

## IMPORTANT SAFETY INFORMATION

Date: 09/28/15  
To: C30HDG-C30HDGWR Series Concrete Pump Owners  
From: Multiquip Product Department  
Subject: Fuse Box Mounting Orientation Modification — **MANDATORY UPDATE**

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Dear Multiquip Customer,

Our records indicate that your company purchased one or more C30HDG-C30HDGWR Series Concrete Pumps. Multiquip is alerting the owners of C30HDG-C30HDGWR concrete pumps of updates required to the pump. Some C30HDG and C30HDGWR units may have been shipped with the fuse box incorrectly installed upside down which allows water to be trapped inside the cover causing an electrical system shortage.

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

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

#### **Electrical system shortage.**

If this concrete pump 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](mailto:techsupport@multiquip.com).

## **WARRANTY INFORMATION**

**Campaign:** Reference No. PCH20150924

**Option 1:** To expedite warranty reimbursement, submit warranty claims 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:** 10 minutes total flat rate for all modifications.

# 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**


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

			<b>Total \$</b>		
		<b>NOTE: Labor is subject for consideration by MQ approval.</b>	LABOR HOURS	LABOR RATE	AMOUNT

FSM Approval Ref # (If assigned by Field Service Mgr.)	Labor	10 min		
	Parts			
	Misc.			

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

Remedy/Notes:

**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\*\*\*



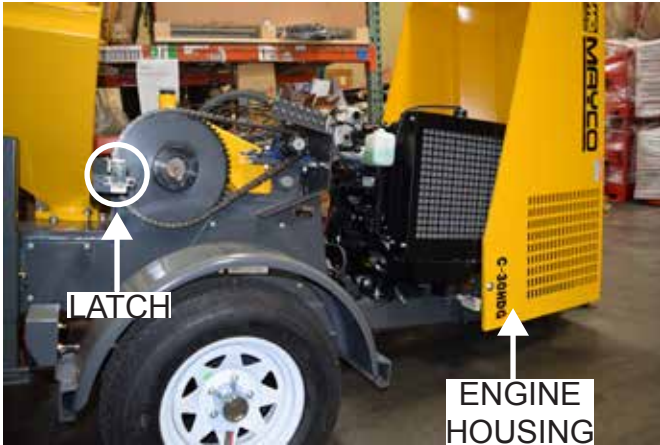
# Service Bulletin

## C30HDG-C30HDGWR Concrete Pump Fuse Box Orientation Modification

<b>Product Group:</b> Concrete Pump	<b>Date Issued:</b> 09/28/15	<b>Service Bulletin No.</b> PCH20150924
<b>Bulletin Type</b>  <input checked="" type="checkbox"/> Mandatory  <input type="checkbox"/> Information Only  <input type="checkbox"/> Recommended Change	<b>Models/Series Affected:</b> <b>C30HDG CONCRETE PUMP</b> S/N 140702, 140704, 141102, 150103, 140903, 141104, 141103, 140502  <b>C30HDGWR CONCRETE PUMP</b> S/N 141101, 150102, 140802, 150104, 140801, 140901, 14092	

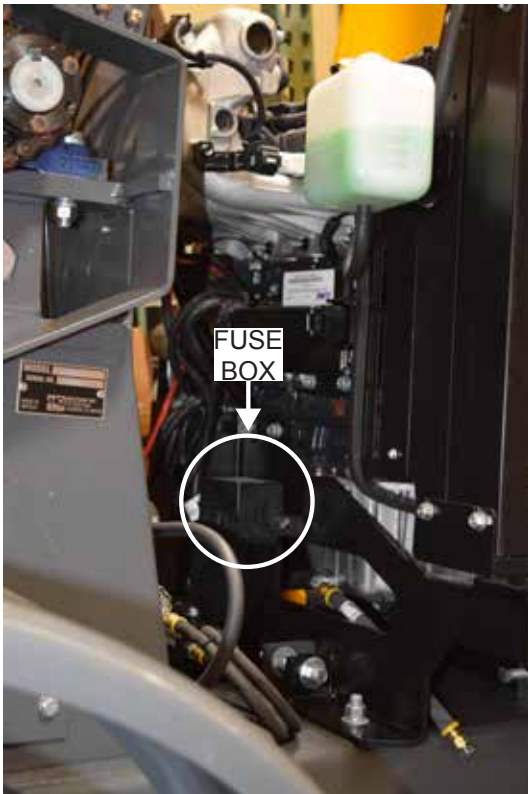
<b>Details</b>
<b>Problem:</b> Some C30HDG and C30HDGWR units may have been shipped with the fuse box incorrectly installed upside down which allows water to be trapped inside the cover causing an electrical system shortage.  <b>Solution:</b> Remove the two 10mm nuts, lock washers, and flat washers and reverse/flip over the fuse box to the correct position.

1. Place the concrete pump in a clean work area, free of dirt and debris with secure level ground where it will not slip or slide.
2. Release the latches (Figure 2) on the engine housing and pull the housing back.



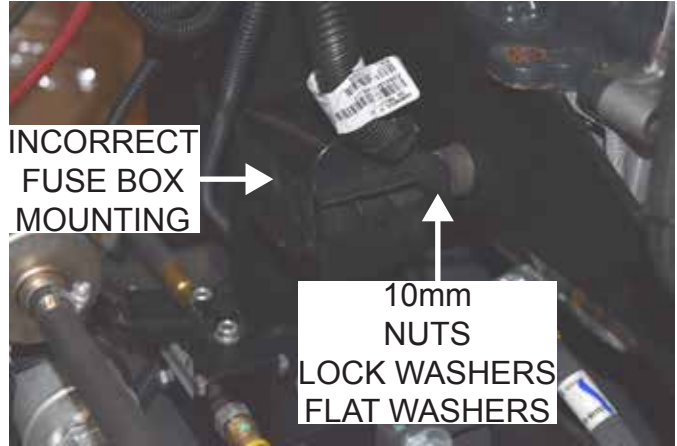
**Figure 2. Engine Housing Lifting**

3. Disconnect the negative cable (**BLACK**) from the negative terminal on the battery.
4. Locate the fuse box in the middle of the unit (Figure 3) and check its mounting orientation. Incorrect fuse box mounting (Figure 4) will have the fuse diagram facing towards the ground.



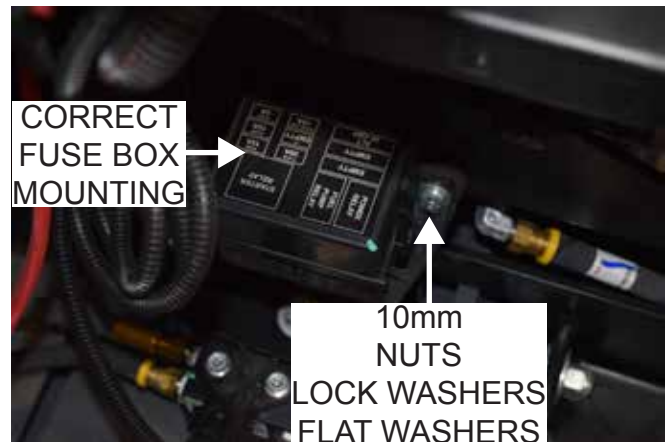
**Figure 3. Incorrect Fuse Box Mounting**

5. If incorrectly mounted, use a 10mm socket to remove the two 10mm nuts, lock washers, and flat washers as shown in Figure 4.



**Figure 4. Fuse Box Mounting Hardware Removal**

6. Orientate the fuse box (Figure 5) with the fuse diagram facing upwards. Secure the fuse box using the two 10mm nuts, lock washers, and flat washers.



**Figure 5. Correct Fuse Box Mounting**

7. Reconnect the negative cable (**BLACK**) to the negative terminal on the battery.
8. Close the engine housing and secure with the latches.



# Service Bulletin

## C30HDG-C30HDGWR Concrete Pump Fuse Box Orientation Modification

### 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. Tel. (800) 421-1244  
Carson, CA 90746 Fax (310) 537-3927  
Contact: mq@multiquip.com

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

800-421-1244 Fax: 310-537-4259  
310-537-3700

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

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

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

800-427-1244 Fax: 800-672-7877  
310-537-3700 Fax: 310-637-3284

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

800-421-1244 Fax: 310-943-2249  
310-537-3700

#### CANADA

##### ***Multiquip***

4110 Industriel Boul. Tel: (450) 625-2244  
Laval, Quebec, Canada H7L 6V3 Tel: (877) 963-4411  
Contact: jmartin@multiquip.com Fax: (450) 625-8664

#### UNITED KINGDOM

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

Unit 2, Northpoint Industrial Estate, Tel: 0161 339 2223  
Globe Lane, Fax: 0161 339 3226  
Dukinfield, Cheshire SK16 4UJ  
Contact: sales@multiquip.co.uk

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