IMPORTANT PRODUCT UPDATE!

Date: 10/31/19
To: MQ Power Generator Owners
From: MQ Power Product Department
Subject: ECU845 Controller Replacement

Dear Multiquip Customer,

Our records indicate that your company purchased one or more model DCA70SSIU4F, DCA70SSJU4F, DCA125SSIU4F, DCA150SSJU4F2, DCA220SSJU4F2, or DCA300SSJU4F2 generators. We have become aware that an engine shutdown may occur due to a CANBUS communication error with the controller. **To prevent this from occurring we are requesting that you replace the ECU845 controller as soon as possible.**

The accompanying bulletin explains the corrective action required.

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

Controller may display error code: ‘CANBUS COMM ERROR’ and cause engine shutdown.

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.

- Use Multiquip’s SmartEquip™ Online Parts Order System for faster service.

**WARRANTY INFORMATION**

Campaign: Reference No. GSP20190815

**NOTE:** Defective controller **must** be returned.

File your claim online via E-Warranty at [http://service.multiquip.com/warranty-support.html](http://service.multiquip.com/warranty-support.html) or contact our warranty department for assistance at 800-421-1244.

**Labor Allowance:** 0.5 hour total flat rate for ECU845 controller replacement.
Service Bulletin
ECU845 Controller Replacement

**Product Group:** Power Solutions
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**Date Issued:** 10/31/19
**Expiration Date:** 10/31/20
**Bulletin No.:** GSP20190815

### Parts Information

<table>
<thead>
<tr>
<th>Model</th>
<th>Serial Number Range</th>
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<th>Serial Number Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCA70SSIU4F</td>
<td>7355143–7355507</td>
<td>DCA70SSIU4FSG</td>
<td>7355078–7355557</td>
</tr>
<tr>
<td>DCA70SSJU4F</td>
<td>7307118–7307211</td>
<td>DCA70SSJU4FSG</td>
<td>7307178–7307224</td>
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<tr>
<td>DCA125SSIU4F</td>
<td>7512056–7512376</td>
<td>DCA125SSIU4FSG</td>
<td>7512106–7512427</td>
</tr>
<tr>
<td>DCA150SSJU4F2</td>
<td>7601204–7601238</td>
<td>DCA220SSJU4F2SG</td>
<td>8011079–8011143</td>
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<tr>
<td>DCA220SSJU4F2</td>
<td>8011082–8011123</td>
<td>DCA300SSJU4F2SG</td>
<td>9110125–9110190</td>
</tr>
<tr>
<td>DCA300SSJU4F2</td>
<td>9110098–9110197</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Models/Serial Numbers Affected:

- **Model**
  - DCA70SSIU4F
  - DCA70SSJU4F
  - DCA125SSIU4F
  - DCA150SSJU4F2
  - DCA220SSJU4F2
  - DCA300SSJU4F2

### Details

**Problem:**
Possible engine shutdown due to CANBUS communication error.

**Solution:**
Replace ECU845 controller *as soon as possible* to prevent the generator from shutting down unexpectedly.

### Parts Information

**Figure 1. ECU845 Controller**

**NOTICE**
Please order the specified controller part number for your generator(s).

**Table 1. ECU845 Controller**

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Part No.</th>
<th>Description</th>
<th>Qty.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Y0602203070</td>
<td>ECU845 with Firmware for DCA70SSIU4F</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>Y0602203043</td>
<td>ECU845 with Firmware for DCA70SSJU4F</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>Y0602203071</td>
<td>ECU845 with Firmware for DCA125SSIU4F</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>Y0602203073</td>
<td>ECU845 with Firmware for DCA150SSJU4F2</td>
<td>1</td>
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<tr>
<td>1</td>
<td>Y0602203048</td>
<td>ECU845 with Firmware for DCA220SSJU4F2</td>
<td>1</td>
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<tr>
<td>1</td>
<td>Y0602203046</td>
<td>ECU845 with Firmware for DCA300SSJU4F2</td>
<td>1</td>
</tr>
</tbody>
</table>
WORK SAFELY!

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

ECU845 HOUR METER READING

Before the existing ECU845 controller can be removed, the current hour meter reading **must** be recorded.

1. With the engine stopped (**OFF**), push and hold the **RED Hour Check Button** on the control panel. Write down the number displayed on the controller screen. This value will be uploaded to the new ECU845 controller.

![Figure 2. Hour Check Button](image)

ECU845 CONTROLLER CHECK

1. Open the front cabinet door (Figure 3) and secure the door with the stopper rod.

![Figure 3. Cabinet Door and Control Panel](image)

2. Turn both release knobs (Figure 3) on the control panel counterclockwise, then swing open the control panel.

3. To prevent movement of the control panel, secure the panel with the stopper rod (Figure 4).

![Figure 4. Control Panel Stopper Rod](image)

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 negative battery cable from the battery post.

REQUIRED TOOLS

- 11/32" Nut Driver

**NOTICE**

SAVE THE BOX! You will be using the new controller packaging to return your old controller. **DO NOT** discard the packaging.
4. Inspect the label (Figure 5) on the rear of the existing ECU845 controller.

If there is a **black dot** in the upper right corner of the label (Figure 5A), the controller does not need to be replaced. Release the stopper rod and close the cabinet door.

If there is **NO black dot** in the upper right corner of the label (Figure 5B), the controller needs to be replaced. Continue to the ECU845 REMOVAL section.

![Figure 5. Controller Rear](image)
ECU845 REMOVAL

1. Open the front cabinet door (Figure 6A) and secure the door with the stopper rod.

2. Turn both release knobs (Figure 6A) on the control panel counterclockwise, then swing open the control panel.

3. To prevent movement of the control panel, secure the panel with the stopper rod (Figure 6B).

4. Remove all wire connectors (Figure 6B) attached to the existing ECU845 controller. If necessary, mark and tag each connector so that they will be reconnected in the same manner.

5. Using an 11/32” nut driver (Figure 6B) remove the four nuts that secure the controller to the control panel. Keep these four nuts; they will be used to secure the new controller.

6. Carefully remove the controller (Figure 6C) from the control panel.

ECU845 INSTALLATION

When ordering a Y06022030XX controller, note that the controller comes preloaded with the generator firmware. See Table 1 for the specific controller part number for your generator.

**NOTICE**

SAVE THE BOX! You will be using the new controller packaging to return your old controller. **DO NOT** discard the packaging.

1. Install the new ECU845 controller (Figure 6D) in the same location as the old controller.

2. Secure the controller (Figure 6D) using the same four nuts that were removed earlier.

3. Reconnect all wire connectors (Figure 6E) to the new ECU845 controller.

4. Close the control panel and secure it with the two locking knobs.

5. Reconnect the negative battery cable to the negative battery post.
**Figure 6. ECU845 Removal/Installation**

- **A** DOOR
- **B** STOPPER ROD
- **C** RELEASE KNOB CONTROL PANEL
- **D** INSTALLATION COMPLETE ALL WIRES CONNECTED
- **E** INSTALL NEW ECU845

**Instructions:**

1. **A** **DOOR**

2. **B** **STOPPER ROD**

3. **C** **RELEASE KNOB CONTROL PANEL**

4. **D** **INSTALL NEW ECU845**

5. **E** **INSTALLATION COMPLETE ALL WIRES CONNECTED**
UPLOADING ECU845 HOUR METER READING

1. Place the new ECU845 controller in “Diagnostic Mode” by pushing and holding the **RED Hour Check Button** and placing the Auto/Start switch in the manual position (Figure 7).

![Figure 7. Diagnostic Mode](image)

2. Press the **EXIT** button (Figure 8).

![Figure 8. Exit Button](image)

3. Press the **PROGRAM/EXIT** button (Figure 9).

![Figure 9. Program/Exit Button](image)

4. Scroll down the list and select **USER LOGIN** by pressing the **DOWN** button (Figure 10).

![Figure 10. User Login/Down Button](image)
5. Press the \textit{SELECT} button (Figure 11).

6. Press the \textit{SELECT} button (Figure 12) again for \textit{ENTER LOGIN}.

7. Enter \textit{LOGIN} number 75057 (Figure 13).

8. Press the \textit{BACK} button (Figure 14).
9. Press the **EXIT** button (Figure 15).

10. Press the **BACK** button (Figure 16).

11. Scroll down the list and select **ADVANCED OPTIONS**, then press the **SELECT** button (Figure 17).

12. Scroll down the list and select **GENERAL ADJUSTS** (Figure 18).
13. Press the SELECT button (Figure 19).

14. Scroll down the list and select HOURMETER RESET, then press the SELECT button (Figure 20).

15. Enter the hourmeter value recorded earlier and press the SAVE button.

16. Once the hourmeter recorded value has been saved, turn off the controller by placing the Auto/Manual switch in the center position.
HOW TO ENABLE POWERBALANCE™ WITH THE ECU845 CONTROLLER

Only perform steps 1 to 12 if your generator is equipped with PowerBalance™.

1. Place the controller in diagnostic mode by completing steps 1 through 10 as described in the “Uploading ECU845 Hour Meter” section.

2. Scroll down the list and select CUSTOMER OPTIONS (Figure 22).

3. Press the SELECT button (Figure 23).

4. Scroll down the list and select LOAD BANK CONTROL (Figure 25).

5. Press the SELECT button (Figure 25).

Figure 22. Customer Options

Figure 23. Customer Options (Select)

Figure 24. Load Bank Control

Figure 25. Load Bank Control (Select)
6. Scroll down the list and select **CONTROL ENABLE** (Figure 26).

7. Press the **SELECT** button (Figure 27).

8. Press the **INC** button (Figure 28) to increase the value to 1.

9. Press the **SAVE** button (Figure 29).
10. Press the **BACK** button three times (Figure 30).

11. Press the **PROGRAM/EXIT** button (Figure 31).

12. Place the **AUTO/MANUAL** switch in the **OFF/RESET** position (Figure 32) to turn the controller **OFF**.
ECU845 RETURN PACKAGING PREPARATION

There are two labels included inside your ECU845 packaging—a Product Warranty Return label (Figure 33), and a Return Shipping label (Figure 34).

**Product Warranty Return Information**

Please fill in the information below. Once completed place sticker on the face of the controller. **Do not** place sticker on backside of controller.

Customer Name: ____________________________
Customer Address: ____________________________
Contact Name: _______________________________
Contact Phone Number: ________________________
DCA Generator Serial Number: __________________

**Figure 33. Product Warranty Return Label**

Customer Name: ____________________________
Customer Address: XXXX E. XXXXXX Blvd.
XXXX, XX 00000
Contact Name: _______________________________
Contact Phone Number: (XXX) XXX-XXXX
DCA Generator Serial Number: XXXXXX

**Figure 35. Product Warranty Return Label Placement**

3. Place the controller inside the shipping box (Figure 36) and seal the box with packing tape.

**Figure 34. Return Shipping Label**

1. Fill out the Product Warranty Return label (Figure 35) with your customer information and generator serial number.
2. Carefully remove the adhesive backing from the Product Warranty Return label and adhere the label to the **FRONT** (face) of the ECU845 controller. See Figure 35.

**NOTICE**

Adhere the label to the **front** of the controller **only**. **DO NOT** attempt to place the label on the back of the controller.

**Figure 36. Shipping Box Preparation**

4. Tape the Return Shipping label (Figure 34) securely to the outside of the box. Your ECU845 controller is now ready to ship!
HERE’S HOW TO GET HELP
PLEASE HAVE THE MODEL AND SERIAL NUMBER ON-HAND WHEN CALLING

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