

MANDATORY UPDATE INFORMATION

Date: 08/08/2014
To: LT Series Light Towers Owners
From: Multiquip Product Department
Subject: Snap Rings Replacement — **Mandatory Update**



Dear Multiquip Customer,

Our records indicate that your company purchased one or more LT Series light towers. Multiquip is alerting the owners of LT Series light towers of updates required to the light tower. During assembly, snap rings holding the pin that anchors the mast cable may have been sprung. To correct this problem, the snap rings may need to be replaced.

The accompanying bulletin explains the action required to correct the problem. **Failure to perform this procedure may result in:**

■ **Damage to mast assembly and/or damage to property or personal injury.**

If this light tower 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. LT20140728

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: 30 minute flat rate for installation.



Service Bulletin

LT Series Snap Ring Replacement

Product Group: Light Towers	Date Issued: 08/08/14	Service Bulletin No.: LT20140728
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Bulletin Type <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change	Models/Series Affected: LT SERIES S/N 35167 AND HIGHER NOTE: Serial Number is last 5 digits of VIN located on the A frame of the trailer (driver's side).
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Details

Problem: When the snap rings were installed on the line, the snap rings sprung. This is critical as the snap rings contain the pin that anchors the mast cable.

Solution: Replace snap rings. **Failure to perform this procedure may result in damage to mast assembly and/or damage to property or personal injury.**

Parts Information

Part No.	Description	Qty.	Remarks
1135	Snap Rings	2	

Tool Needed

- Snap Ring Tool

Procedure

1. Inspect snap rings on both ends of the spring that anchors the mast cable on the light tower trailer. See Figure 1 for location of snap rings.

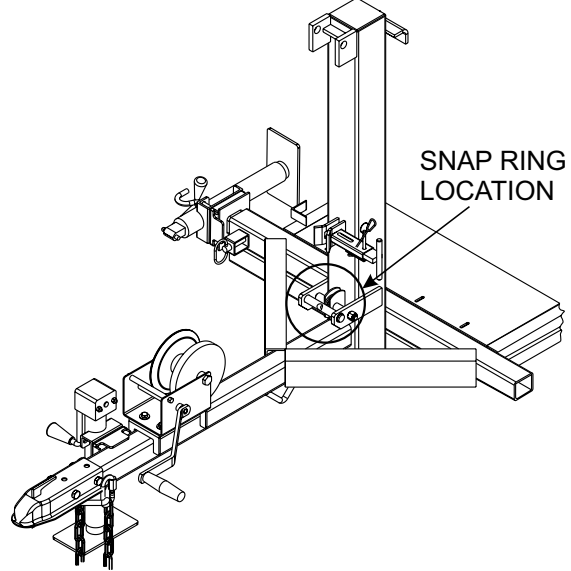


Figure 1. Location of Snap Rings

2. If snap ring is completely seated, replacement is not necessary.
3. If snap ring has sprung:
 - a. Remove the snap ring with a snap ring tool. See Figure 2.
 - b. Install new snap ring carefully with the snap ring tool. Ensure snap ring has seated completely within groove of pin. See Figure 2.

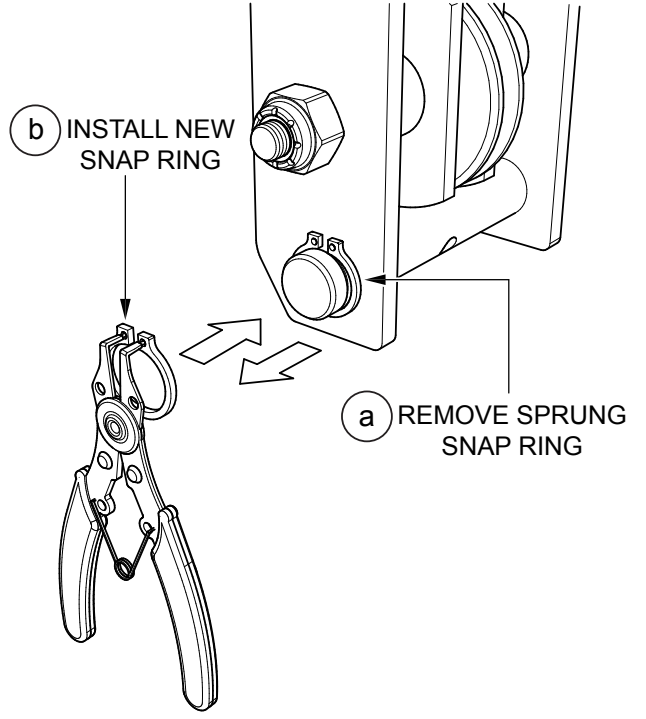


Figure 2. Installation of Snap Rings



Service Bulletin

LT Series Snap Ring 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. 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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Your Local Dealer is:



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

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	0.5		
	Parts			
	Misc.			

(Detailed) Reason for Warranty Claim	TOTAL CLAIM \$
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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



Parts Order Form – LT Series Snap Ring Replacement

**Warranty Campaign LT20140728
Parts Order Form**

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

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
2	1135	Snap Ring

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