

## MANDATORY UPDATE INFORMATION

Date: 08/23/17  
To: MQ Power Generator Owners  
From: MQ Power Product Department  
Subject: DEF Tank Cover Plate Replacement — **Mandatory Update**

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Dear Multiquip Customer,

Our records indicate that your company purchased one or more model DCA150SSJU4F, DCA220SSJU4F and DCA300SSJU4F generators. MQ Power is alerting the owners of these generators of updates required to the existing Diesel Exhaust Fluid (DEF) tank cover plate.

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The accompanying bulletin lists the problems and explains the actions required to correct these problems.

### **Failure to perform this procedure may result in:**

Units can experience engine shutdowns due to the DEF becoming too hot (at or above 150° F/ 65° C).

If these generators have been resold, please forward this bulletin to the new owner.

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department at 800-478-1244 or [techsupport@multiquip.com](mailto:techsupport@multiquip.com).

## **PARTS ORDERING INFORMATION**

**YOU MUST PLACE A PARTS ORDER WITH THE MULTQUIP PARTS DEPARTMENT TO ENSURE PROPER SHIPMENT.** Upon placing the order, the required parts will be shipped to you.

- Parts order form has been enclosed for your convenience.
- Use Multiquip's SmartEquip™ Online Parts Order System for faster service.

## **WARRANTY INFORMATION**

**Campaign:** Reference No. GSP20170818

**Option 1:** To expedite warranty reimbursement, submit warranty claim online with Multiquip's E-Warranty application. Contact the Multiquip Warranty Department for username and password.

**Option 2:** Fill out the enclosed Application for Warranty Consideration form and fax to the MQ Warranty Department.

**Labor Allowance:** 0.5 hour total flat rate for DEF tank cover plate replacement.



**Parts Order Form – DCA150SSJU4F, DCA220SSJU4F and DCA300SSJU4F Generators Update**

**Warranty Campaign GSP20170818  
Parts Order Form**

*Please Print Clearly and Provide Requested Information as Accurately as Possible.*

P.O. # \_\_\_\_\_

**PARTS ORDER:**

QTY.	PART NUMBER	DESCRIPTION
1	M3424701004A	Cover Plate DEF Tank

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Sold to Company: \_\_\_\_\_ Acct. No. \_\_\_\_\_

Contact Name: \_\_\_\_\_

Ship to Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_ Zip Code \_\_\_\_\_

I need Authorized Service Center (ASC) or servicing dealer assistance. Please contact me with additional information.

**Return Today By Fax**

**Toll Free Fax: 800/672-7877 • Direct Fax: 310/637-3284**

**Toll Free Phone: 800/427-1244 • Direct Phone: 310/537-3700**

**Export Parts Orders Fax: 310/537-3371**

# Application for Warranty Consideration

Your WO Ref #



**MULTIQUIP INC.**  
 18910 WILMINGTON AVENUE □ CARSON CA 90746  
 POST OFFICE BOX 6254 □ CARSON, CA 90749  
 Phone: 800-421-1244 □ FAX: 310-943-2249  
 E-mail: [MQWarranty@Multiquip.com](mailto:MQWarranty@Multiquip.com)

**NOTE: THIS IS NOT A WARRANTY APPROVAL** until otherwise specified.

Account No.	Unit Model #	Purchase Date:
Dealer Name:	Serial #	Resale Date/in Service Date:
Address:	Hours Meter Reading:	Date of Failure:
City/State/Zip:	Engine Model #	Date of Repair:
Contact:	Engine Serial #	Date of Claim:

Phone #	Fax #	Email:
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**PARTS REPLACED**

Qty / Hrs	Part Numbers	Item Description	Invoice or Packing List # On Replacement	Net Each	Extended Amount
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**PRIMARY FAILED PART — List the defective part replaced (the part that caused the warrantable failure)**

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**ALL OTHER PARTS— List all other parts used to complete the repair**

1	M3424701004A	Cover Plate, DEF Tank			

Travel Time (allowed on Power Equipment only):	Jobsite Address:		
Millage:			
Freight:			

			<b>Total \$</b>		
FSM Approval Ref # (If assigned by Field Service Mgr.)	NOTE: Labor is subject for consideration by MQ approval.	LABOR HOURS	LABOR RATE	AMOUNT	
	Labor	0.5			
	Parts				
	Misc.				

<b>(Detailed) Reason for Warranty Claim</b>			<b>TOTAL CLAIM \$</b>		
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**Problem/Cause:**  
 The current effected units can experience engine shutdowns due to the DEF fluid becoming too hot. Existing DEF tank cover plate does not provide enough heat protection.

**Remedy/Notes:**  
 Install new DEF tank cover plate that includes a rubber flap to **block/divert** incoming hot air from reaching the DEF fluid inside the tank.

**PLEASE NOTE:** DEFECTIVE PARTS **"MUST"** BE KEPT FOR 90-DAYS.  
 PHOTOS MAY BE REQUESTED OR DEFECTIVE ITEM(S) FOR MULTIQUIP REVIEW AND RESOLUTION OF CLAIM.  
 Please **"Do Not"** return defective item(s) to Multiquip **"only"** upon Multiquip request and provided return reference # ...

\*\*\*On-line Warranty Application is also available; please contact MQ Warranty Department to obtain access\*\*\*

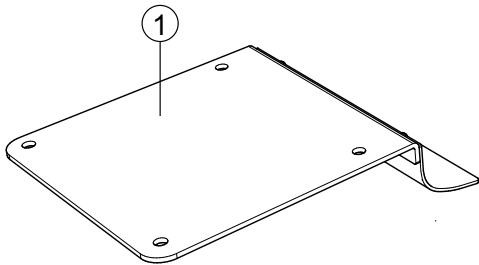


# Service Bulletin

**DCA150SSJU4F, DCA220SSJU4F and DCA300SSJU4F Generators  
DEF Cover Replacement**

<b>Product Group:</b> Power Solutions	<b>Date Issued:</b> 08/23/17	<b>Service Bulletin No.</b> GSP20170818
<b>Bulletin Type</b> <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change		<b>Models/Series Affected:</b> DCA150SSJU4F S/N 7601131~7601140 DCA220SSJU4F S/N 8010878~8010997 DCA300SSJU4F S/N 9110041~9110075 AND S/N 9110086~9110095

<b>Details</b>  <b>Problem:</b> Hot air flow from the radiator/intercooler blowing directly onto the Diesel Exhaust Fluid (DEF) tank can cause the fluid to become too hot. Temperatures at or above 150° F/ 65° C will cause the Engine Control Module (ECM) to generate a fault code and shutdown the engine.  <b>Solution:</b> Install new DEF tank cover plate that includes a rubber flap to <b>block/divert</b> incoming hot air from reaching the DEF fluid inside the tank.
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<b>Parts Information</b>   <p style="text-align: center;"><b>Figure 1. DEF Tank Cover Plate</b></p>	<table border="1"> <thead> <tr> <th>Item No.</th> <th>Part No.</th> <th>Description</th> <th>QTY.</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>M3424701004A</td> <td>Cover Plate, DEF Tank</td> <td>1</td> <td></td> </tr> </tbody> </table>	Item No.	Part No.	Description	QTY.	Remarks	1	M3424701004A	Cover Plate, DEF Tank	1	
Item No.	Part No.	Description	QTY.	Remarks							
1	M3424701004A	Cover Plate, DEF Tank	1								

## WORK SAFELY!

***Only a qualified service technician with proper training should perform this procedure.*** Follow all shop safety rules when performing this procedure.

## PREPARATION

1. Make sure generator is turned off and **engine is cool**.
2. Place the generator in an area free of dirt and debris. If trailer-mounted, make sure it is on secure level ground with chock blocks underneath each wheel to prevent the generator from rolling.

## REQUIRED TOOLS

- 3/8" Ratchet/10mm and 13mm Sockets
- 10mm Open-End Wrench

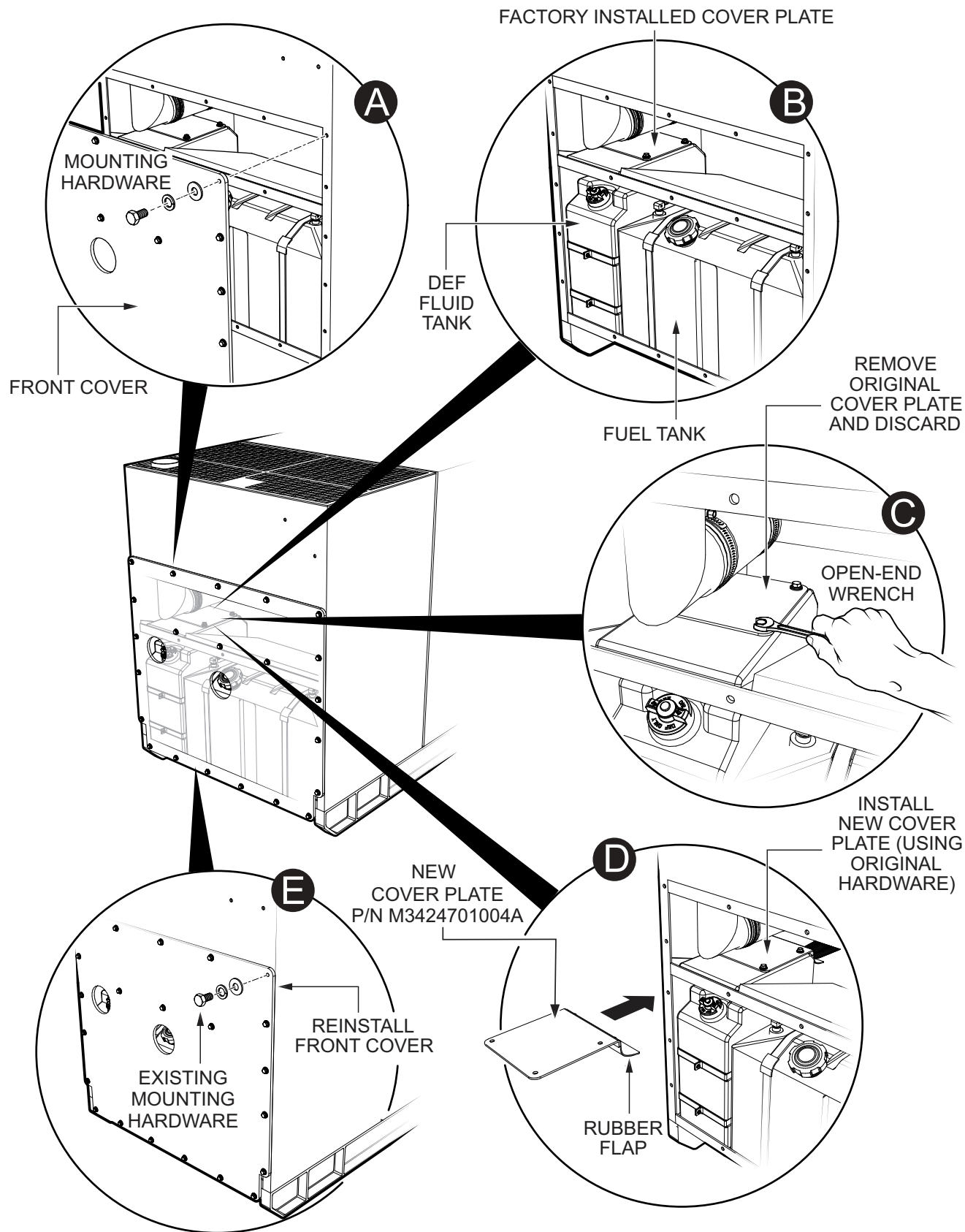
## PROCEDURE

1. Using a 13mm socket or open-end wrench, remove the screws (Figure 2A) and associated hardware that secure the front panel to the frame.
2. Set front panel and mounting hardware aside.
3. If necessary remove any addition panels to gain access to the factory installed DEF tank cover plate (Figure 2B).
4. Using a 10mm open-end wrench, remove the **four** bolts from the factory installed cover plate as shown in Figure 2C. Retain mounting hardware.

### NOTICE

It may be necessary to use an open-end wrench to remove bolts that are close to the exhaust pipe. A ratchet may not fit in this tight area.

5. Remove and **discard** factory installed cover plate. Retain mounting hardware.
6. Install new DEF tank cover plate P/N M3424701004A in same location (Figure 2D) as factory installed cover plate.
7. Secure new cover plate with mounting hardware that was removed in step 4.
8. Reinstall front panel (Figure 2E) and any other panels that were removed back onto the frame.



**Figure 2. DEF Tank Cover Plate Installation**



# Service Bulletin

**DCA150SSJU4F, DCA220SSJU4F and DCA300SSJU4F Generators  
DEF Cover Replacement**

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## HERE'S HOW TO GET HELP

PLEASE HAVE THE MODEL AND SERIAL  
NUMBER ON-HAND WHEN CALLING

### UNITED STATES

#### ***Multiquip Corporate Office***

18910 Wilmington Ave.  
Carson, CA 90746  
Contact: mq@multiquip.com

Tel. (800) 421-1244  
Fax (310) 537-3927

#### ***Service Department***

800-421-1244  
310-537-3700

#### ***Technical Assistance***

800-478-1244

Fax: 310-943-2238

#### ***MQ Parts Department***

800-427-1244  
310-537-3700

Fax: 800-672-7877

#### ***Warranty Department***

800-421-1244  
310-537-3700

Fax: 310-943-2249

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### CANADA

#### ***Multiquip***

4110 Industriel Boul.  
Laval, Quebec, Canada H7L 6V3  
Contact: infocanda@multiquip.com

Tel: (450) 625-2244  
Tel: (877) 963-4411  
Fax: (450) 625-8664

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### UNITED KINGDOM

#### ***Multiquip (UK) Limited Head Office***

Unit 2, Northpoint Industrial Estate,  
Globe Lane,  
Dukinfield, Cheshire SK16 4UJ  
Contact: sales@multiquip.co.uk

Tel: 0161 339 2223  
Fax: 0161 339 3226

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This manual MUST accompany the equipment at all times. This manual is considered a permanent part of the equipment and should remain with the unit if resold.

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