

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 #



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

1	EE60437	DCA400SSI4F Camlok Cable Kit			

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

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

FSM Approval Ref # (If assigned by Field Service Mgr.)	Labor	2.0		
	Parts			
	Misc.			

(Detailed) Reason for Warranty Claim	TOTAL CLAIM \$
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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



**Parts Order Form – DCA400SSI4F, DCA400SSI4FP and
DCA400SSI4FSG Generators Update**

**Warranty Campaign GSP20180703
Parts Order Form**

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

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
1	EE60437	DCA400SSI4F Camlok Cable Kit

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**

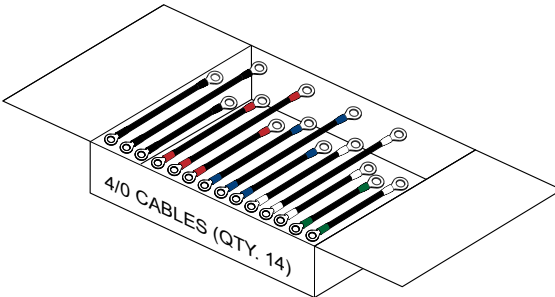


Service Bulletin

**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 <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> 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  <p style="text-align: center;">Figure 1. Camlok Cable Kit</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>EE60437</td> <td>DCA400SSI4F Camlok Cable Kit</td> <td>1</td> <td></td> </tr> </tbody> </table>	Item No.	Part No.	Description	Qty.	Remarks	1	EE60437	DCA400SSI4F Camlok Cable Kit	1	
Item No.	Part No.	Description	Qty.	Remarks							
1	EE60437	DCA400SSI4F Camlok Cable Kit	1								

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).

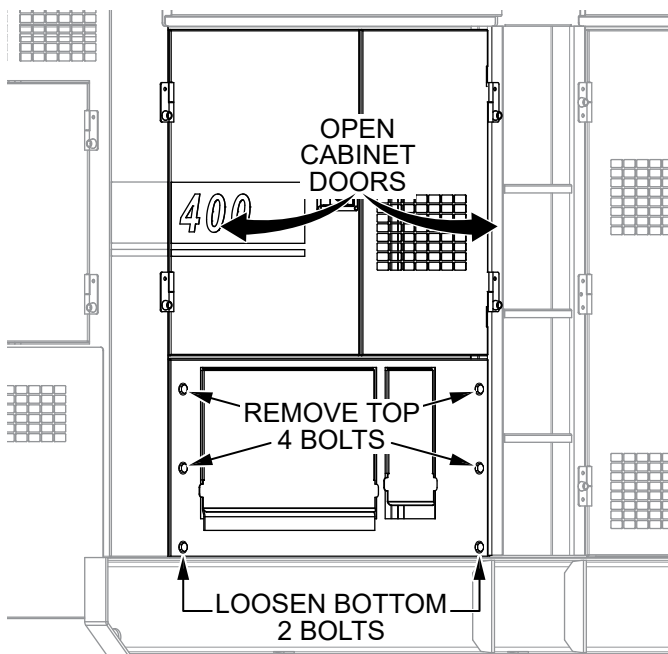


Figure 2. Bolt Removal

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. **LOOSEN**, 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.

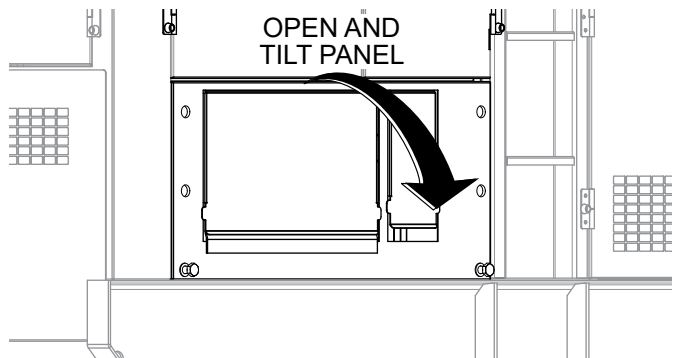


Figure 3. Camlok Panel Access

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

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.

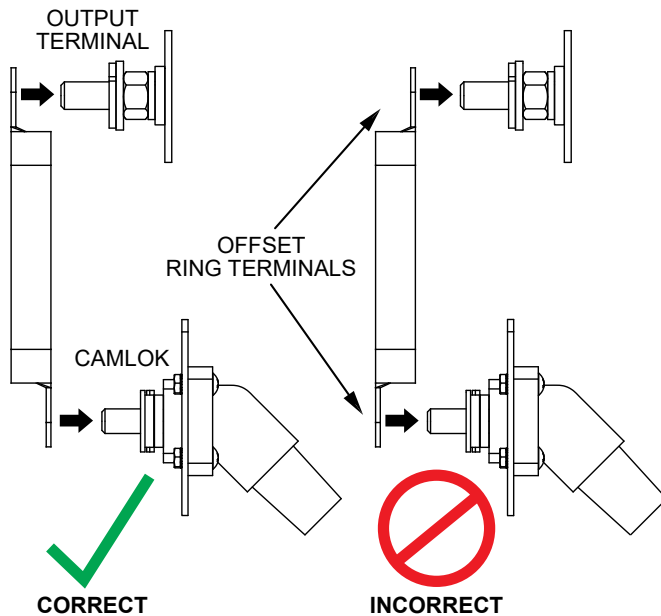


Figure 4. Ring Terminal Orientation

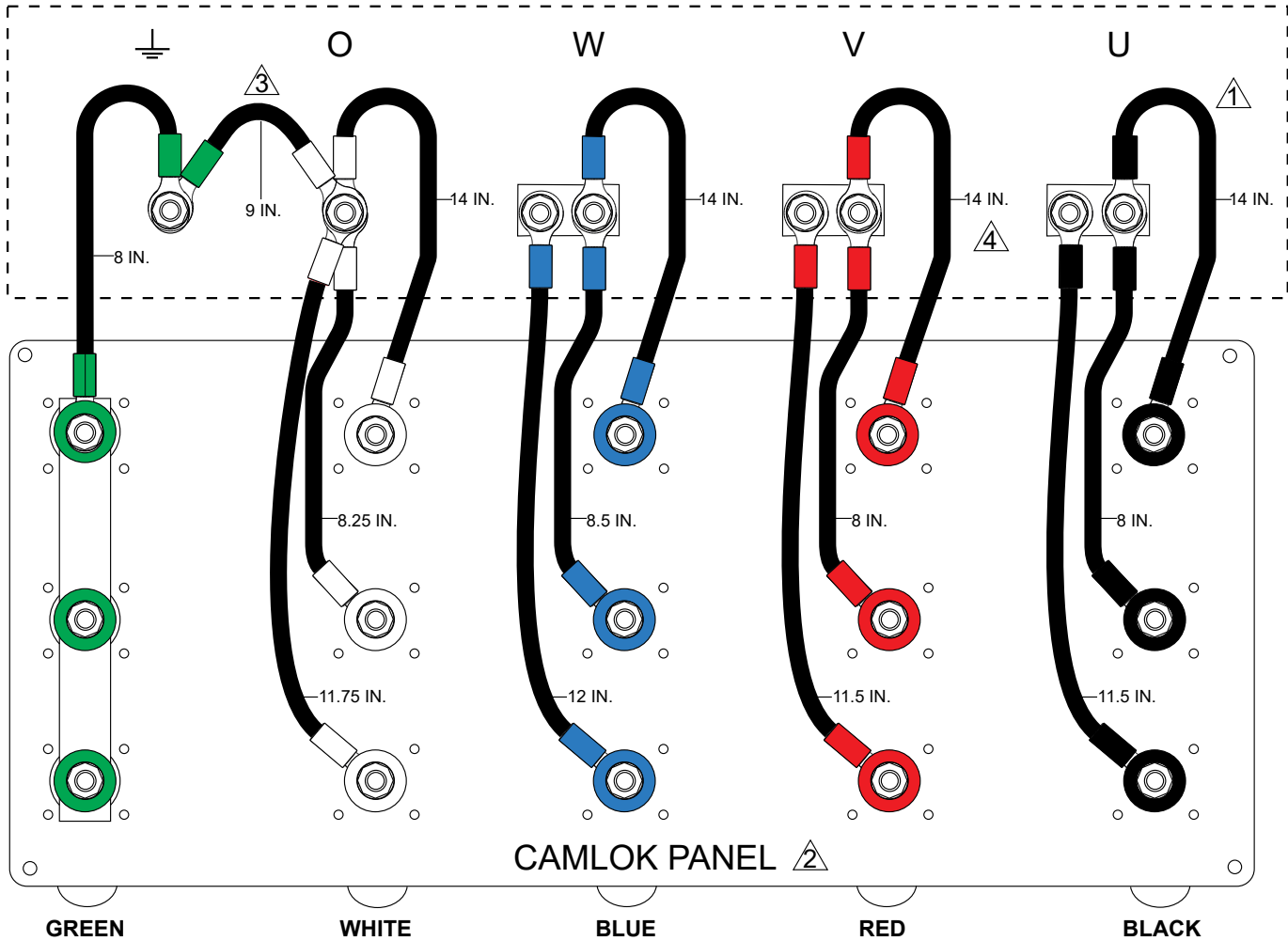
3. To prevent arcing, tighten the output terminal to 95 ft-lb (128.8 N·m). Tighten the camlok terminals to 45 ft-lb (61 N·m).
4. Repeat this procedure for the **V** and **W** terminals on the output terminal panel.
5. Remove the **three 4/0 cables** connected between the **O** terminal on the output 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.

OUTPUT TERMINAL PANEL



NOTES:

- ① CONNECT 4/0 WIRES 14 PLACES
- ② TERMINAL CAPS AND ADDITIONAL WIRING NOT SHOWN FOR CLARITY
- ③ BONDING JUMPER
- ④ LEAVE SPACE BETWEEN PHASES

Figure 5. Output Terminal Panel To Camlok 4/0 Cable Wiring



Service Bulletin

**DCA400SSI4F, DCA400SSI4FP and DCA400SSI4FSG Generators
Camlok 4/0 Cable Replacement**

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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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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