

IMPORTANT PRODUCT UPDATE

Date: 02/22/21
To: DCA20SPXU4F, DCA25SSIU4F, DCA36SPXU4F and
DCA45SSIU4F Owners
From: Multiquip Product Department
Subject: Control Panel Warning Lamp — **ACTION REQUIRED**



Our records indicate that you or your company purchased one or more model DCA20SPXU4F, DCA25SSIU4F, DCA36SPXU4F and DCA45SSIU4F generators. If so, please read the following product update carefully.

Multiquip has determined that the “**Warning Lamp**” on the generator control panel could be ***dimly lit*** (ON) while the engine is running.

To correct this possible problem, visually inspect that the generator requires this Resistor Wire Harness (Reference Figure 2D in the instructions). If the Resistor Wire Harness is not equipped, it will need to be ordered. This harness when installed will prevent the warning lamp from coming on while the engine is running (with no fault present). The attached bulletin outlines the procedures for ordering and installing the Resistor Wire Harness.

What if I no longer own the generator?

If you no longer own the generator, please forward this notice to the new owner or provide contact information to the Multiquip Warranty Department. Multiquip will contact the new owner.

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

- The labor associated with this update will be reimbursed through our warranty program. Multiquip dealers may perform the update, or utilize a Multiquip Authorized Service Center (ASC) for assistance.
- If you are unable to perform the update, need assistance locating an ASC, or require technical assistance, contact the Multiquip Warranty Department at 800-421-1244.
- Campaign: Reference No. GSP20210208
- File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our warranty department for assistance at 800-421-1244.
- Labor Allowance: 0.25 hour total flat rate

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department directly at 800-478-1244 or via email at techsupport@multiquip.com.

We apologize for any inconvenience or disruption this may cause. Multiquip is committed to providing products engineered to deliver the highest levels of quality and performance and safety.



Service Bulletin

Generator Warning Lamp Countermeasures

DCA20SPXU4F, DCA25SSIU4F, DCA36SPXU4F, DCA45SSIU4F

Product Group: Power Solutions	Date Issued: 02/22/21	Expiration Date: 02/22/22	Bulletin No. GSP20210208
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Models/Serial Numbers Affected:	
Model	Serial Number Range
DCA20SPXU4F	8720566 ~ 8720585
DCA25SSIU4F	7158023 ~ 7158382
DCA36SPXU4F	8730251 ~ 8730263
DCA45SSIU4F	7254103 ~ 7254343

Details

Problem:
Some generators are experiencing a warning lamp appearing to be "ON" or dimly lit under low light conditions. This gives the operator an improper FAULT reading. To correct this problem we are requesting the following corrective action.

Solution:
Access generator control panel and follow inspection procedure to verify presence of Resistor Wire Harness. If harness is present, no further action required. If no harness is present, order the part from Multiquip and follow installation directions. In some cases production models were built with the harness installed, so we ask you to inspect before ordering the parts.

Parts Information

Table 1. Parts				
Item No.	Part No.	Description	QTY.	Remarks
1	M1358203504	Resistor Wire Harness	1	

WORK SAFELY!

Follow all shop safety rules when performing this procedure.

PREPARATION

1. Make sure generator is turned off.
2. Reference Resistor Wire Harness as shown in Figure 1 and Table 1.

Figure 1. Resistor Wire Harness

PROCEDURE

NOTICE

Before proceeding, visually inspect generator and verify if **Resistor Wire Harness** is already installed. Reference Figure 2D. If wire harness is installed, no further action is required.

1. Loosen thumb screws securing control panel to the generator frame.
2. Lower control panel (Figure 2A) to access wiring connections.

3. Remove the two wires attached to the Warning Lamp (**BLUE** terminals) as shown in Figure 2B.
4. Next, attach the two wires with **BLUE** spade terminals from Resistor Wire Harness (P/N M1358203504) to the Warning Lamp terminals as shown in Figure 2C.
5. As referenced in Figure 2D, attach the two wires with **RED** spade terminals from Resistor Wire Harness to the two wires with **BLUE** spade terminals that were removed in Figure 2B. Be sure to **match** the wire colors.

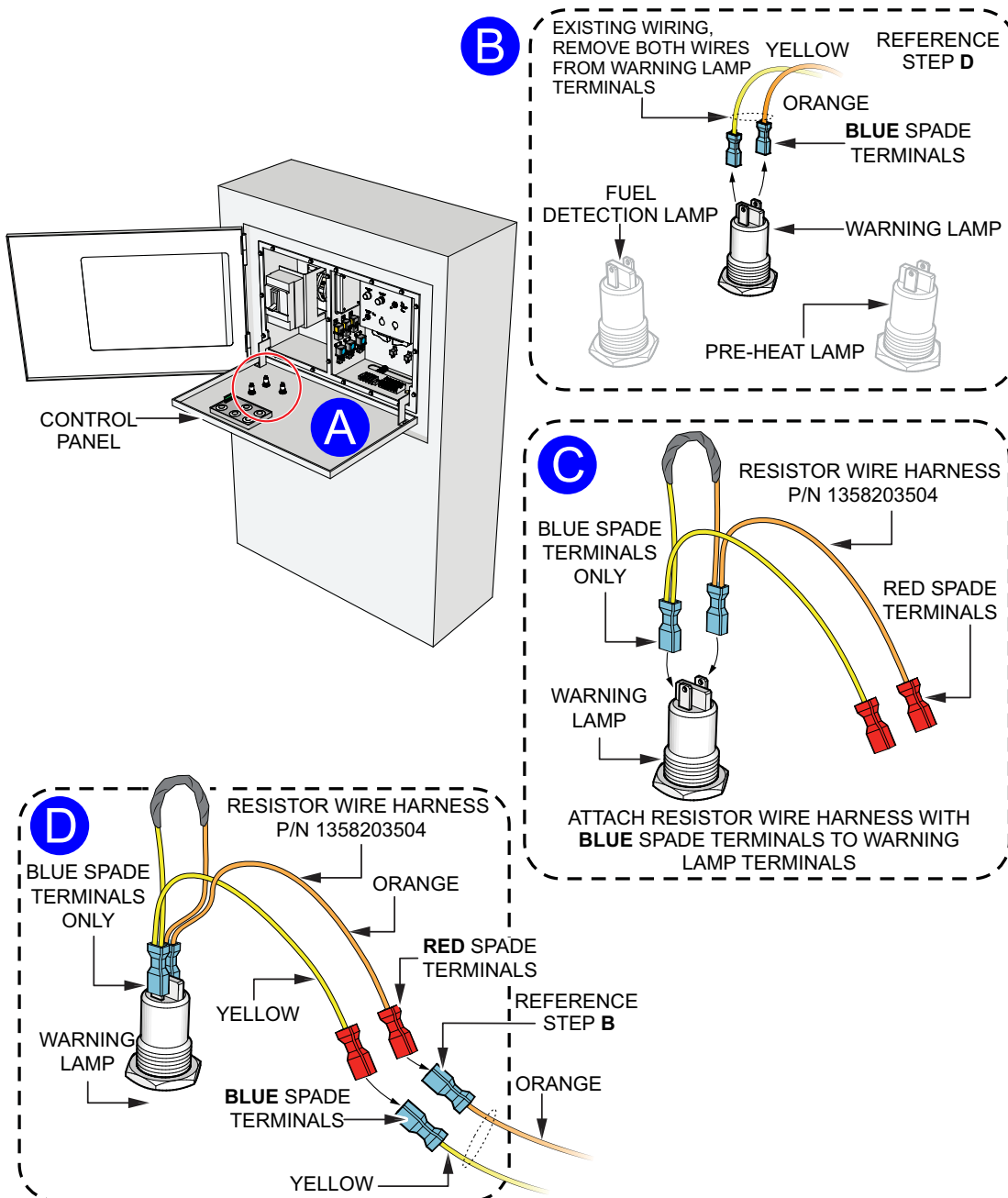


Figure 2. Installation Procedure

Control Panel Warning Lamp Testing

1. With the engine **OFF**, place the **OFF/Reset** switch (Figure 3) in the manual position to start the engine.
2. Verify **Warning Lamp** on the control panel comes **ON** (lit) for 3 seconds while the engine is cranking.
3. After 3 seconds verify that **Warning Lamp** is **OFF**.
4. Place the **OFF/Reset** switch back to the **OFF** position to shut down the engine.

NOTICE

If the warning lamp remains lit after 3 seconds, insure no faults are present. If a fault is present, that fault must be cleared before the warning lamp will turn off. Consult your Operations manual for further steps on clearing faults or contact **Multiquip's Technical Support Team @ 1-800-421-1244 for additional assistance.**

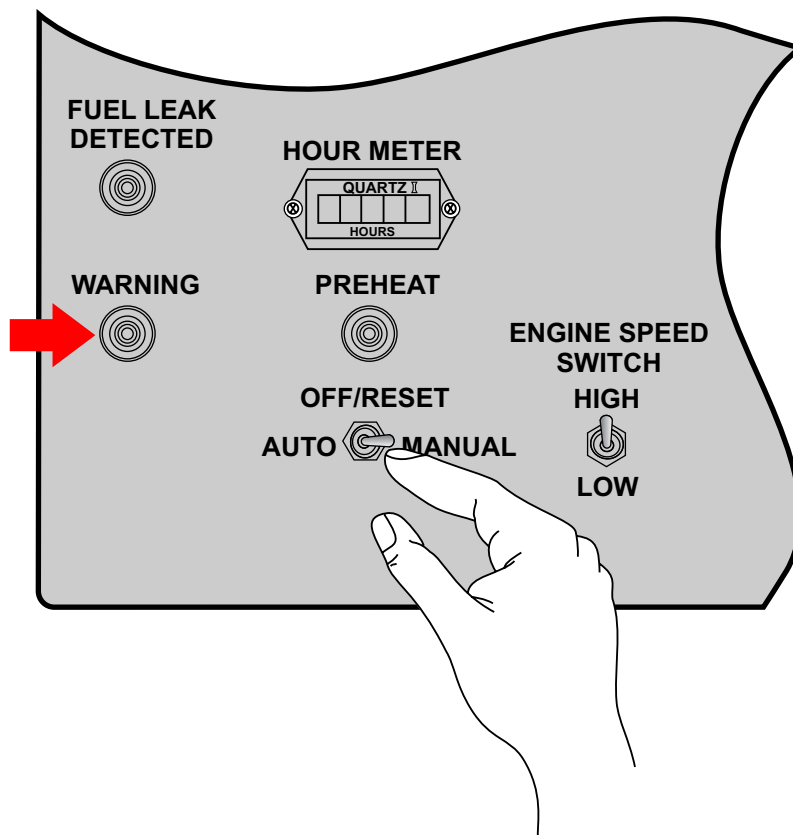


Figure 3. Generator Control Panel (Warning Lamp)



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DCA20SPXU4F, DCA25SSIU4F, DCA36SPXU4F, DCA45SSIU4F

HERE'S HOW TO GET HELP

PLEASE HAVE THE MODEL AND SERIAL
NUMBER ON-HAND WHEN CALLING

UNITED STATES

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