

MANDATORY UPDATE INFORMATION

Date: 12/10/18
To: STXDF Ride-On Trowel Owners
From: Multiquip Product Department
Subject: Spider and Trunnion Fastening Bolts — **Mandatory Update**



Dear Multiquip Customer,

Our records indicate that your company purchased one or more STXDF Ride-On Trowels. Multiquip is alerting the owners of these trowels to updates required to the trowel. Existing bolts on both spider assemblies and left-side trunnion may self-loosen due to oil on the bolts.

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

Failure to perform this procedure may result in:

Self-loosening of fastening bolts.

If this trowel 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. TR20181128

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: 1.5 hour total flat rate for replacement of spider and trunnion fastening bolts.



Parts Order Form – STXDF Ride-On Trowel Update

**Warranty Campaign TR20181128
Parts Order Form**

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

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
14	939654	Screw, SHC M12-1.75 x 30 mm 12.9
3	1477	Loctite #242 Blue 0.5 cc Bottle

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

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:

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:		
Mileage:			
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	1.5	
Parts				
Misc.				

(Detailed) Reason for Warranty Claim TOTAL CLAIM \$

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

STXDF Spider and Trunnion Bolt Replacement

Product Group: Ride-On Trowels	Date Issued: 12/10/18	Expiration Date: 12/10/19	Service Bulletin No. TR20181128
Bulletin Type <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change		Models/Series Affected: STXDF S/N MK2004008 AND BELOW	

Details

Problem:

Existing bolts on both spider assemblies and left-side trunnion may self-loosen due to oil on the bolts.

Solution:

Replace existing left- and right-side spider assembly bolts and left-side trunnion bolts with new zinc-plated bolts to allow thread-locking fluid to properly set.

Parts Information

Item	Part No.	Description	Qty.	Remarks
1	939654	Screw, SHC M12-1.75 x 30 mm 12.9	14	
2	1477	Loctite #242 Blue 0.5 cc Bottle	3	

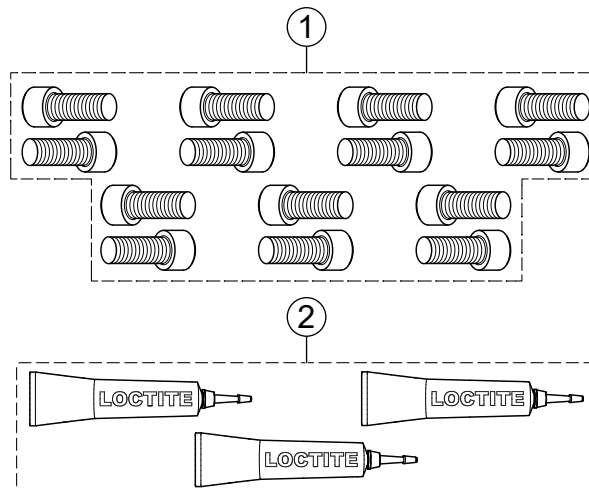


Figure 1. Replacement Bolts and Loctite®

WORK SAFELY!

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

TROWEL SAFETY

CAUTION

- **DO NOT** attempt service on a running machine.

ENGINE SAFETY

CAUTION

- **NEVER** touch the hot exhaust manifold, muffler or cylinder. Allow these parts to cool before servicing the equipment.

FUEL SAFETY

CAUTION

- **ALWAYS** use protective gloves when handling the propane tank. Liquid propane gas will cause cold burns if it comes into contact with the skin.

BATTERY SAFETY

DANGER

- **DO NOT** expose the battery to open flames, sparks, cigarettes, etc. The battery contains combustible gases and liquids. If these gases or liquids come into contact with a flame or spark, an explosion could occur.

CAUTION

- **ALWAYS** disconnect the **NEGATIVE** battery terminal before servicing the equipment.

LIFTING SAFETY

CAUTION

- **NEVER** allow any person to stand underneath the equipment while it is being lifted.
- Ride-on trowels are very heavy and awkward to move around. Use proper heavy lifting procedures and **DO NOT** attempt to lift the trowel by the guard rings.
- **NEVER** lift the trowel with the operator on the machine.

NOTICE

- Two lifting straps should have a minimum lifting capacity of 2,600 pounds (1,179 kg) and the lifting gear must be capable of lifting at least this amount.
- Before lifting, make sure that the lift loops are not damaged.
- **ALWAYS** make sure the crane or lifting device has been properly secured to the lift loops of the equipment.
- **ALWAYS** shut down the engine before transporting.
- **DO NOT** lift the machine to unnecessary heights.

PREPARATION

1. Make sure the trowel is turned off and **the engine is cool**.
2. Lift the trowel as shown in the **Lifting and Transporting** section of the STXDF Operation Manual.
3. Place the trowel on heavy-duty jack stands on secure, level ground in an area that is free of dirt and debris.

REQUIRED TOOLS

- Torque wrench
- M12 × 1.75 tap
- Brake cleaner
- Compressed air

BATTERY DISCONNECTION

1. To access the battery, pull upward on the rear right step (Figure 2) to remove it. Set the step aside.

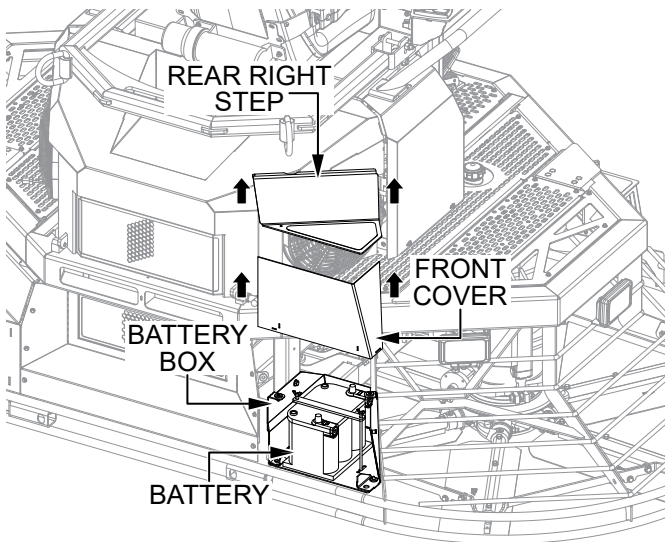


Figure 2. Access Battery

2. Remove the battery box front cover (Figure 2) and set it aside.

3. Disconnect the negative (**BLACK**) battery cable from the negative (-) terminal on the battery. See Figure 3.

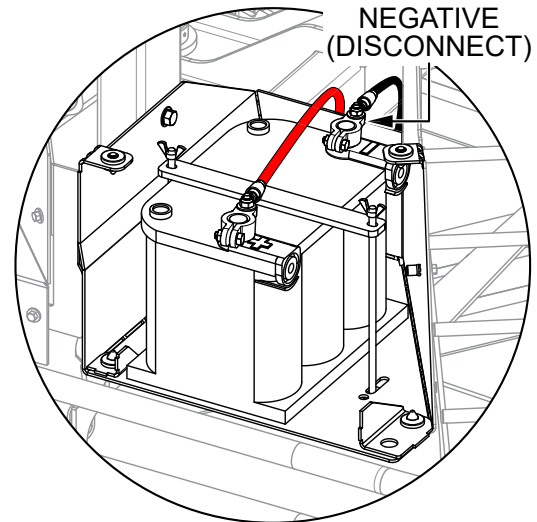


Figure 3. Disconnect Battery

PROPANE TANK REMOVAL

If the optional propane tank is installed, it will need to be removed in order to access the left-side trunnion. The following section describes how to remove the optional propane tank.

If no propane tank is installed, **skip this section and proceed to the LEFT-SIDE ACCESS COVER REMOVAL section.**

1. Turn the LPG shutoff valve (Figure 4) **clockwise** until closed.

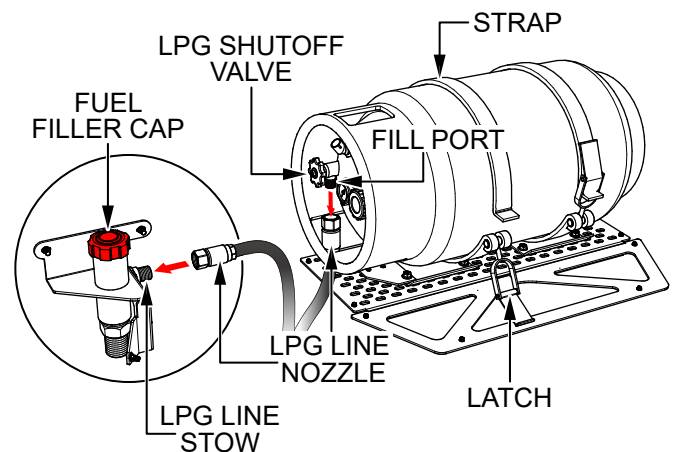


Figure 4. Propane Tank Removal

2. Disconnect the LPG line nozzle (Figure 4) from the propane tank fill port.
3. Connect the LPG line nozzle to the LPG line stow (Figure 4) located next to the red gasoline fuel filler cap.

4. Release the latches on the propane tank straps (Figure 4).
5. Push backward and lift upward to remove the propane tank.

LEFT-SIDE ACCESS COVER REMOVAL

1. Remove and set aside the four M6-1.0 × 20 HHC bolts (Figure 5) securing the left-side access cover to the frame.

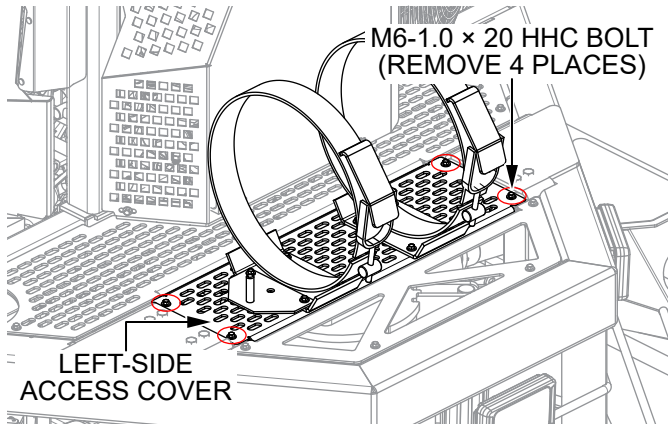


Figure 5. Remove Left-Side Access Cover

2. Remove the left-side access cover (Figure 5) and set it aside.

LEFT-SIDE TRUNNION BOLT REPLACEMENT

NOTICE

When replacing the trunnion bolts, remove and replace only **one bolt at a time** to prevent sudden separation of the trunnion assembly from the hydraulic motor housing. **DO NOT** remove any additional bolts until the first bolt has been replaced.

1. Remove **one** of the existing M12-1.75 × 30 mm SHC bolts (Figure 6) securing the left-side trunnion to the top of the left-side hydraulic motor. Discard the bolt but save the washer for later.

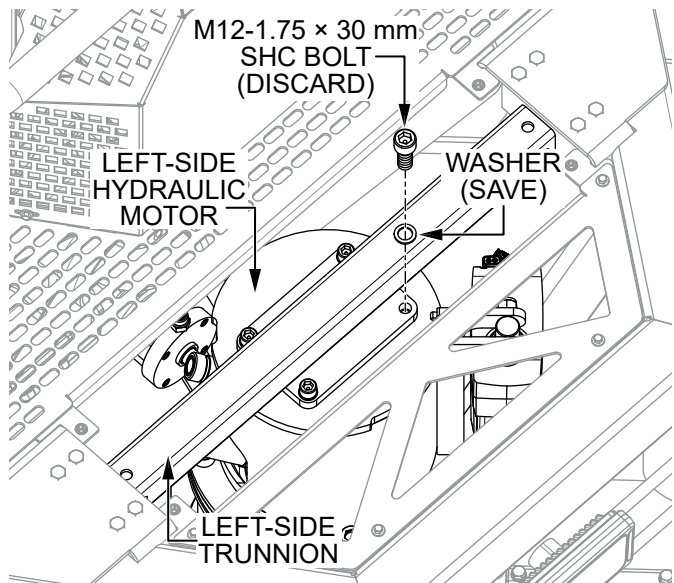


Figure 6. Remove Left-Side Trunnion Bolt

2. Using an M12 × 1.75 tap, recut the threads of the empty bolt hole to remove any Loctite® residue.

- Use brake cleaner (Figure 7A) to clean out any debris from the empty bolt hole. When finished, use compressed air (Figure 7B) to remove any remaining residue.

NOTICE

Make sure the bolt hole is **clean and completely dry** before installing the new bolt.

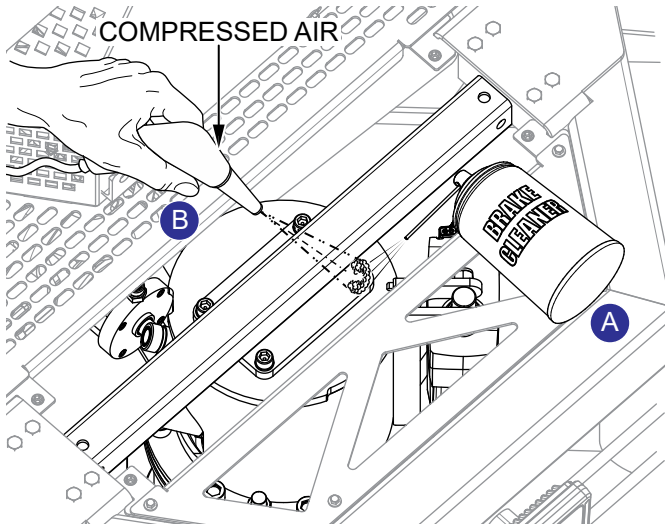


Figure 7. Clean Bolt Hole (Trunnion)

- Apply Loctite® Blue 242™ thread sealant (P/N 1477) to the threads on a new M12-1.75 × 30 mm SHC bolt (P/N 939654). See Figure 8.

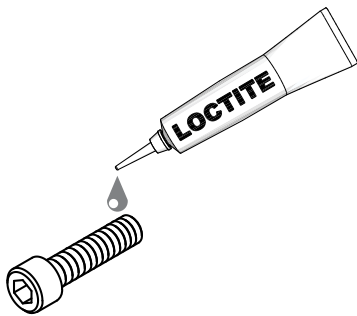


Figure 8. Apply Loctite® 242™ (Trunnion Bolt)

- Install the new M12-1.75 × 30 mm SHC bolt (P/N 939654) and existing washer as shown in Figure 9. Torque to 40 lbf-ft.

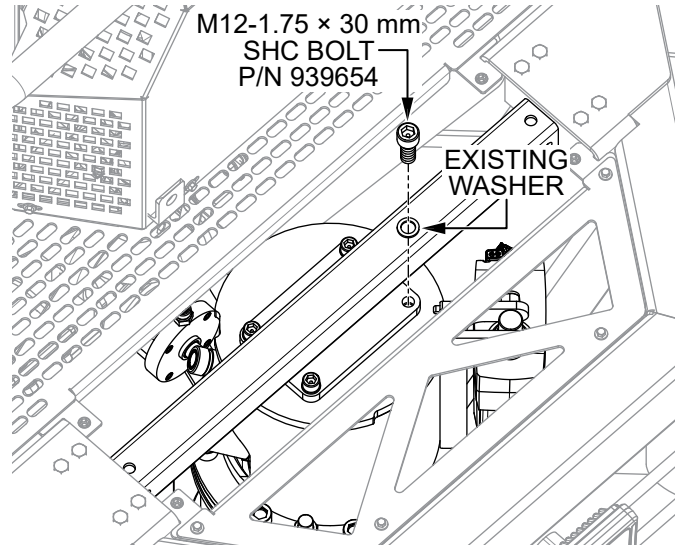


Figure 9. Install New Bolt with Existing Washer

- Repeat steps 1–5 for each of the three remaining left-side trunnion bolts (Figure 10).

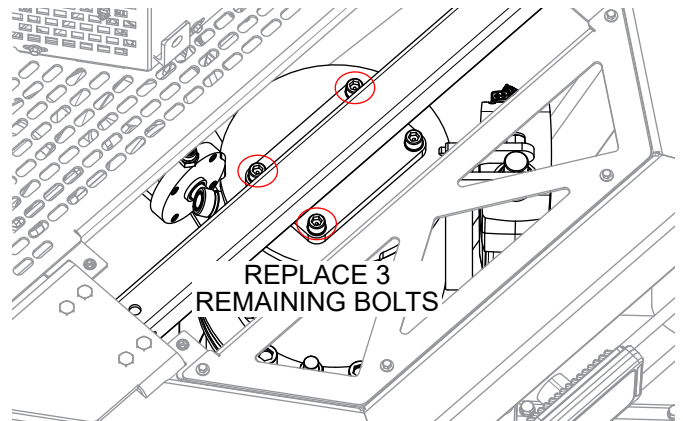


Figure 10. Replace 3 Remaining Trunnion Bolts

- Re-torque all four M12-1.75 × 30 mm SHC bolts (P/N 939654) to 75 lbf-ft in the sequence shown in Figure 11.

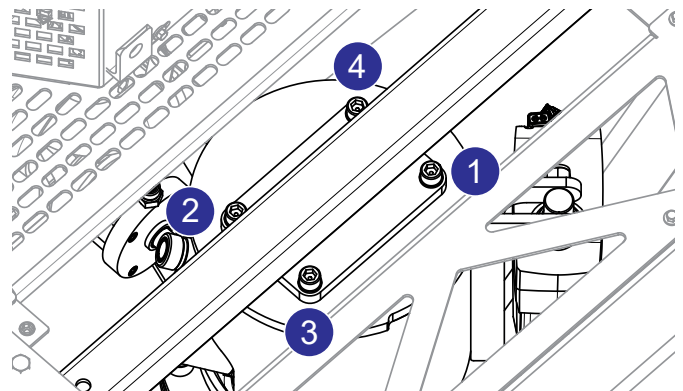


Figure 11. Torque Sequence

SPIDER BOLT REPLACEMENT

NOTICE

When replacing the spider bolts, remove and replace only **one bolt at a time** to prevent sudden separation of the spider assembly from the hydraulic motor shaft. **DO NOT** remove any additional bolts until the first bolt has been replaced.

1. Remove the left-side spider hub cap plug (Figure 12) and set it aside.

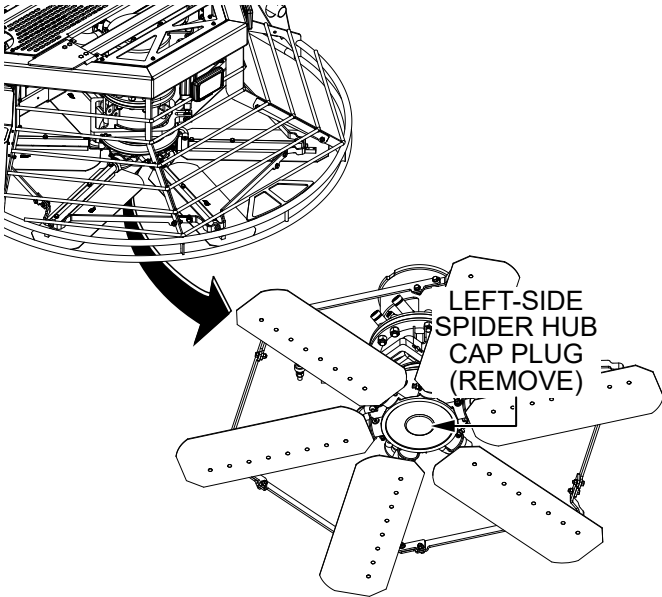


Figure 12. Remove Left-Side Spider Hub Cap Plug

2. Remove and discard **one** of the existing M12-1.75 x 30 mm SHC bolts (Figure 13) securing the left-side spider assembly to the bottom of the left-side hydraulic motor.

NOTICE

DO NOT remove the center retaining bolt (hex flange type) from the spider assembly. Only the 5 surrounding screws (with socket head caps) are to be replaced.

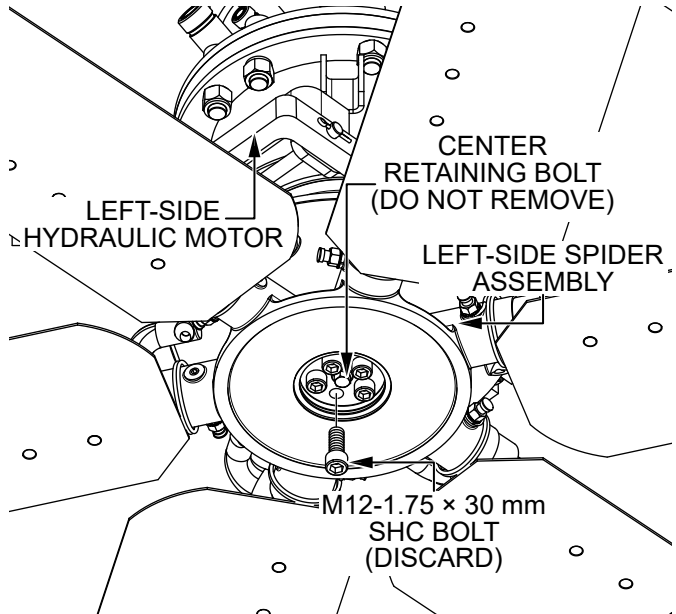


Figure 13. Remove Left-Side Spider Bolt

3. Using an M12 x 1.75 tap, recut the threads of the empty bolt hole to remove any Loctite® residue.

- Use brake cleaner (Figure 14A) to clean out any debris from the empty bolt hole. When finished, use compressed air (Figure 14B) to remove any remaining residue.

NOTICE

Make sure the bolt hole is **clean and completely dry** before installing the new bolt.

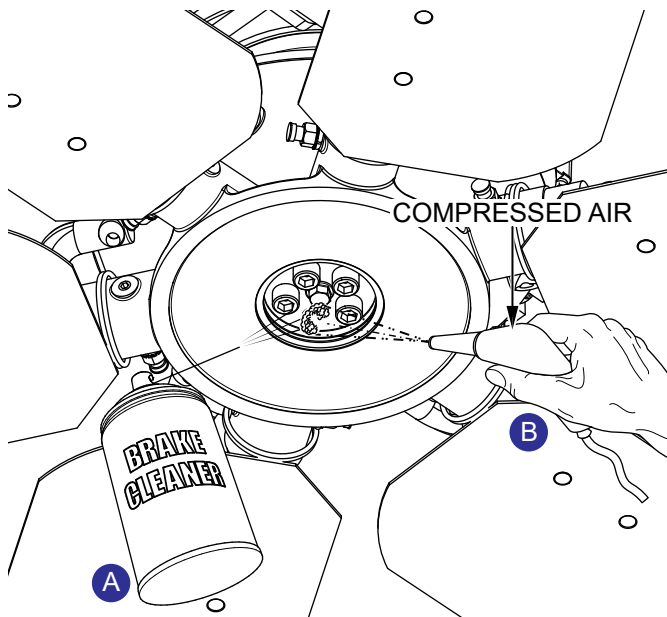


Figure 14. Clean Bolt Hole (Spider)

- Apply Loctite® Blue 242™ (P/N 1477) to the threads on a new M12-1.75 × 30 mm SHC bolt (P/N 939654). See Figure 15.

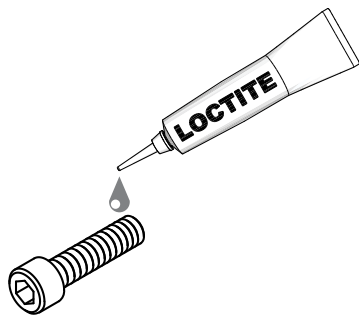


Figure 15. Apply Loctite® 242™ (Spider Bolt)

- Install the new M12-1.75 × 30 mm SHC bolt (P/N 939654) as shown in Figure 16. Torque to 40 lbf-ft.

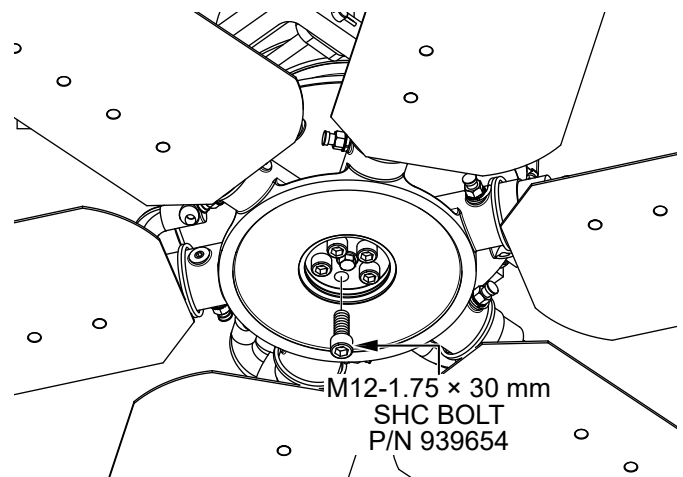


Figure 16. Install New Bolt (Spider)

- Repeat steps 2–6 for each of the four remaining left-side spider assembly bolts (Figure 17).

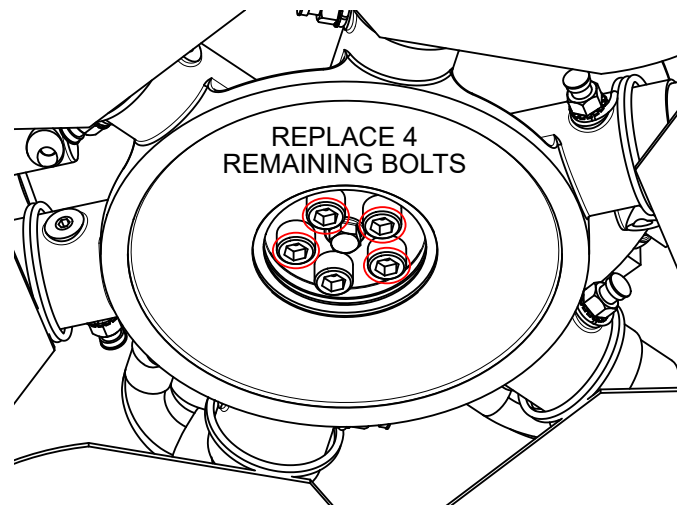


Figure 17. Replace 4 Remaining Spider Bolts

- Re-torque all five M12-1.75 × 30 mm SHC bolts (P/N 939654) to 90 lbf-ft in a star pattern.
- Reinstall the left-side spider hub cap plug.
- Repeat steps 1–9 on the right-side spider assembly.

REASSEMBLY

- Reinstall the left-side access cover with the four M6-1.0 × 20 HHC bolts that were removed earlier.
- Reconnect the negative (**BLACK**) battery cable to the negative (–) terminal on the battery.
- Reinstall the battery box front cover and rear right step.



Service Bulletin

STXDF Spider and Trunnion Bolt 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

CANADA

Multiquip

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Laval, Quebec, Canada H7L 6V3
Contact: infocanada@multiquip.com

Tel: (450) 625-2244
Tel: (877) 963-4411
Fax: (450) 625-8664

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