

IMMEDIATE ACTION REQUIRED

Date: 10/07/16
To: Studio Trailer Owners
From: Multiquip Product Department
Subject: Studio Trailer A-Frame Hairline Cracks — **Immediate Action Required**



Dear Multiquip Customer,

Our records indicate that your company purchased one or more Studio Generator mounted on either a TRLR1400AE or TRLR1400AH model trailer. Multiquip is alerting the owners of these trailers of **safety concerns** involving these highway trailers. These trailers have the potential to develop **hairline cracks** in the A-frame.

This notice is sent to you in accordance with the requirements of the **National Traffic and Motor Vehicle Safety Act** and also sent in accordance with the **Canadian Motor Vehicles Safety**.

The accompanying bulletin lists the potential problem and explains the actions required to correct this problem.

Failure to repair may result in complete fracture and catastrophic failure of the trailer.

If this Studio Trailer has 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.

PARTS ORDERING INFORMATION

YOU MUST PLACE A PARTS ORDER WITH THE MULTIQUIP PARTS DEPARTMENT TO ENSURE PROPER SHIPMENT. Upon placing the order, the parts needed 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. 20160921

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: 3.0 hour total flat rate for trailer inner reinforcement plate installation.

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

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

2	EE59670	Reinforcement Plate, Inner			

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

			Total \$		
FSM Approval Ref # (If assigned by Field Service Mgr.)	NOTE: Labor is subject for consideration by MQ approval.	LABOR HOURS	LABOR RATE	AMOUNT	
	Labor	3.0			
	Parts				
	Misc.				

(Detailed) Reason for Warranty Claim			TOTAL CLAIM \$		
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Problem/Cause:

- A production run of studio generator trailer frames may experience hairline cracks at the **TOP** and **BOTTOM** of the A-frame joint.

Remedy/Notes:

- Immediately inspect the trailer A-frame joint for hairline cracks.

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



Parts Order Form – Studio Trailers TRLR1400AE/AH Update

**Warranty Campaign 20160921
Parts Order Form**

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

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
2	EE59670	Reinforcement Plate, Inner

Trailer Model No. _____ VIN 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**



Service Bulletin

Studio Trailers TRLR1400AE/AH

Product Group: Studio Trailers	Date Issued: 10/07/16	Service Bulletin No. TL20160921
Bulletin Type <input checked="" type="checkbox"/> Immediate Action Required <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change		Models/Series Affected: TRLR1400AE/TRLR1400AH SEE ATTACHED LIST FOR VIN/SERIAL NUMBER Bulletin Expiration Date: N/A

Details Problem: a. A production run of studio generator trailer frames may experience hairline cracks at the TOP and BOTTOM of the A-frame joint. Solution: a. Immediately inspect the trailer A-frame joint for hairline cracks as referenced in Figure 2A

Parts Information

Table 1. Parts			
Item No.	Part No.	Description	QTY.
1	EE59670	Reinforcement Plate, Inner	2

Figure 1. Reinforcement Plates, Inner

WORK SAFELY!

NOTICE

Failure to repair may result in complete fracture and ***catastrophic failure*** of the trailer.

NOTICE

Only use a ***certified welder*** with proper training who is qualified to perform this installation. Follow all shop safety rules when performing this installation.

REQUIRED TOOLS

- Welder
- C-Clamps
- Approved Respirator
- Welding Face Shield
- Safety Glasses
- Gloves
- Hard Hat

SAFETY

- Perform all work in an area that is well ventilated to prevent inhalation of dust and toxic fumes.
- **DO NOT** use chlorinated solvents in areas where welding will take place.
- **ALWAYS** properly dispose of paint and solvents.

PREPARATION

1. Check that ***all*** parts are accounted for before attempting this installation procedure. Reference Table 1 and Figure 1.
2. Place the Studio Generator/Trailer in an area free of dirt and debris. Make sure it is on secure level ground with chock blocks underneath each wheel to prevent the trailer from rolling.

PROCEDURE

1. Using a grinder, ***remove paint*** from area to be heated during welding (Figure 2B).

CAUTION

If the paint cannot be removed, wear an approved respirator before heating or welding to prevent inhalation of hazardous material.

2. Grind off existing welds 1/8" deep (Figure 2B) at the **TOP** and **BOTTOM** of the A-frame joint.
3. Place inner reinforcement plate (EE59670) onto trailer frame as shown in Figure 2C. Secure reinforcement plate with C-clamps.

NOTICE

Make sure the chamfer side of the inner reinforcement plate is placed adjacent to the trailer cross-member.

4. Weld inner reinforcement plate (Figure 2D) onto trailer A-frame. Weld ***all four sides*** of inner reinforcement plate.
5. Apply new welds (channel) to the **TOP** and **BOTTOM** of the A- frame joint(Figure 2E).
6. At the completion of the welding process, remove any flux, burrs or rough edges from the welding area.
7. Clean the top and bottom areas on the A-frame with a wire brush, then paint area with ***black glossy spray paint*** (Figure 2F). Let welded area cool before painting.

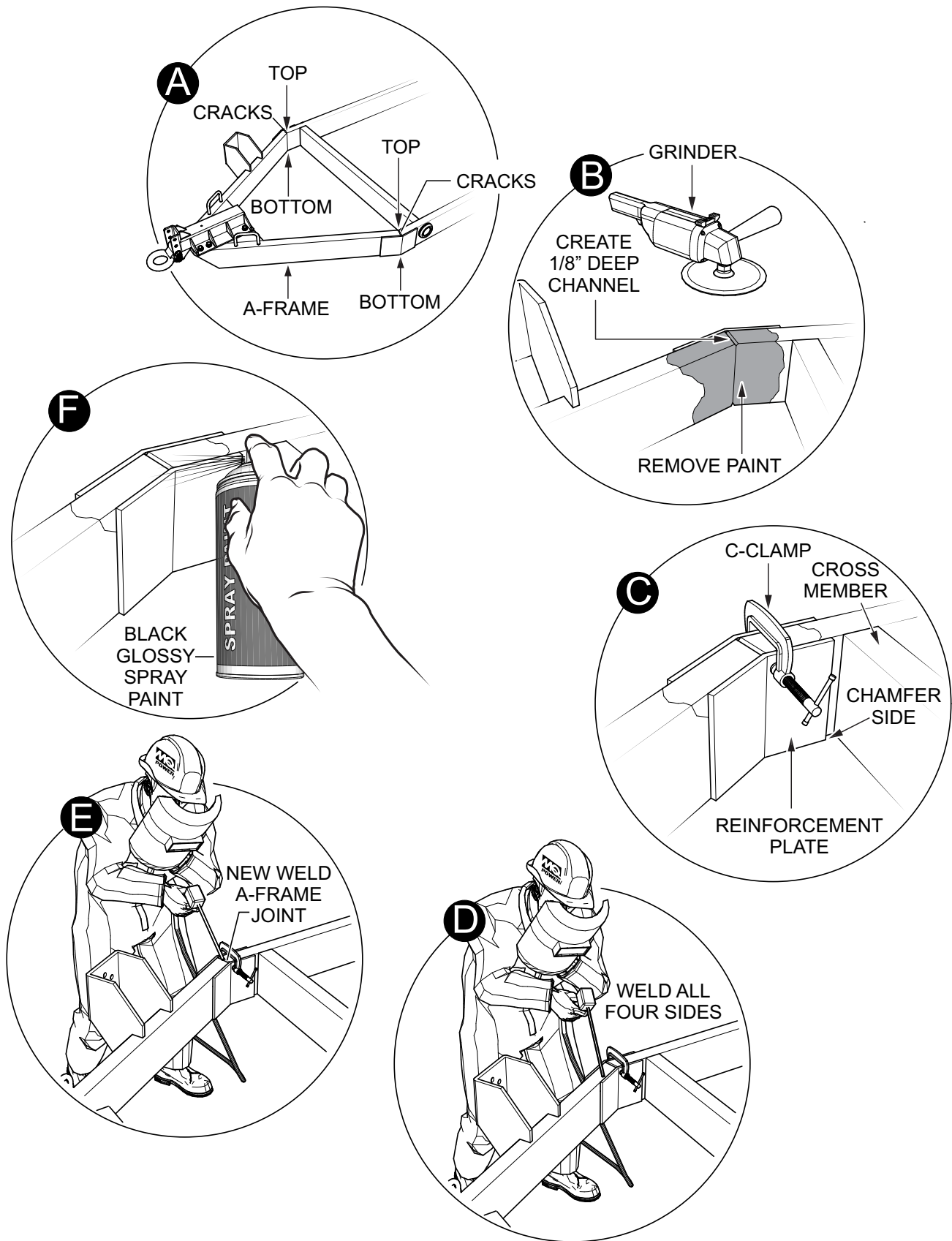


Figure 2. Inner Reinforcement Plate Installation



Service Bulletin

Studio Trailers TRLR1400AE/AH

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

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

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
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