MANDATORY UPDATE INFORMATION

Date: 07/16/18
To: MQ Power Generator Owners
From: MQ Power Product Department
Subject: Camlok 4/0 Cable Replacement — Mandatory Update

Dear Multiquip Customer,

Our records indicate that your company purchased one or more model DCA400SSI4F, DCA400SSI4FP or DCA400SSI4FSG generators. MQ Power is alerting the owners of these generators of updates required to the existing 4/0 cables connected between the camlok and output terminal panel assemblies.

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 arcing which could cause damage to the unit.

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.

PARTS ORDERING INFORMATION

YOU MUST PLACE A PARTS ORDER WITH THE MULTIQUIP 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. GSP20180703

- **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: 2.0 hours total flat rate for camlok cable replacement.
Application for Warranty Consideration

Your WO Ref #

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:

### PARTS REPLACED

<table>
<thead>
<tr>
<th>Qty / Hrs</th>
<th>Part Numbers</th>
<th>Item Description</th>
<th>Invoice or Packing List # On Replacement</th>
<th>Net Each</th>
<th>Extended Amount</th>
</tr>
</thead>
</table>

**PRIMARY FAILED PART** — List the defective part replaced (the part that caused the warrantable failure)

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

<table>
<thead>
<tr>
<th>Qty</th>
<th>Part Numbers</th>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EE60437</td>
<td>DCA400SSI4F Camlok Cable Kit</td>
</tr>
</tbody>
</table>

Travel Time (allowed on Power Equipment only):

Jobsite Address:

Mileage:

Freight:

| | | | | | |
|---|---|---|---|---|

**TOTAL $**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOTE: Labor is subject for consideration by MQ approval.</strong></td>
<td><strong>LABOR HOURS</strong></td>
<td><strong>LABOR RATE</strong></td>
</tr>
<tr>
<td>Labor</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>Parts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Misc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FSM Approval Ref # (If assigned by Field Service Mgr.)

(Detailed) Reason for Warranty Claim

Problem/Cause:

4/0 cables between the output terminal and camlok panel are improperly crimped.

Remedy/Notes:

Replace cables.

**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***

Revised 06/27/2012
Please Print Clearly and Provide Requested Information as Accurately as Possible.

P.O. # __________________________

**PARTS ORDER:**

<table>
<thead>
<tr>
<th>QTY.</th>
<th>PART NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EE60437</td>
<td>DCA400SSI4F Camlok Cable Kit</td>
</tr>
</tbody>
</table>

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_
Service Bulletin
DCA400SSI4F, DCA400SSI4FP and DCA400SSI4FSG Generators
Camlok 4/0 Cable Replacement

Product Group: Power Solutions  
Date Issued: Rev 1 — 7/16/18  
Service Bulletin No. GSP20180703

Bulletin Type

- X Mandatory
- Information Only
- Recommended Change

Models/Series Affected:
- DCA400SSI4F  
  S/N 3929073 – 3929078  
  DCA400SSI4FP  
  S/N 3927637, 3927638, 3927641, 3927642, 3927645, 3927646, 3927649 – 3927652  
  DCA400SSI4FSG  
  3928432, 3928433, 3928438 – 3928441, 3928443 – 3928452

Details

Problem:
4/0 cables between the output terminal and camlok panel are improperly crimped.

Solution:
Replace cables.

Parts Information

<table>
<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>EE60437</td>
<td>DCA400SSI4F Camlok Cable Kit</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Figure 1. Camlok Cable Kit
WORK SAFELY!

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

REQUIRED TOOLS

- 1/2" drive ratchet
- 1-3/16", 3/4", and 13 mm sockets
- Small step ladder

PREPARATION

1. Make sure the generator is turned off and the 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.
3. Disconnect the battery.

ACCESSING THE PANEL

1. Open the cabinet doors just above the output terminal panel (Figure 2).
2. Using a 13 mm socket or open-end wrench, remove the top four bolts securing the output panel to the frame (Figure 2). Set the bolts aside for later.
3. LOSEN, but DO NOT REMOVE, the bottom two bolts securing the output panel to the frame (Figure 2).
4. Open the output panel and tilt it outward (Figure 3) to provide interior access to the camlok panel. Wedge a wood block or similar object in between the panel and the frame to keep the panel open.
5. Place a small step ladder just below the panel opening.
6. Using a 13 mm socket or open-end wrench, remove the seven bolts securing the interior camlok panel cover to the frame.
7. Set the interior camlok panel cover and mounting hardware aside.

REPLACING THE CAMLOK CABLES

1. Using a 1-3/16" socket, remove the three 4/0 cables connected between the U terminal on the output terminal panel and the camlok panel (Figure 5).
2. Install three replacement 4/0 cables between the U terminal on the output terminal panel and the camlok panel (Figure 5). Pay close attention to the cable lengths and color code markings.

NOTICE

When removing wires from the output terminal panel, remove wires from one phase (terminal) at a time to eliminate confusion.

1. Using a 1-3/16" socket, remove the three 4/0 cables connected between the U terminal on the output terminal panel and the camlok panel (Figure 5).
2. Install three replacement 4/0 cables between the U terminal on the output terminal panel and the camlok panel (Figure 5). Pay close attention to the cable lengths and color code markings.

NOTICE

The new 4/0 cables have offset ring terminals. Be sure to connect the cables with the correct ring terminal orientation as shown in Figure 4. If the cables are connected incorrectly, it will be difficult or impossible to fit all of the other wire connectors onto the output terminals.
3. To prevent arcing, tighten the output terminal to 95 ft-lb (128.8 N·m). Tighten the camlok terminals to 45 ft-lb (61 N·m).

4. Repeat this procedure for the V and W terminals on the output terminal panel.

5. Remove the three 4/0 cables connected between the O terminal on the output terminal panel and the camlok panel (Figure 5).

6. Remove the white end of the existing 4/0 bonding jumper from the O terminal (Figure 5).

7. Install three replacement 4/0 cables between the O terminal on the output terminal panel and the camlok panel (Figure 5). Pay close attention to the cable lengths and color code markings.

8. Install the white end of the replacement 4/0 bonding jumper onto the O terminal (Figure 5).

9. Tighten the output terminal to 95 ft-lb (128.8 N·m). Tighten the camlok terminals to 45 ft-lb (61 N·m).

10. Remove the 4/0 cable connected between the GROUND terminal on the output terminal panel and the camlok panel (Figure 5).

11. Remove the green end of the existing 4/0 bonding jumper from the GROUND terminal on the output terminal panel (Figure 5).

12. Install the new 4/0 cable between the GROUND terminal on the output terminal panel and the camlok panel as shown in Figure 5.

13. Install the green end of the new 4/0 bonding jumper onto the GROUND terminal (Figure 5).

14. Tighten the output terminal to 95 ft-lb (128.8 N·m). Tighten the camlok terminal to 45 ft-lb (61 N·m).

15. **MAKE SURE** no cables or wires are making contact with another phase. There should be space in between the cables for each phase. See Figure 5.

**REASSEMBLY**

1. Reinstall the camlok back panel. **MAKE SURE** no cables rub against or are pinched between any part of the frame.

2. Reconnect the battery.

3. Close the cabinet doors.
Figure 5. Output Terminal Panel To Camlok 4/0 Cable Wiring

NOTES:

⚠️ CONNECT 4/0 WIRES 14 PLACES
⚠️ TERMINAL CAPS AND ADDITIONAL WIRING NOT SHOWN FOR CLARITY
⚠️ BONDING JUMPER
⚠️ LEAVE SPACE BETWEEN PHASES
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

MQ Parts Department
800-427-1244
310-537-3700

Service Department
800-421-1244
310-537-3700

Technical Assistance
800-478-1244
Fax: 310-943-2238

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

CANADA

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

Tel: (450) 625-2244
Fax: (450) 625-8664

Tel: (877) 963-4411