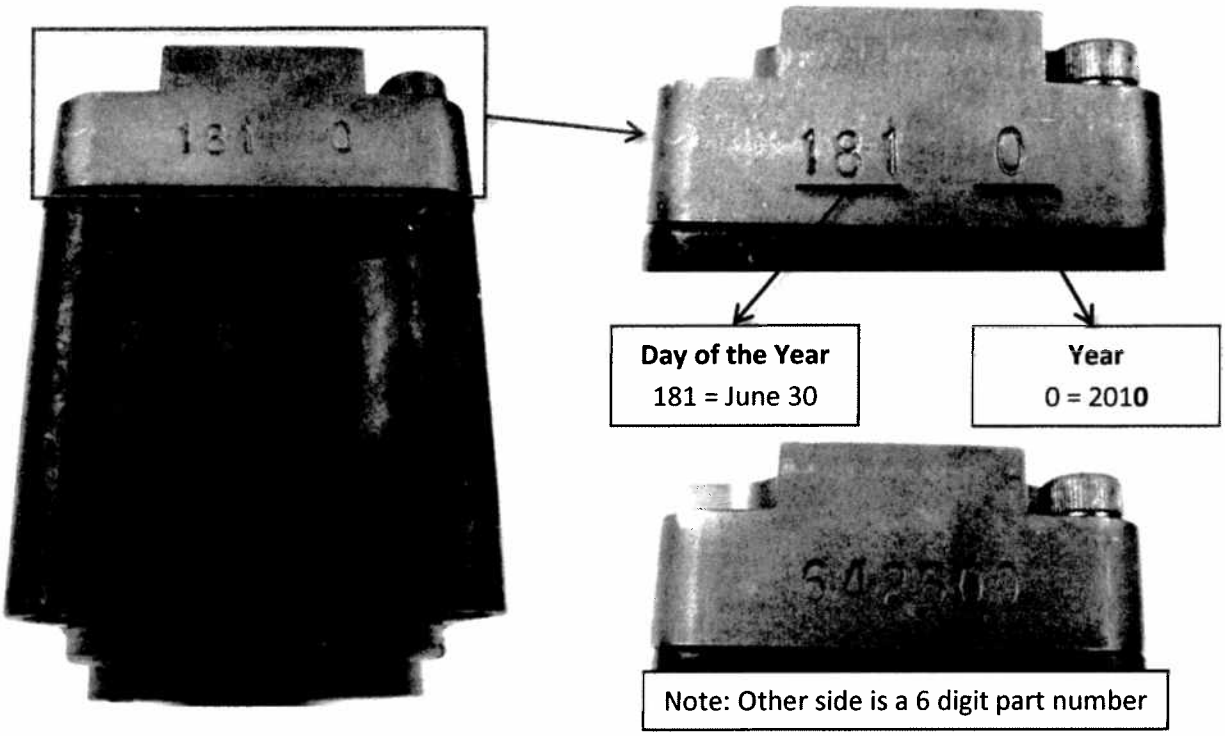
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

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April 17, 2012

Mr. Joe Gaulke
Caterpillar Paving
9401 85th Avenue North
Brooklyn Park, MN. 55445

Re: **Parker Oildyne Piston Pump Recall**

Dear Joe,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1 piston pump. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

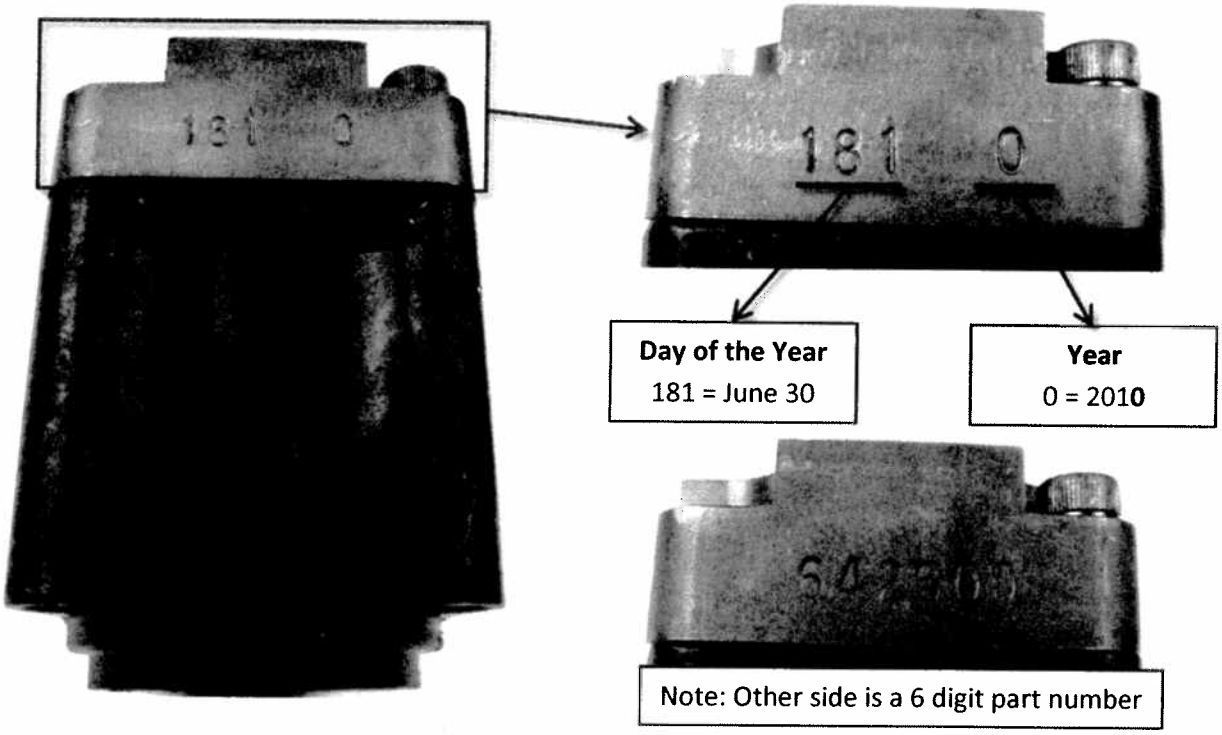
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect and replaced.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

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December 15, 2011

Mr. Dave Aubel
Dees Fluid Power
1809 Fashion Court, Suite 110
Joppa, MD. 21085

Re: **Parker Oildyne Piston Pump Recall**

Dear Dave,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 36 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

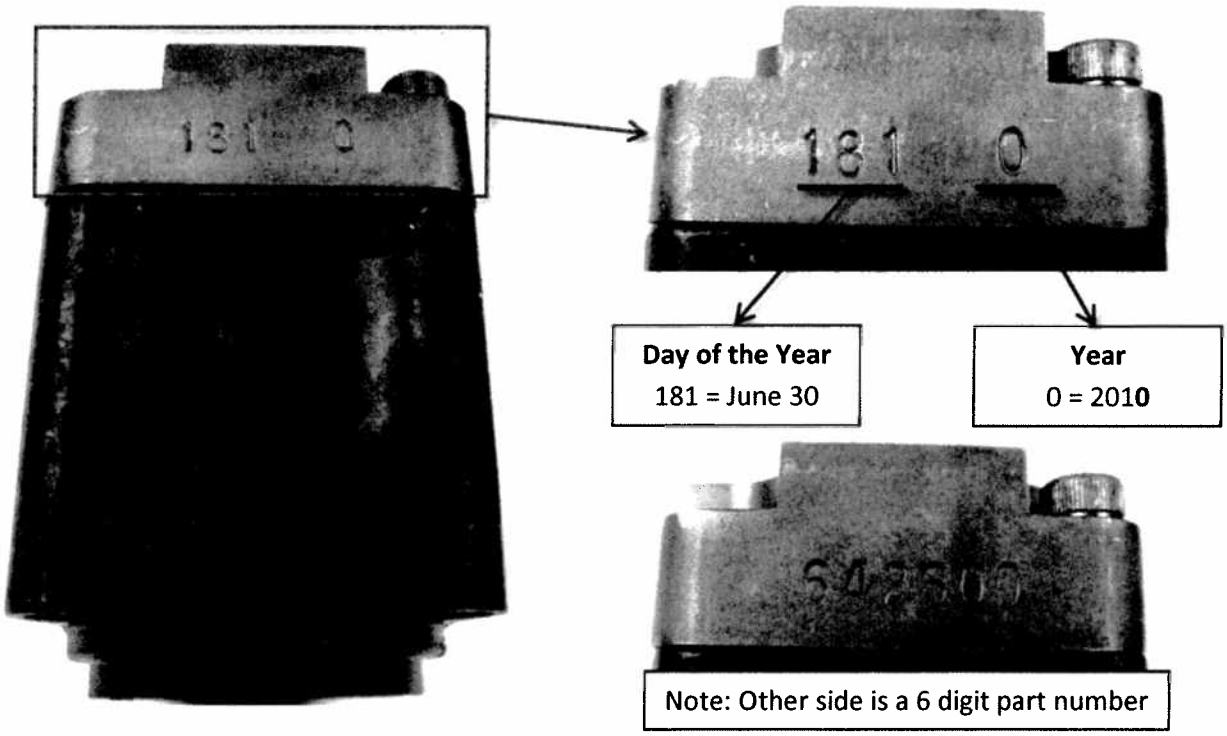
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

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December 14, 2011

Mr. Tim Meckstroth
Dexter Axle
531 South 7th Street
Albion, IN. 46701

Re: **Parker Oildyne Piston Pump Recall**

Dear Tim,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1900 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

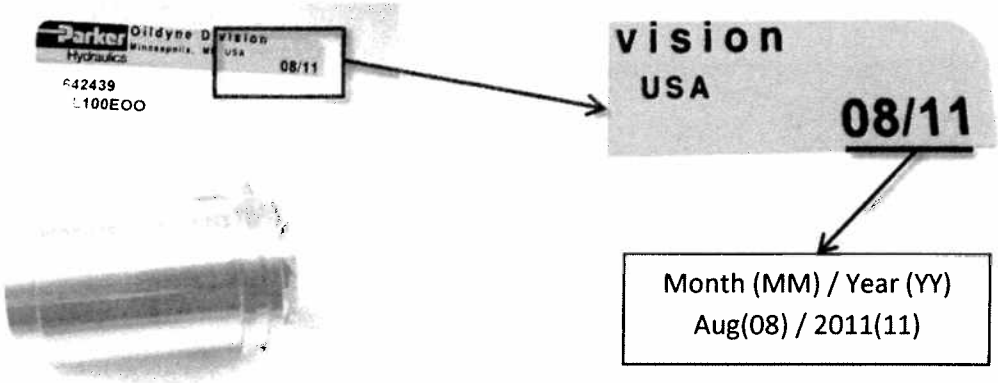
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

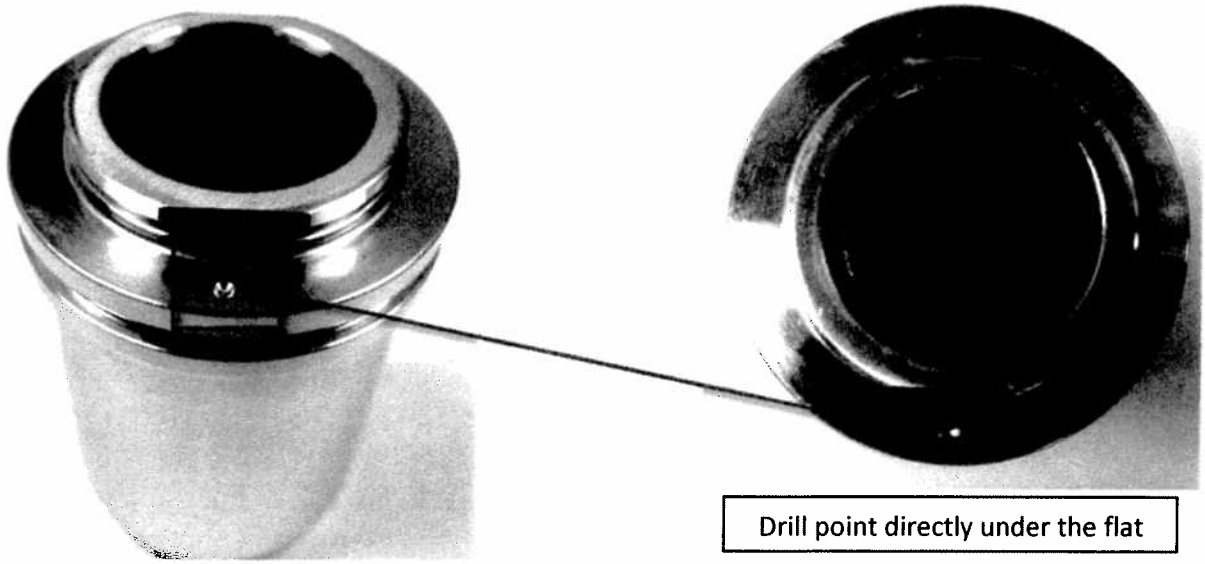
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)



Parker Hannifin Corporation
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December 14, 2011

Mr. Bruce Kadell
Garmin AT, Inc.
2345 Turner Road SE
Salem, OR. 97302

Re: **Parker Oildyne Piston Pump Recall**

Dear Bruce,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 250 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

How to Identify Suspect Piston Pump Product – 3 Piston 12/13/2011

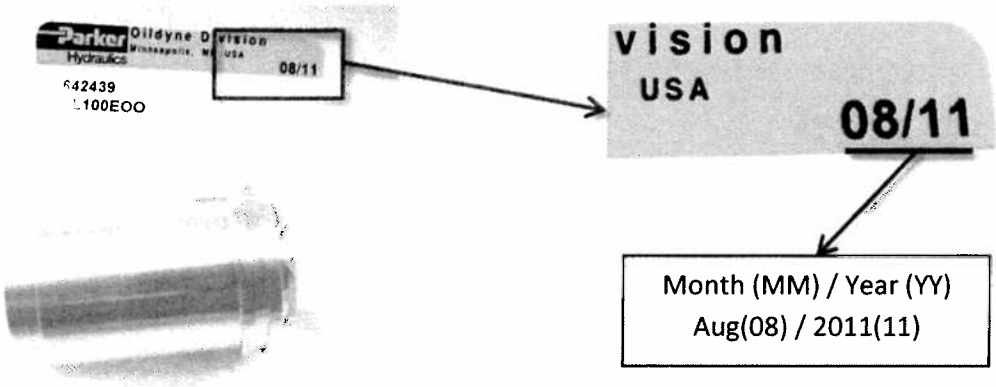
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

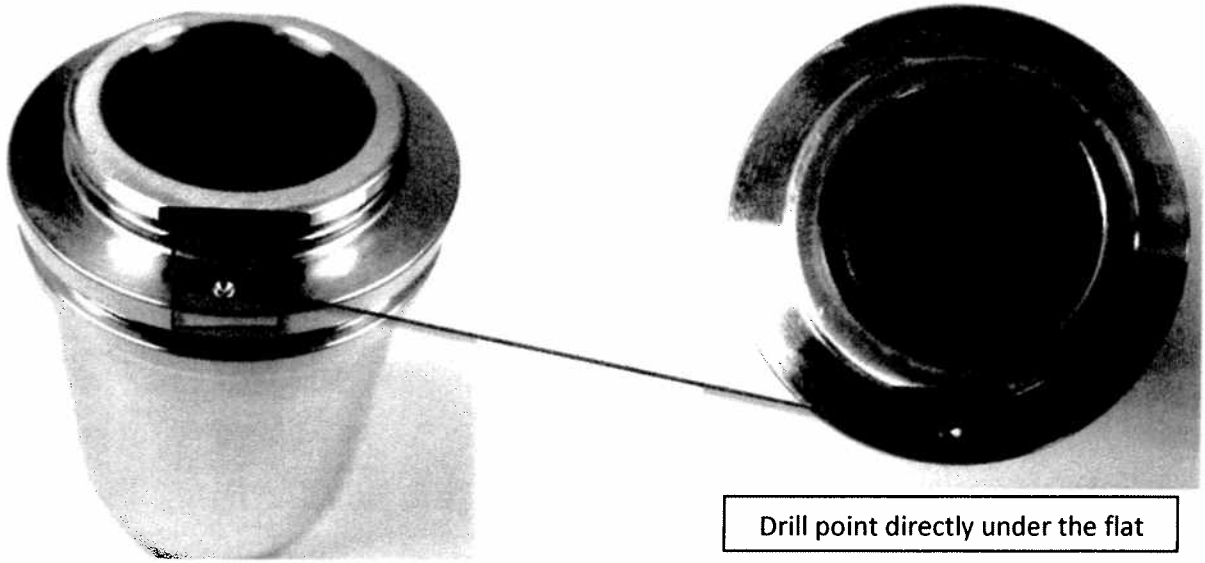
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)



Parker Hannifin Corporation
Oildyne Division
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763.533.1600
fax 763.533.0082

December 16, 2011

Mr. John Spindor
Hydradyne Hydraulics
2801 Peters Road
Harvey, LA. 70058

Re: **Parker Oildyne Piston Pump Recall**

Dear John,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 10 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

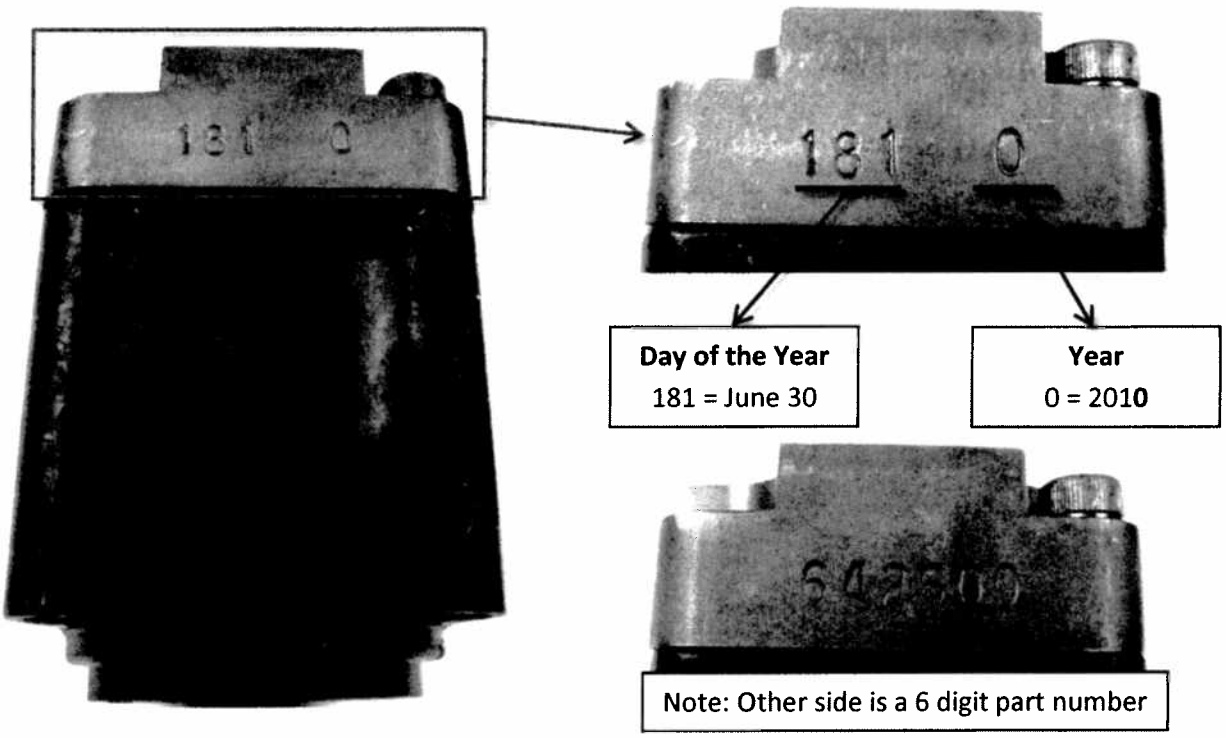
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 15, 2011

Mr. Mike Kriha
Kriha Fluid Power
2133 Cornhusker Highway
Lincoln, NE. 68521

Re: **Parker Oildyne Piston Pump Recall**

Dear Mike,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1 piston pump. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

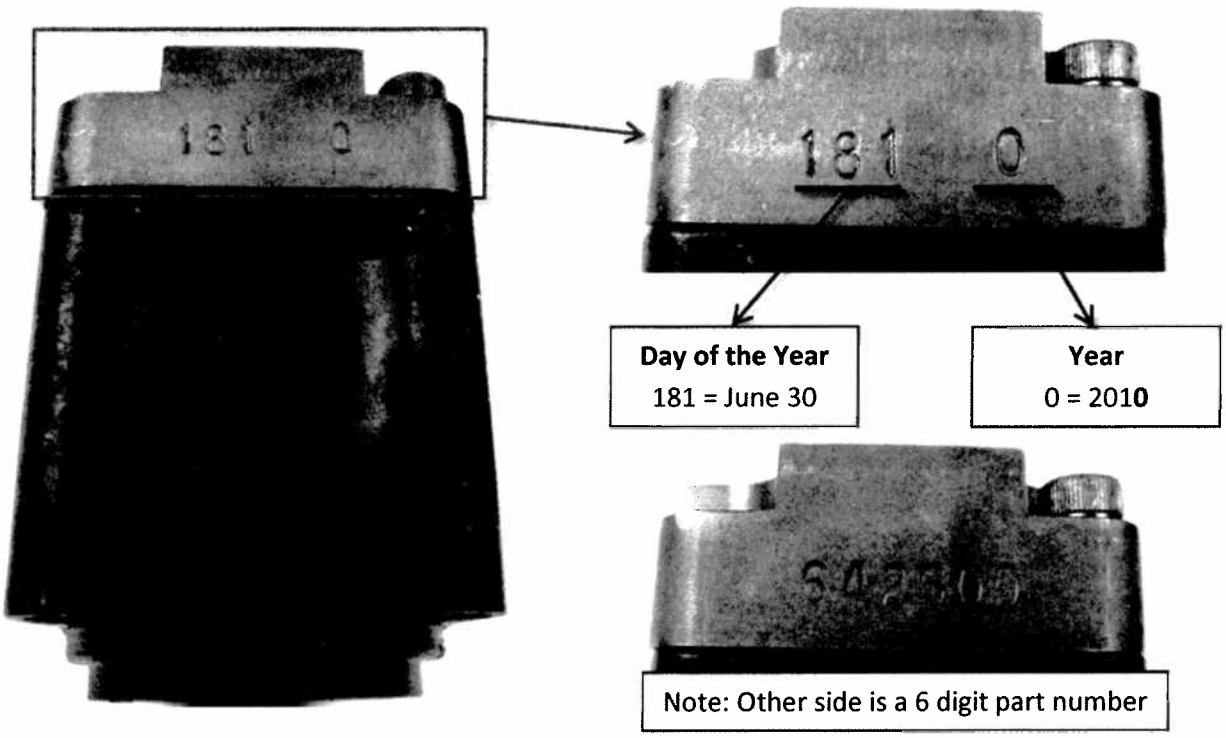
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 14, 2011

Mr. Tom Kundinger
Kundinger Fluid Power
2441 Progress Court
Neenah, WI. 54957

Re: **Parker Oildyne Piston Pump Recall**

Dear Tom,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1 piston pump. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

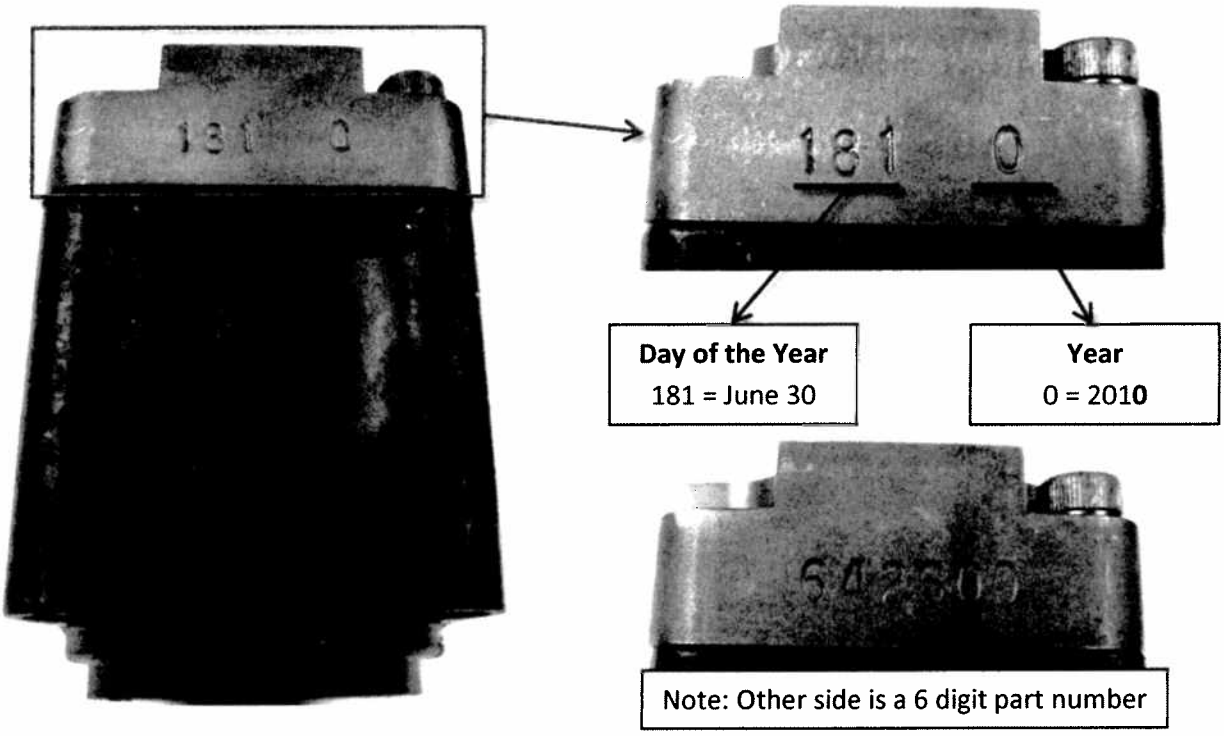
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 16, 2011

Mr. John Mitten, Jr.
Mitten Fluid Power
5960 Court Street Road
Syracuse, NY. 13206

Re: **Parker Oildyne Piston Pump Recall**

Dear John,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 2 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

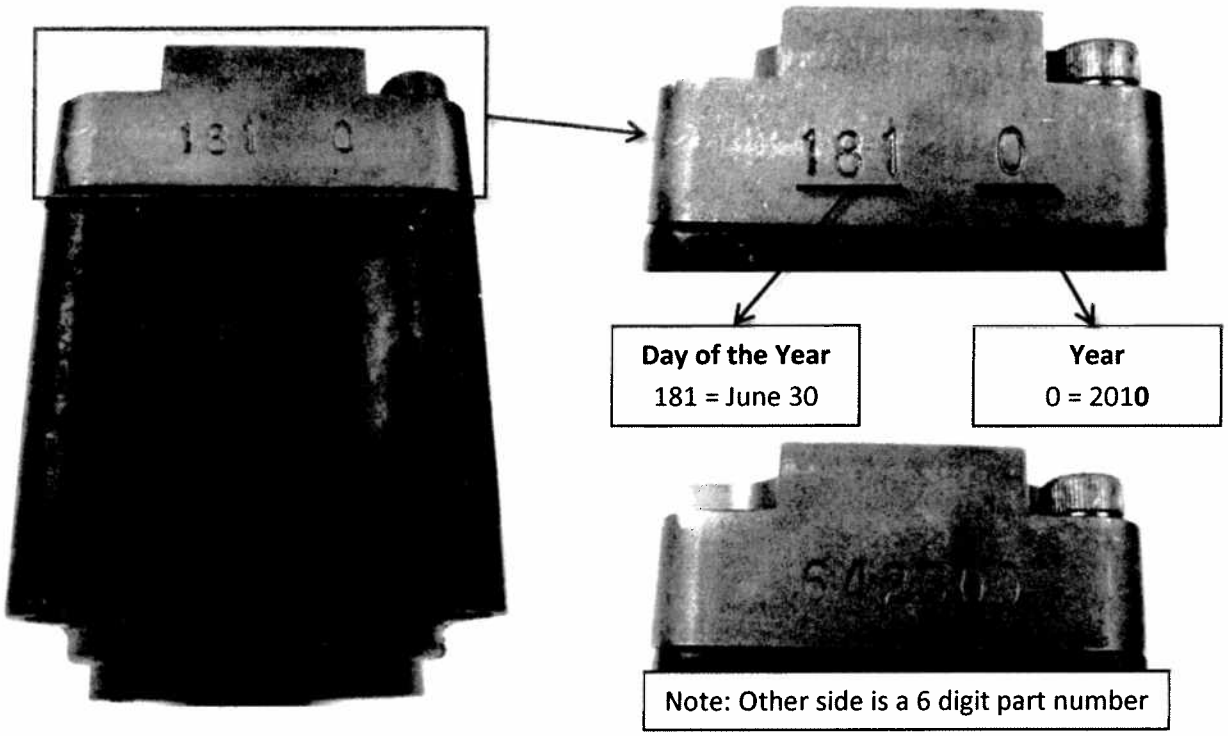
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763 533.0082

December 14, 2011

Mr. Jacques Colbert
Oshkosh Truck Corporation
2307 Oregon Street
Oshkosh, WI. 54901

Re: **Parker Oildyne Piston Pump Recall**

Dear Jacques,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 2,865 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

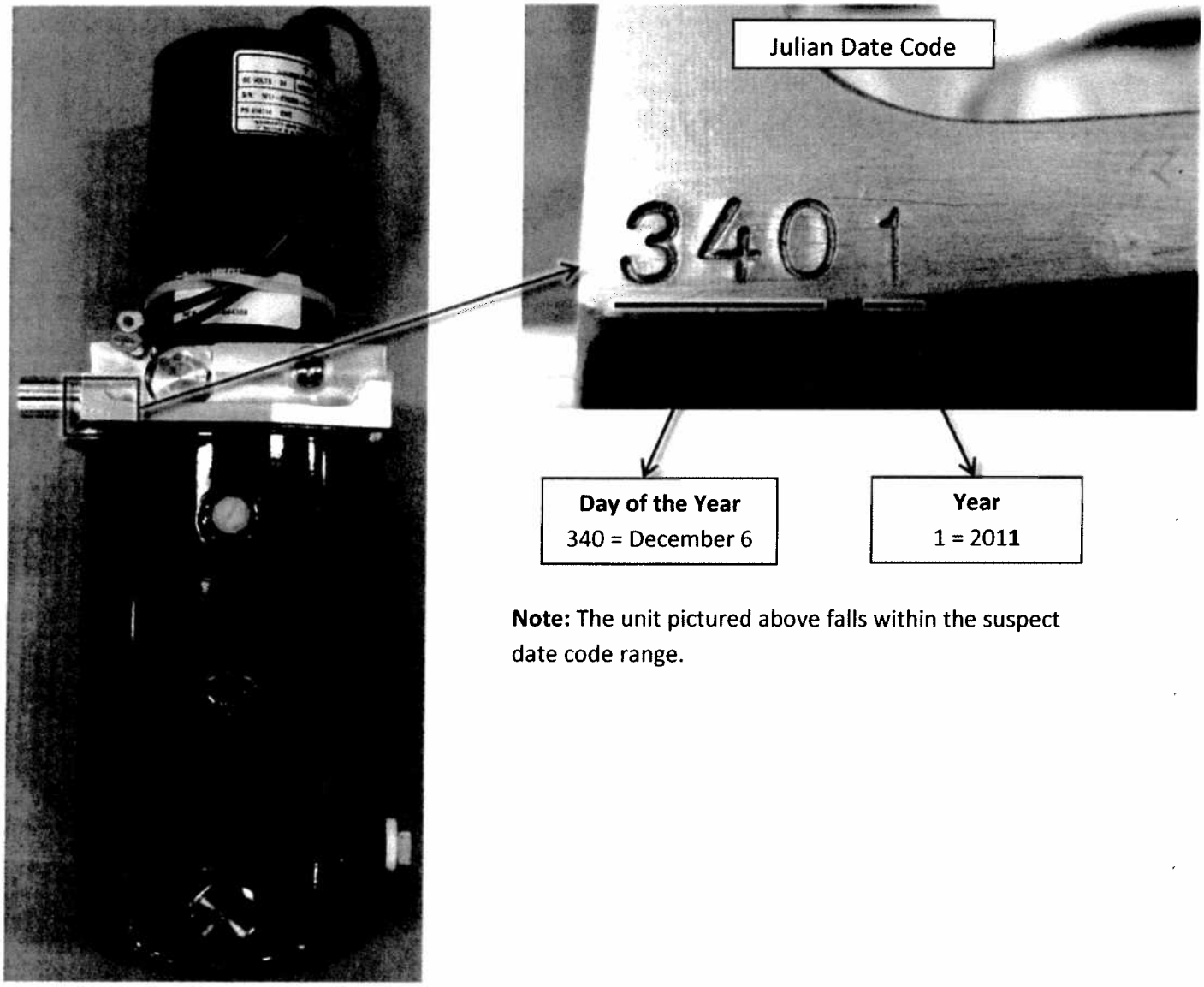
Van E. Mancuso
General Manager

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range:



Note: The unit pictured above falls within the suspect date code range.

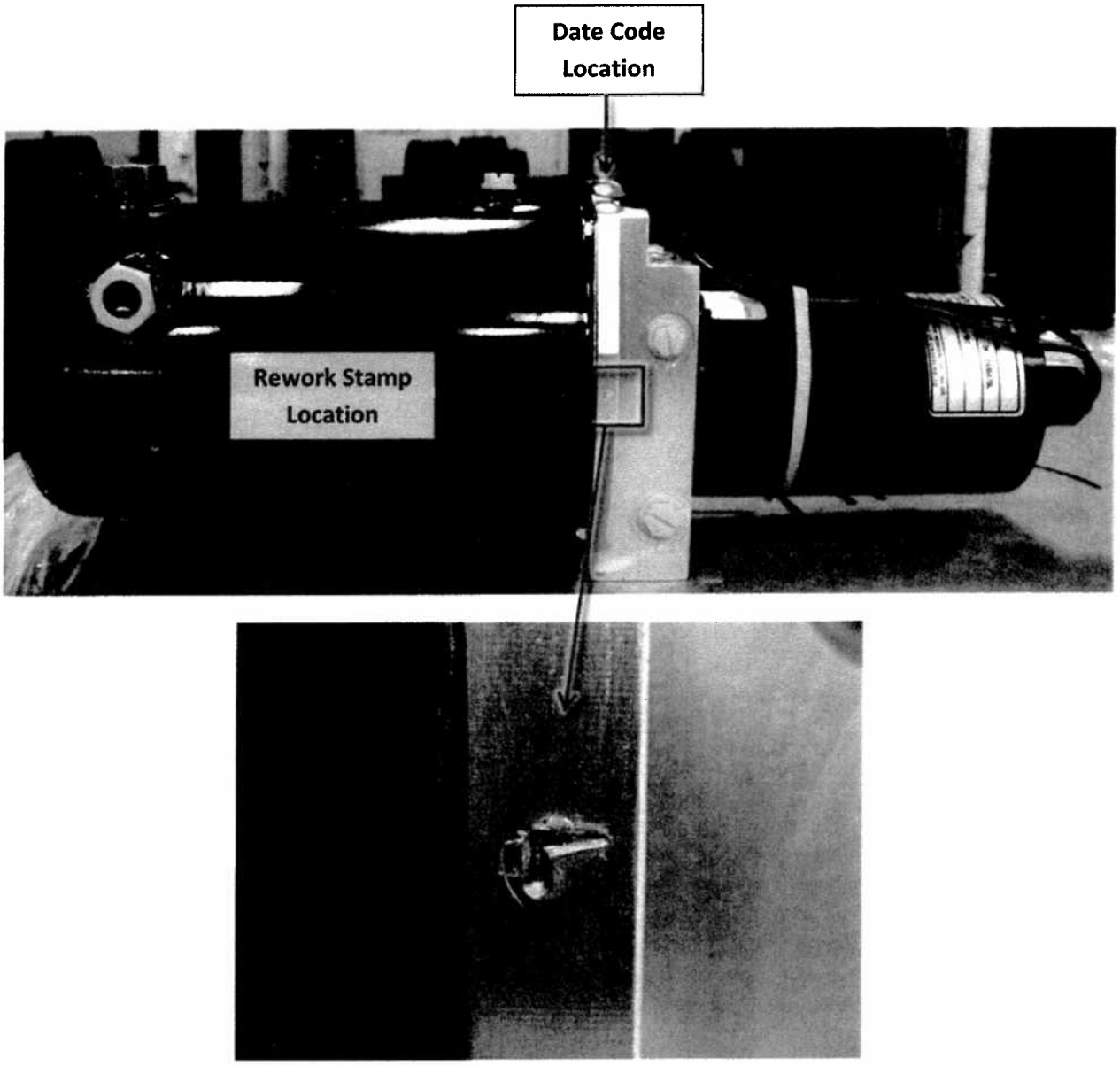
How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **348 1** = Dec 14, 2011

How reworked product will be identified: (product produced between Aug 11 and Dec 9, 2011)

All reworked product will have an additional stamp marking pictured below with an "L" character.



Note: The location of the rework identification was chosen because this side of the unit is easily visible when mounted onto the vehicle.

To: Bryan J Anderson/OIL/HYD/PARKER,
Cc:
Bcc:
Subject: Fw: Piston Pump information for Andy Lindgren - Parker Denmark and EDC (European Distribution Center)

Bryan,
Thanks for the notification information given to Parker Europe.

Van E. Mancuso
General Manager
Parker Hannifin Corp.
Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Direct Line: 763 531 3539
Cell Phone: 612 419 2485

Bryan J Anderson I combined a couple of emails here to include all... 04/18/2012 09:50:27 AM

From: Bryan J Anderson/OIL/HYD/PARKER
To: Van E Mancuso/OIL/HYD/PARKER@PARKER
Date: 04/18/2012 09:50 AM
Subject: Piston Pump information for Andy Lindgren CLDE

I combined a couple of emails here to include all the notifications.

Let me know if you need something more.

Regards,

Bryan J. Anderson
Marketing Product Manager
Parker Hannifin Corporation
Oildyne Division
direct 763 531 3513
cell 763 229 7859
fax 763 535 6483
bjanderson@parker.com
www.parker.com

----- Forwarded by Bryan J Anderson/OIL/HYD/PARKER on 04/18/2012 09:18 AM -----

From: Bryan J Anderson/OIL/HYD/PARKER
To: Andrew Lindgren/CYL_WAT03/HYD/EUR/PARKER@PARKER
Cc: Van E Mancuso/OIL/HYD/PARKER@PARKER, Jeff Dagen/OIL/HYD/PARKER@PARKER, Ted P Kostek/OIL/HYD/PARKER@PARKER
Date: 12/14/2011 03:36 PM
Subject: Re: Fw: Oildyne Miniature Piston Pumps and Cartridge Pumps

Hi Andy: Garth Aakre is our Quality Engineer for this product. Our Engineering people are evaluating the information from your customer below.

In the meantime, here are the documents were are sending to our piston pump customers regarding the

heat treat problems. The letters will be customized based on the customer name, products shipped, etc., but I wanted you to see how we're dealing with this issue.

Thanks,

[attachment "Piston Pump Recall.Dec2011.doc" deleted by Van E Mancuso/OIL/HYD/PARKER] [attachment "How to Identify Suspect Pumps 3 Piston.docx" deleted by Van E Mancuso/OIL/HYD/PARKER] [attachment "How to Identify Suspect Pumps 5 Piston.docx" deleted by Van E Mancuso/OIL/HYD/PARKER]

Regards,

Bryan J. Anderson
Marketing Product Manager
Parker Hannifin Corporation
Oildyne Division
direct 763 531 3513
cell 763 229 7859
fax 763 535 6483
bjanderson@parker.com
www.parker.com

Andrew Lindgren Hi Thomas Hope you are well and ready for Christmas 14-12-2011 11:55:24

From:	Andrew Lindgren/CYL_WAT03/HYD/EUR/PARKER
To:	Thomas Ravn Pedersen/DEN10/TSN/EUR/PARKER@PARKER
Date:	14-12-2011 11:55
Subject:	Fw: Oildyne Miniature Piston Pumps and Cartridge Pumps

Hi Thomas

Hope you are well and ready for Christmas.

I have been given some potentially serious news by Oildyne regarding the recent "Lifeboat" project we worked on!
It would appear that a quality issue has come to light regarding the Pumps we supplied.

We have become aware of a manufacturing problem with our 3 and 5 piston pumps which may cause them to prematurely fail. We have determined that one of our suppliers missed a required heat treating process to the piston slippers. Testing has confirmed that root cause is the soft slipper material. While customers will most likely not see immediate failures, our testing indicates that product life will be significantly diminished.

The affected date range of product is August 11 to December 9, 2011. We ask that you quarantine all pumps that you may still have in your inventory within this date range. Our intention is to replace all the pumps you have received from us within the affected date range so that you can replace these units in the field.

Our records show that during this date range we have shipped product to Parker Denmark (probably for the life boat application) as well as to EDCN. We'll have more information for you in the next day or two but could you please contact these customers and ask them to quarantine the pumps right away?

Could you or your Quality Manager let me know if you have any of the affected pumps either in stock or shipped to the customer, the date range is quite tight so it may be that you do not have any of the affected units

I am awaiting further information and have asked for part numbers so that we can help you identify any units.

Regards

Andy

Andy Lindgren
Product Manager
Industrial, Distribution & Power Generation
Cylinders & Oildyne Products
Cylinder Division Europe
Parker Hannifin Manufacturing Limited
Direct Phone 00 44 (0) 1923 492053
Direct Fax 00 44 (0) 1923 248557
Mobile 00 44 (0)7974 237082

Warning
FAILURE OR IMPROPER SELECTION OR IMPROPER USE OF THE PRODUCTS DESCRIBED HEREIN OR RELATED ITEMS CAN CAUSE DEATH, PERSONAL INJURY AND PROPERTY DAMAGE. This document and other information from Parker-Hannifin Corporation, its subsidiaries and authorized distributors provide product or system options for further investigation by users having technical expertise. The user, through its own analysis and testing, is solely responsible for making the final selection of the system and components and assuring that all performance, endurance, maintenance, safety and warning requirements of the application are met. The user must analyse all aspects of the application, follow applicable industry standards, and follow the information concerning the product in the current product catalogue and in any other materials provided from Parker or its subsidiaries or authorized distributors. To the extent that Parker or its subsidiaries or authorized distributors provide component or system options based upon data or specifications provided by the user, the user is responsible for determining that such data and specifications are suitable and sufficient for all applications and reasonably foreseeable uses of the components or systems.
Offer of Sale
Please contact your local Parker representative for a detailed offer of sale.

Hi Andy: The pumps on the AS90 were all made prior to this heat treat issue of the piston slippers. The pumps appear to be in good shape on the AS90, we're not sure why the motors are having issues.

Thanks again for your help on this quarantine.

Regards,

Bryan J. Anderson
Marketing Product Manager
Parker Hannifin Corporation
Oildyne Division
direct 763 531 3513
cell 763 229 7859
fax 763 535 6483
bjanderson@parker.com
www.parker.com

Bryan J Anderson Hi Andy: I wanted to give you a heads up on some pi... 12/12/2011 22:39:40

I engineer success. I am Parker.

Bryan J Anderson/OIL/HYD/PARKER

12/12/2011 22:38

To: Andrew Lindgren/CYL_WAT03/HYD/EUR/PARKER@PARKER
cc: Jeff Dagen/OIL/HYD/PARKER@PARKER, Van E Mancuso/OIL/HYD/PARKER@PARKER, Ted P Kostek/OIL/HYD/PARKER@PARKER
Subject: Oildyne Miniature Piston Pumps and Cartridge Pumps

Hi Andy: I wanted to give you a heads up on some piston pump issues.

We have become aware of a manufacturing problem with our 3 and 5 piston pumps which may cause them to prematurely fail. We have determined that one of our suppliers missed a required heat treating process to the piston slippers. Testing has confirmed that root cause is the soft slipper material. While customers will most likely not see immediate failures, our testing indicates that product life will be significantly diminished.

The affected date range of product is August 11 to December 9, 2011. We ask that you quarantine all pumps that you may still have in your inventory within this date range. Our intention is to replace all the pumps you have received from us within the affected date range so that you can replace these units in the field.

Our records show that during this date range we have shipped product to Parker Denmark (probably for the life boat application) as well as to EDCN. We'll have more information for you in the next day or two but could you please contact these customers and ask them to quarantine the pumps right away?

We appreciate your help with this.

Thanks,

Regards,

Bryan J. Anderson
Marketing Product Manager
Parker Hannifin Corporation
Oildyne Division
direct 763 531 3513
cell 763 229 7859
fax 763 535 6483
bjanderson@parker.com
www.parker.com

December 14, 2011

Mr. John Smith
XYZ Company
1234 State Street
Minneapolis, MN 12345

Re: **Parker Oildyne Piston Pump Recall**

Dear ,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of ### piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

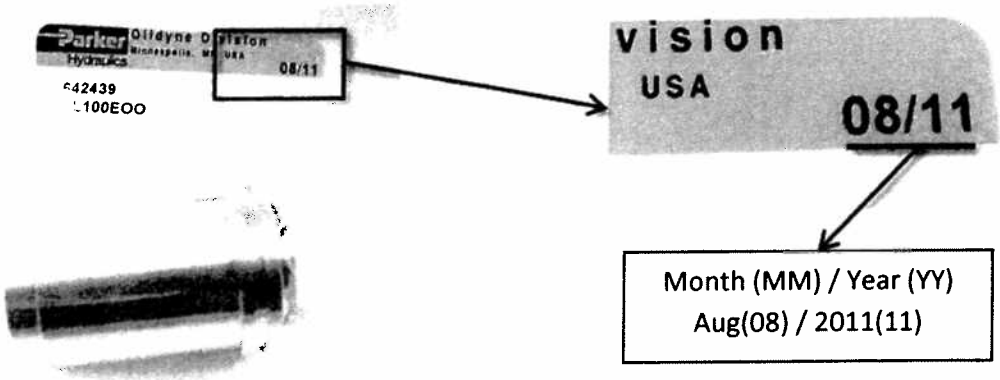
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect and replaced.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

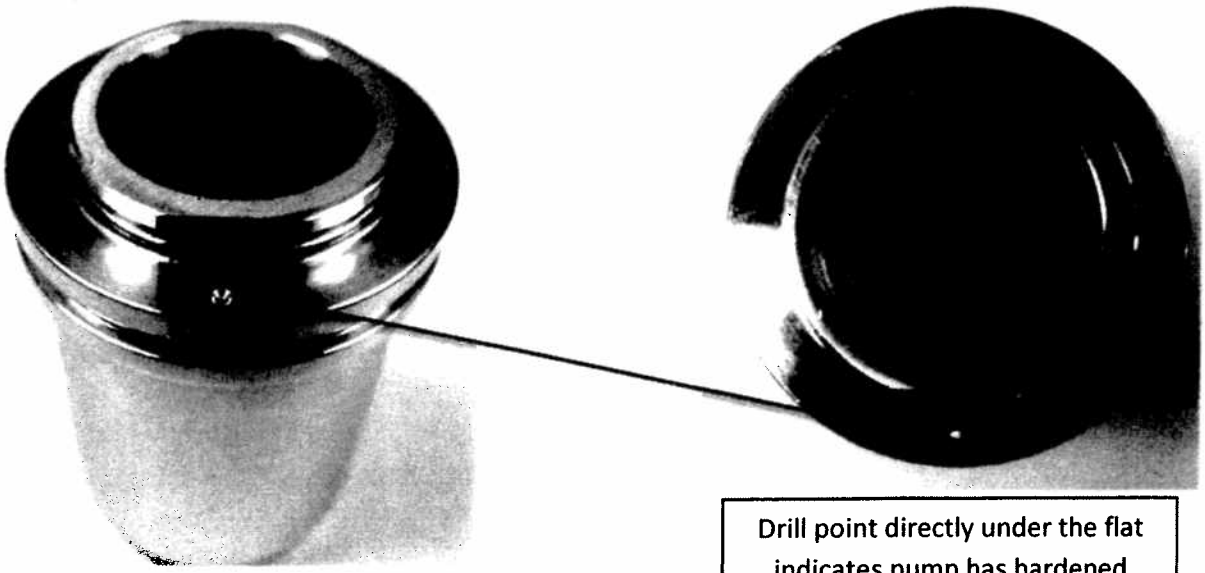
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

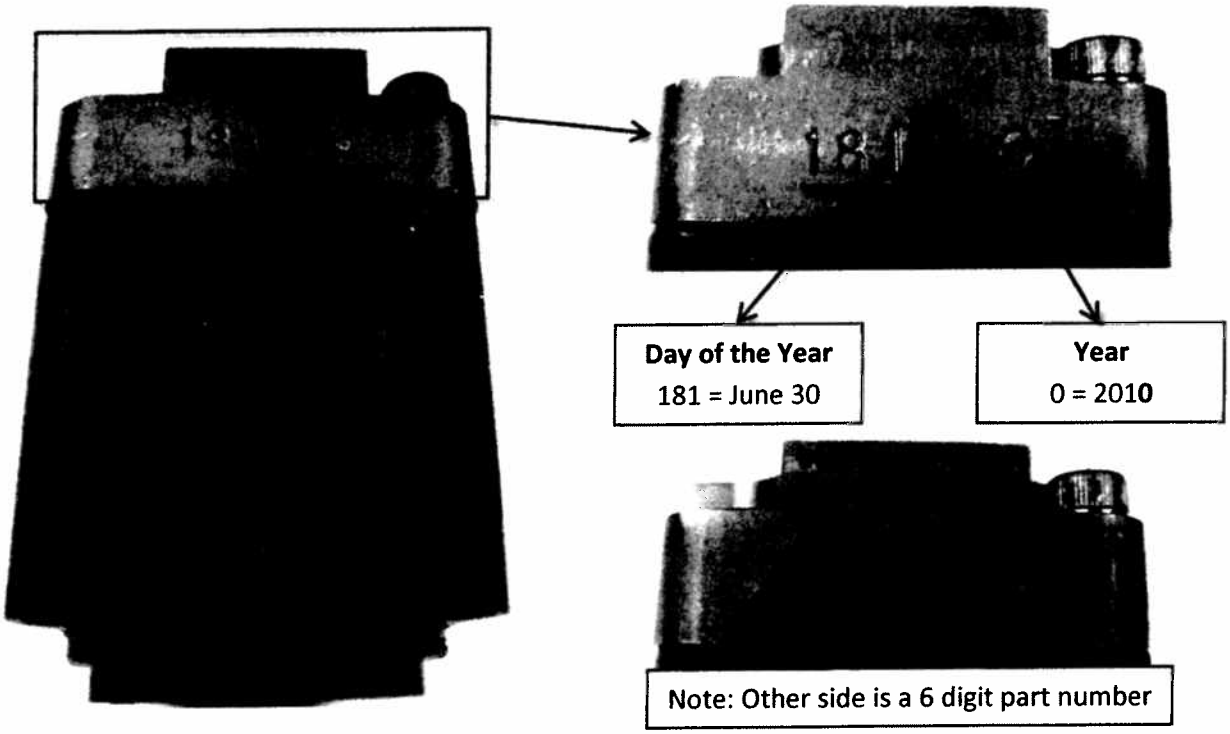


Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect and replaced.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 Hwy 169 North
New Hope, MN 55428

Phone 763 533 1600
Fax 763 533 0082

December 15, 2011

TO: Parker Japan

Re: **Parker Oildyne Piston Pump Recall**

Dear Hajime Koeda,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 11 piston pumps, part numbers, 645924, 647306, 642396 and 645966. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

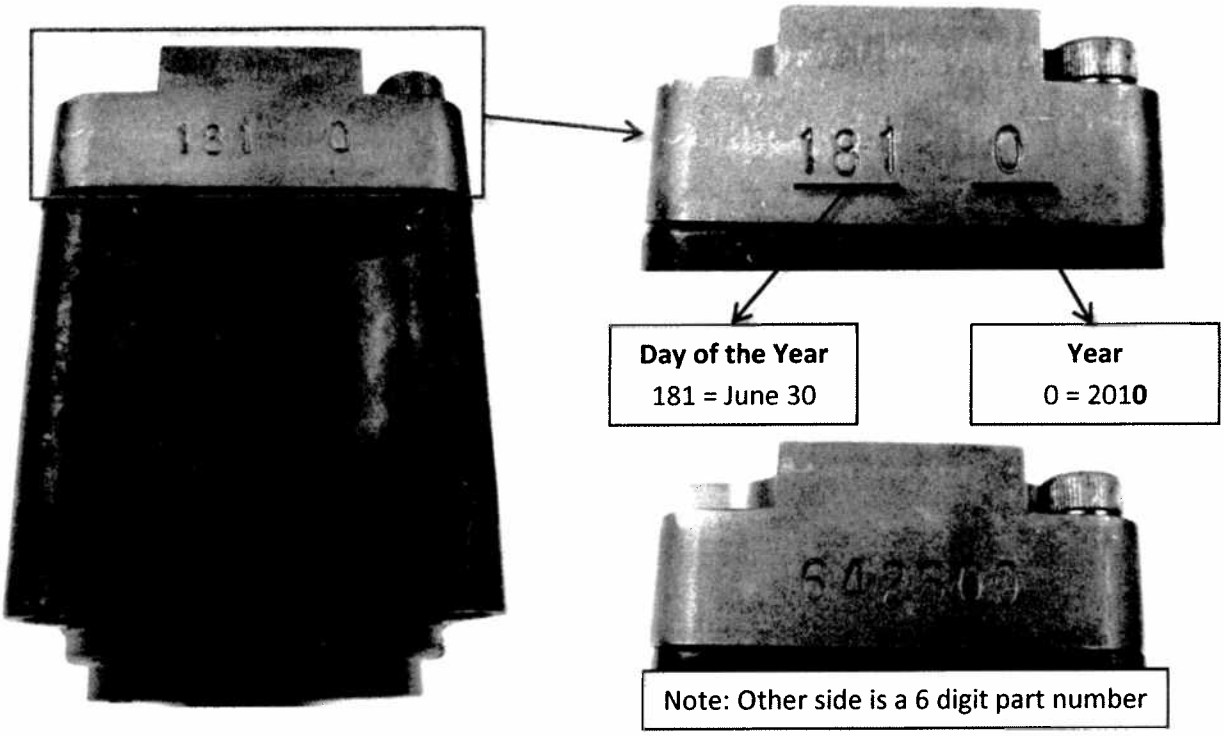
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 Hwy 169 North
New Hope, MN 55428

Phone 763 533 1600
Fax 763 533 0082

December 15, 2011

TO: PARKER CANADA

Re: **Parker Oildyne Piston Pump Recall**

Dear Marc Moreau:
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you, at Milton, a total of 1 piston pump, part number 642008. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

How to Identify Suspect Piston Pump Product – 5 Piston

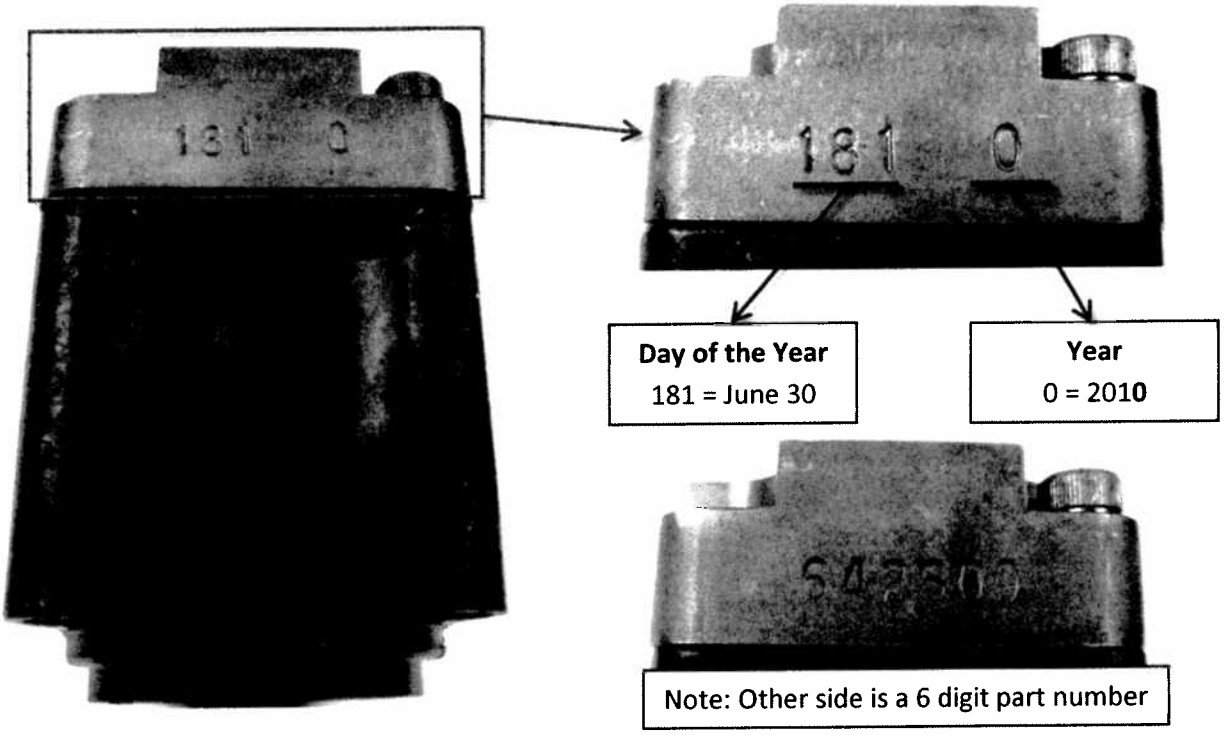
12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 16, 2011

Mr. Bill Lukes
Ritter Technology, LLC.
8610 Hawthorne Drive
Erie, PA. 16509

Re: **Parker Oildyne Piston Pump Recall**

Dear Bill,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 33 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

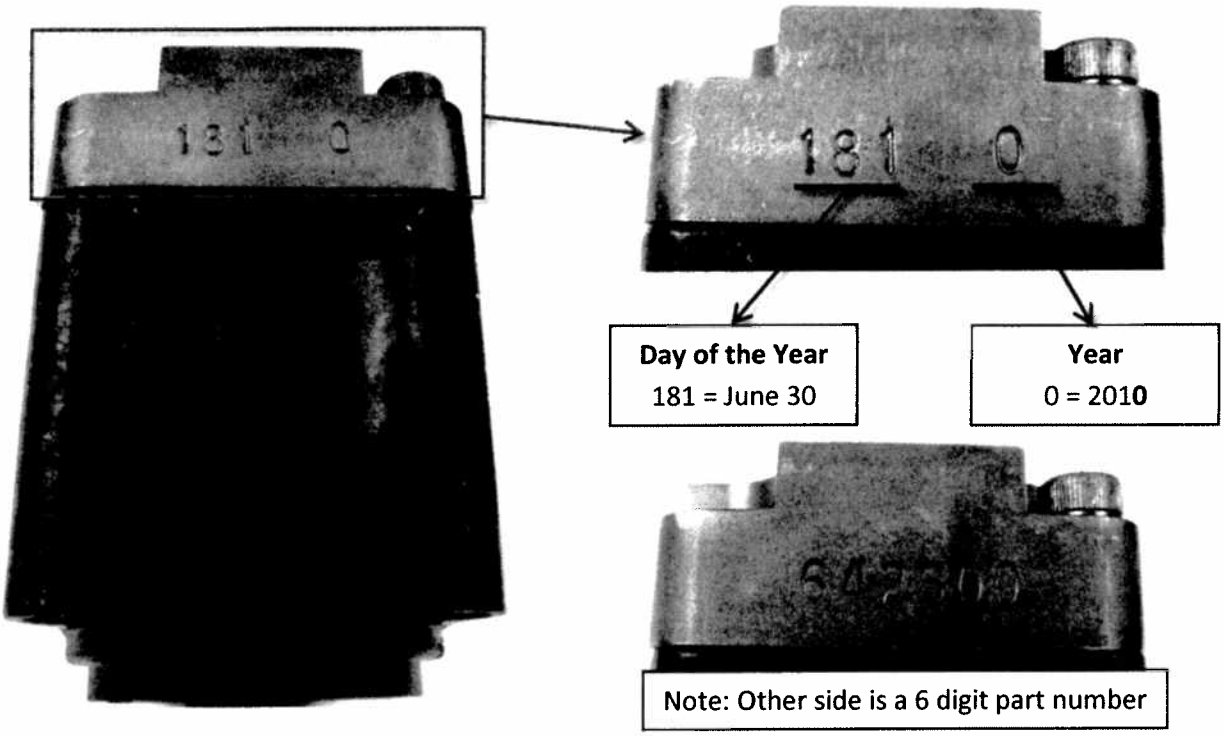
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 16, 2011

Mr. Randy Scott
Scott Industrial
4433 Interpoint Boulevard
Dayton, OH. 45401

Re: **Parker Oildyne Piston Pump Recall**

Dear Randy,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 4 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

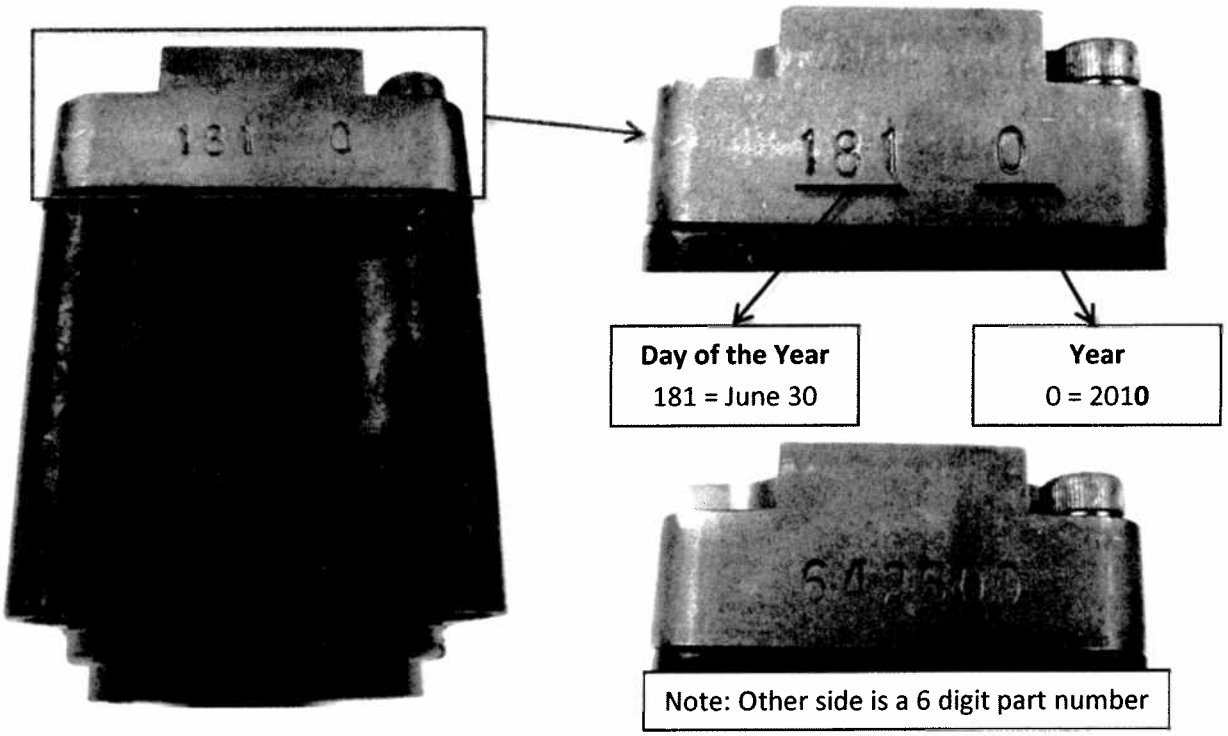
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 Hwy 169 North
New Hope, MN 55428

Phone 763 533 1600
Fax 763 533 0082

December 15, 2011

TO: PARKER TAIYO

Re: **Parker Oildyne Piston Pump Recall**

Dear Richard Pelz:
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 4 piston pumps, part numbers, 645579 and 647292. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

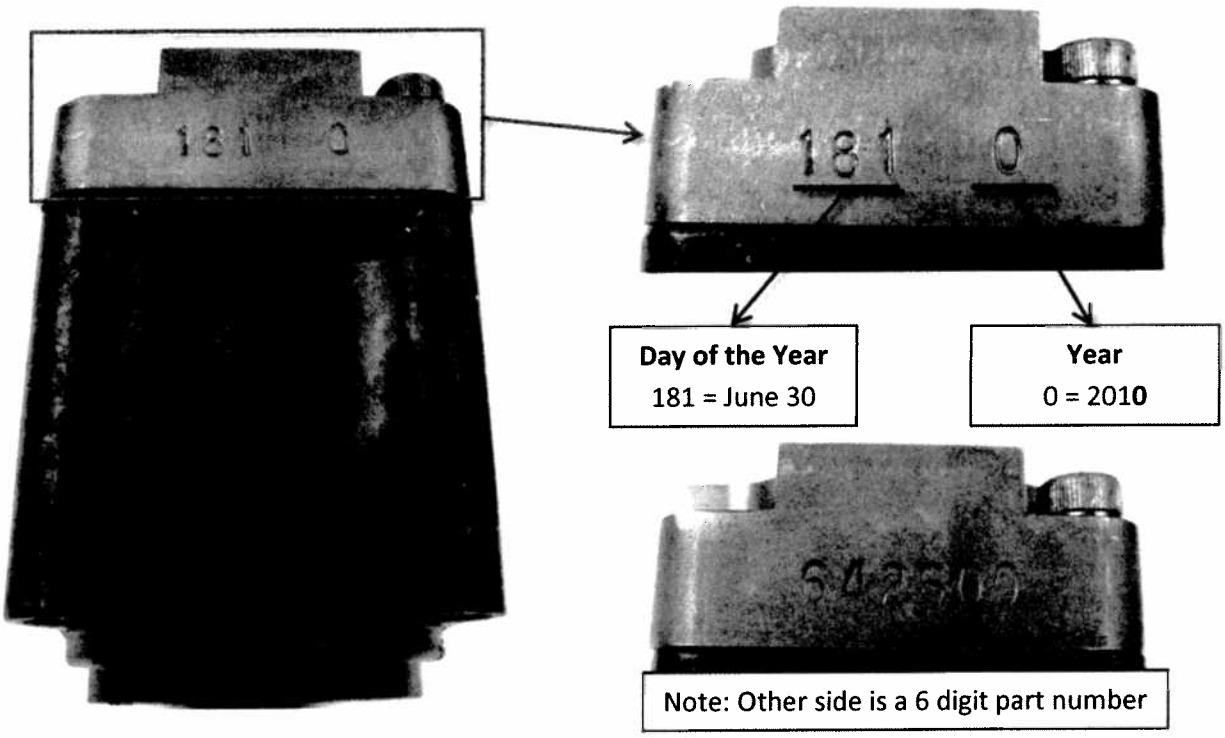
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 16, 2011

Mr. Carey Rhoten
The Hope Group
70 Bearfoot Road
Northboro, MA. 01532

Re: **Parker Oildyne Piston Pump Recall**

Dear Carey,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 3 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

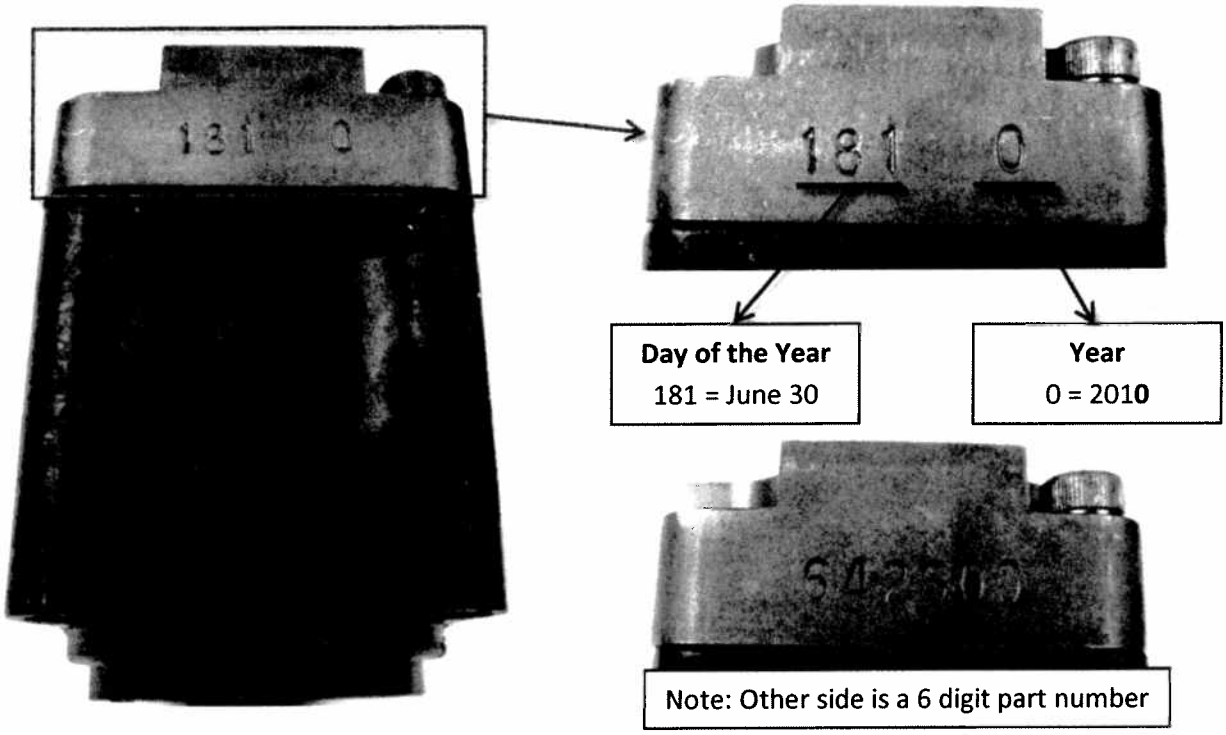
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

How to Identify Suspect Piston Pump Product – 3 Piston 12/13/2011

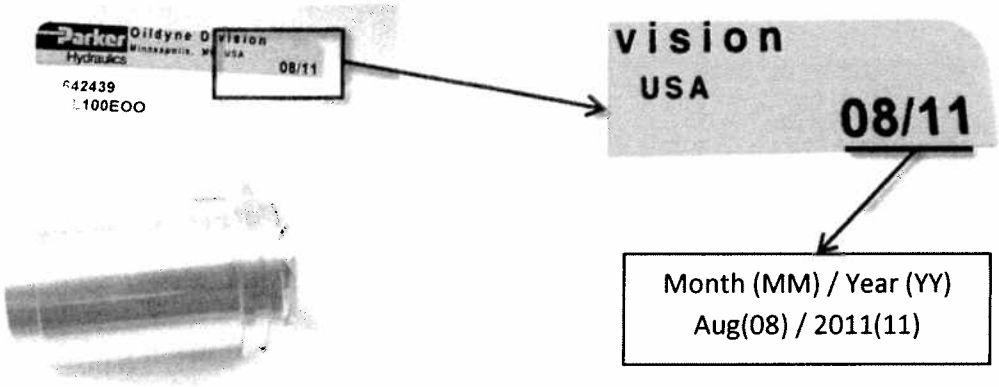
Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code	Label Code
Start	August 11, 2011	223 1	08/11
End	December 9, 2011	343 1	12/11

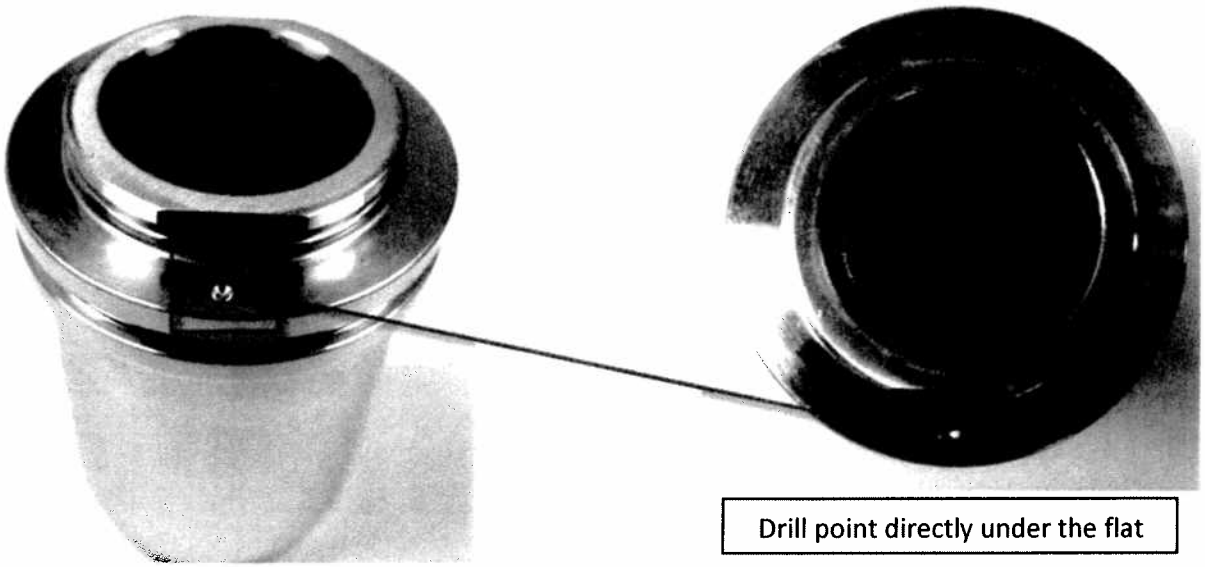
How to determine if product falls within suspect date code range

Product does not get Julian date coded. Reference the date on the label.



Note: The piston pump pictured above would fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)



Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 14, 2011

Mr. James Grasso
Titan Distribution, Inc.
2345 East Market Street
Des Moines, IA. 50317

Re: **Parker Oildyne Piston Pump Recall**

Dear James,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 800 piston pumps. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

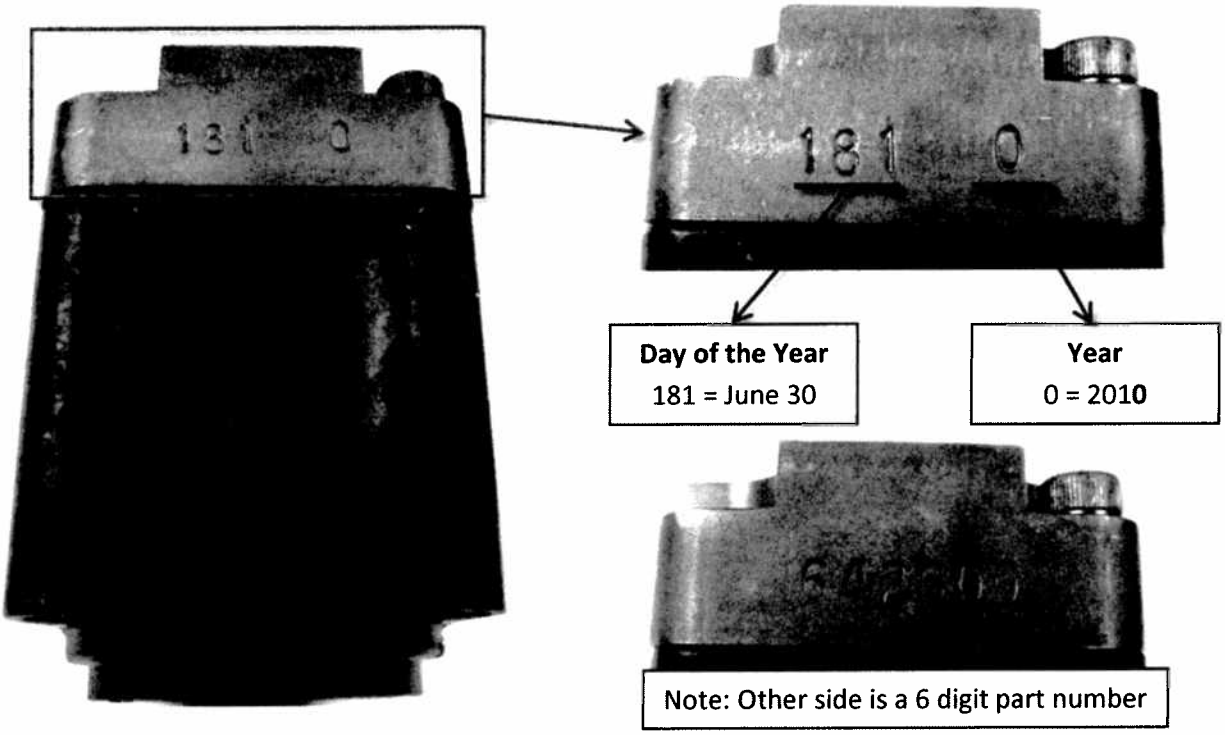
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)

Parker Hannifin Corporation
Oildyne Division
5520 North Highway 169
New Hope, MN 55428-3602 USA

763.533.1600
fax 763.533.0082

December 16, 2011

Mr. Doug Wissman
Triad Technologies
985 Falls Creek Drive
Vandailia, OH. 45377

Re: **Parker Oildyne Piston Pump Recall**

Dear Doug,
This letter is to notify you of a problem with the 3 and 5 piston pumps manufactured by Parker Oildyne. Our supplier of the piston slippers missed a heat treating process resulting in soft material being used. Our testing indicates that pump failure will not be immediate but rather product life could be diminished significantly depending on the application. Testing has confirmed root cause to be the missing heat treat process. Our goal is to replace all suspect pumps in an expeditious manner.

We are asking that you immediately quarantine all piston pumps shipped from Parker Oildyne between the dates of August 11, 2011 and December 9, 2011. Our records indicate that in that time frame Parker Oildyne has shipped to you a total of 1 piston pump. Product that has made it to the field should be replaced as soon as possible. An informational sheet pertaining to product identification is enclosed.

Jeff Dagen has been designated as the point person for this recall. He will be contacting you soon to follow up and discuss your specific situation. In the meantime please feel free to contact Jeff or myself. Jeff's contact information follows:

Jeff Dagen
Parker Hannifin Corp., Oildyne Division
5520 North Hwy 169
Minneapolis, MN 55428

Phone: 763-531-3505
Email: jdagen@parker.com

We apologize for any inconvenience this situation may cause you. Please be assured that our goal is to rectify this matter as soon as possible with the minimum amount of disruption for you.

Sincerely yours,

Van E. Mancuso
General Manager

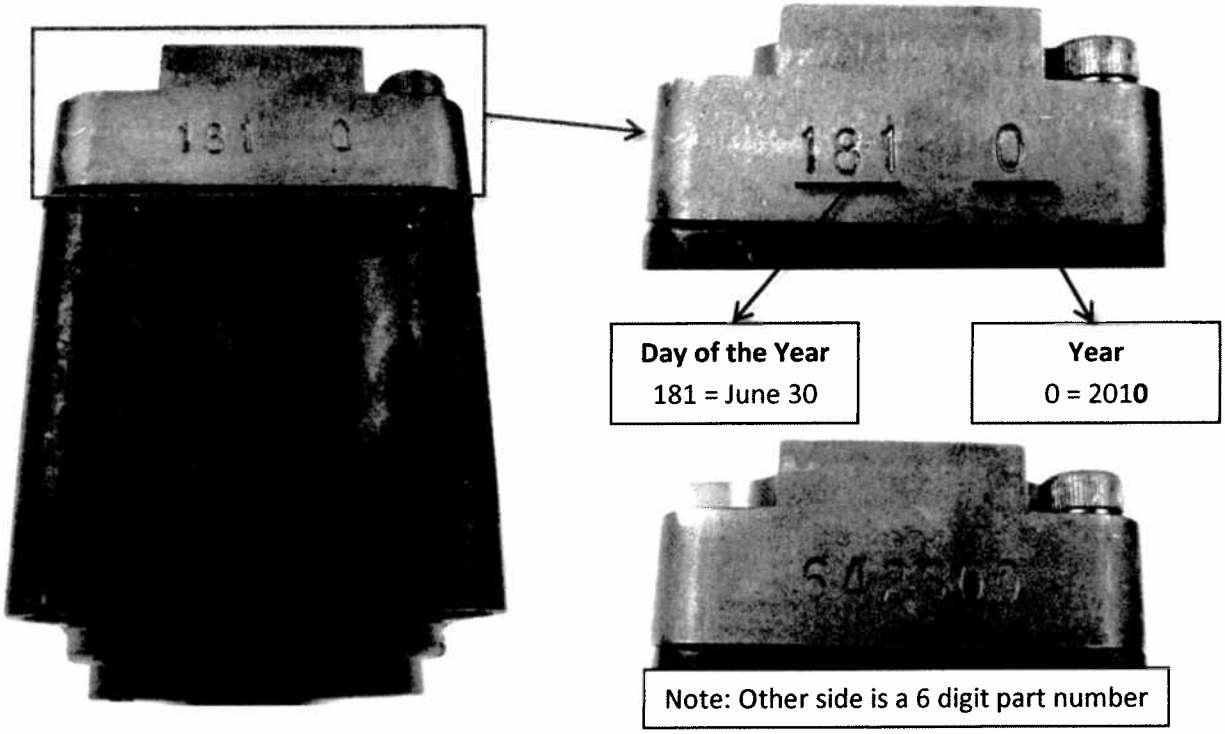
How to Identify Suspect Piston Pump Product – 5 Piston 12/13/2011

Suspect date range

Any product produced between Aug 11 and Dec 9 2011 should be considered suspect.

Range	Date	Julian Date Code
Start	August 11, 2011	223 1
End	December 9, 2011	343 1

How to determine if product falls within suspect date code range (cast iron or aluminum body pumps)



Note: The cast iron piston pump pictured above would NOT fall within the suspect date code range.

How product will be identified going forward: (product produced after Dec 9, 2011)

All product produced after Dec 9, 2011 will have a date code beyond the suspect range.

Ex: **3471** = Dec 13, 2011 (unit produced after suspect date range)