
Glider Service Bulletin

Bulletin Number:

Date: February 19, 2024

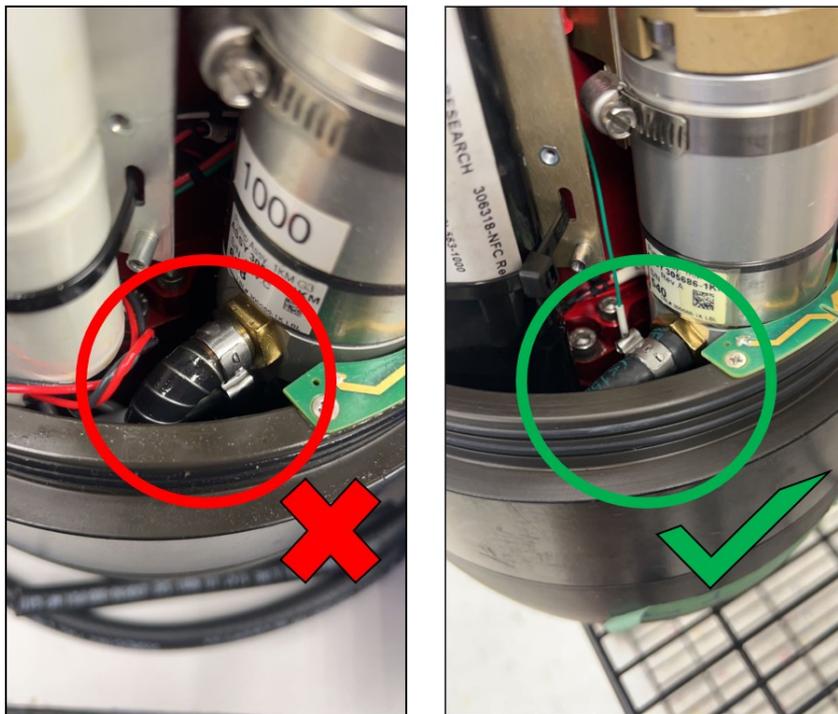
To: Slocum Glider Owners

Topic: Potential Oil Leak in the Forward Pump Section over time

BACKGROUND:

Teledyne Webb Research is notifying customers that G3 and G3s Deep Pump assemblies (1000m or 350m rated) belonging to gliders from serial number 627 through 1001 may have vacuum tubing installed that has a material incompatibility with the syndraulic oil used in the pumps. The incompatibility may cause the tubing to become brittle over time creating a leak potential. Shallow pump assemblies (200m, 100m, and 50m rated) are not affected by this issue.

To determine if your pump requires a tubing replacement, please refer to the figure below. The older, incompatible tubing is clear with a silver spiral wrapping around the outside. The newer, correct tubing is solid matte black.



Incorrect tubing (Left) is clear with silver spiral. Correct tubing (Right) is solid matte black.



RECOMMENDATION:

If your unit has not had the tubing replaced during a routine or 1000M/20K PM Forward Pump Service conducted after April of 2022, your unit should be scheduled in for service. The tubing replacement will be conducted under warranty or concession at no cost for the service. If you are also due or overdue for a 20K Pump service, you can take advantage of this opportunity to have the service completed at the same time.

Option 1: Tubing replacement only = No cost

Option 2: Full 20K PM service for Deep Pump Assemblies = \$500 (normally a \$2100 service cost) – this will include the replacement of your tubing plus the replacement of the External Nose Bladder

SCHEDULING TUBING MAINTENANCE:

To accommodate the large volume of Deep Pump assemblies without impacting customer mission timing requirements, Teledyne requests that customers affected by the tubing issue schedule their maintenance using the site below:

<https://www.teledynemarine.com/webb-research/special-rma>

This form allows Teledyne to prioritize these returns to minimize turnaround time. We will do our best to accommodate requested return times but that will depend on the number of returns surrounding the requested date. At this time, we estimate a 3-week lead time upon arrival for Tubing Replacements only and a 4-week lead time for the Full 20k PM service.

We apologize for any inconvenience this issue may have on your team. We want to ensure our products are working at their best for our customers and the important work they accomplish. Please feel free to contact our team with any questions you may have about this process by emailing SlocumTubingReturn@Teledyne.com.

A handwritten signature in black ink, appearing to read "Shea M. Quinn".

Shea Quinn
Slocum Glider Product Line Manager