

## MANDATORY UPDATE INFORMATION

Date: 05/13/19  
To: STXDF Ride-On Trowel Owners  
From: Multiquip Product Department  
Subject: Spider Fastening Bolts — **Mandatory Update**

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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 may self-loosen due to material yield.

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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](mailto: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. TR20190429

**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 fastening bolts.



## Parts Order Form – STXDF Ride-On Trowel Update

### Warranty Campaign TR20190429 Parts Order Form

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

P.O. # \_\_\_\_\_

#### PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
1	43111-SK	Kit, STXDF Spider Hardened Washer

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](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:		
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Mileage:			
Freight:			

	<b>Total \$</b>
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FSM Approval Ref # (If assigned by Field Service Mgr.)	<b>NOTE: Labor is subject for consideration by MQ approval.</b>	LABOR HOURS	LABOR RATE	AMOUNT
	Labor	1.5		
	Parts			
	Misc.			

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<b>(Detailed) Reason for Warranty Claim</b>	<b>TOTAL CLAIM \$</b>
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Problem/Cause:
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Remedy/Notes:
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**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 Bolts and Washer Installation

Product Group:	Date Issued:	Expiration Date:	Service Bulletin No.
Ride-On Trowels	05/13/19	05/13/20	TR20190429
<b>Bulletin Type</b>  <input checked="" type="checkbox"/> Mandatory  <input type="checkbox"/> Information Only  <input type="checkbox"/> Recommended Change		<b>Models/Series Affected:</b>  STXDF S/N LD2004152 AND BELOW	

### Details

#### Problem:

Existing bolts on both spider assemblies may self-loosen due to material yield.

#### Solution:

Replace existing left- and right-side spider assembly bolts with new zinc-plated bolts and hardened washers (one per side) to allow thread-locking fluid to properly set.

### Parts Information

Item	Part No.	Description	Qty.	Remarks
1	43111-SK	Kit, STXDF Spider Hardened Washer	1	Includes items 2-4
2	939654	Screw, SHC M12-1.75 x 30 mm 12.9	10	
3	1477	Loctite #242 Blue 0.5 cc Bottle	1	
4	43784	Washer, STXDF, Spider	2	

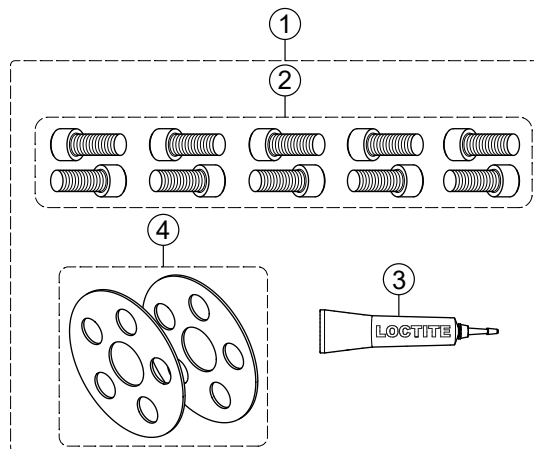


Figure 1. Replacement Hardware and Loctite®

## 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.

## REQUIRED TOOLS

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

## TROWEL 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 (Figure 2) on secure, level ground in an area that is free of dirt and debris.

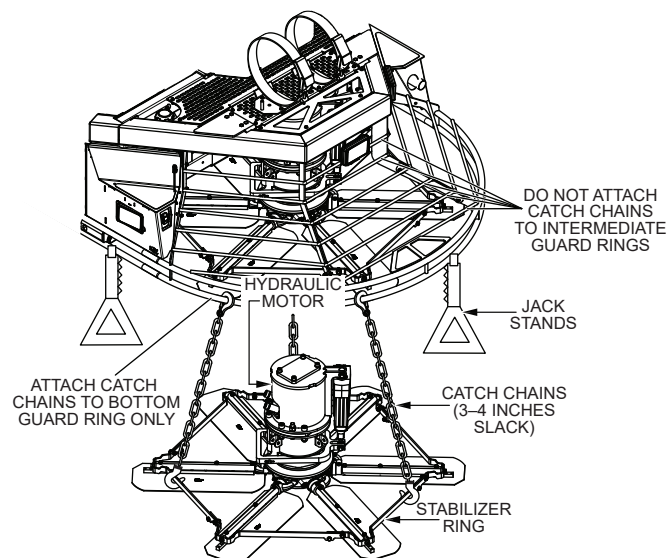


Figure 2. Prepare Trowel

### CAUTION

The bolt removal process may result in the sudden separation of the spider assembly from the hydraulic motor shaft. The use of catch chains is recommended to prevent the spider assembly from falling and striking personnel, causing bodily harm.

4. Attach one end of three equally spaced straps or catch chains to the stabilizer ring (Figure 2). Attach the other end of these straps or chains to the **bottom guard ring** in a manner that would prevent the spider assembly from falling.

### CAUTION

**DO NOT** use the intermediate guard rings to support the spider assembly.

### NOTICE

Make sure the catch chains are positioned so that they are equally spaced, with **no more than 3 to 4 inches of slack**. The catch chains in Figure 2 appear longer than actual size. They are shown this way for clarity only.

## BATTERY DISCONNECTION

1. To access the battery, pull upward on the rear right step (Figure 3) to remove it. Set the step aside.

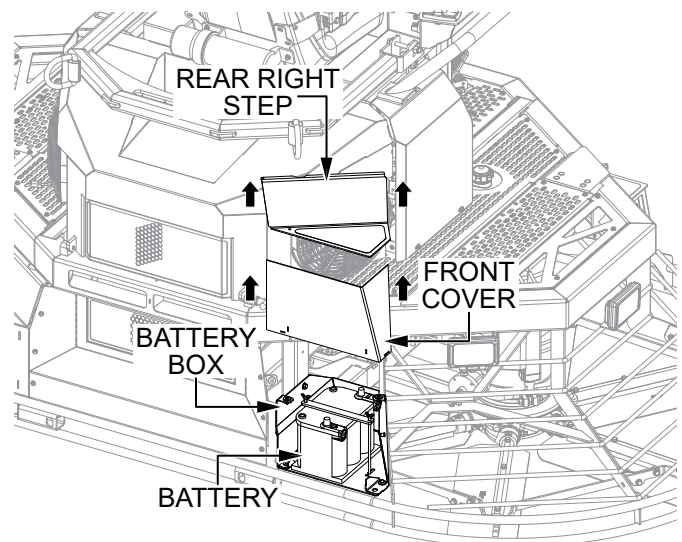


Figure 3. Access Battery

2. Remove the battery box front cover (Figure 3) and set it aside.
3. Disconnect the negative (**BLACK**) battery cable from the negative (–) terminal on the battery. See Figure 4.

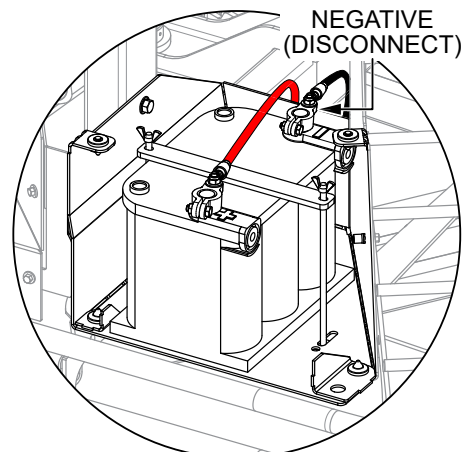
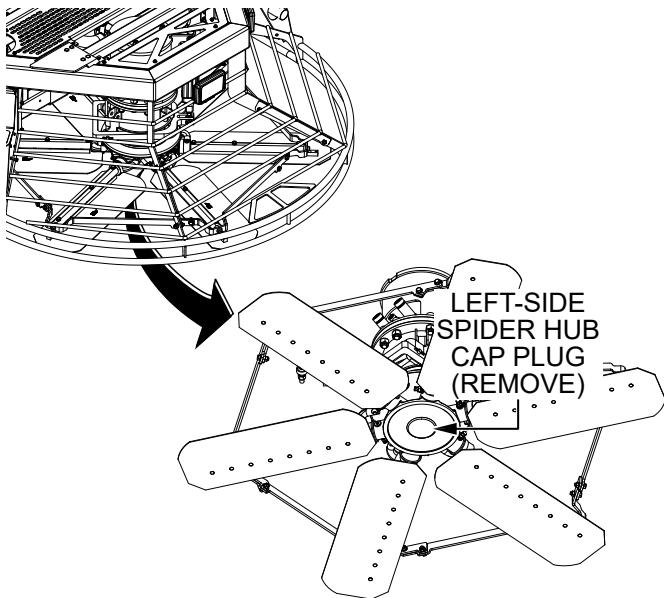


Figure 4. Disconnect Battery

## SPIDER BOLT REPLACEMENT

1. Remove the left-side spider hub cap plug (Figure 5) and set it aside.

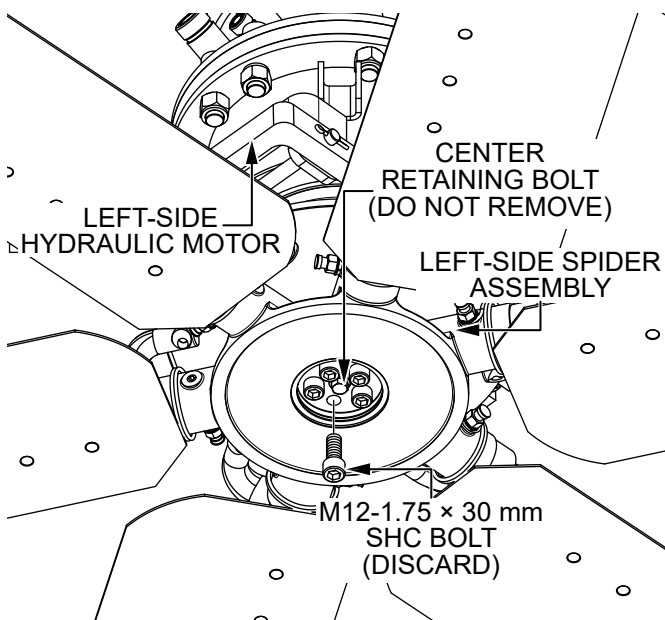


**Figure 5. Remove Left-Side Spider Hub Cap Plug**

2. Remove and discard the five existing M12-1.75 x 30 mm SHC bolts (Figure 6) 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.

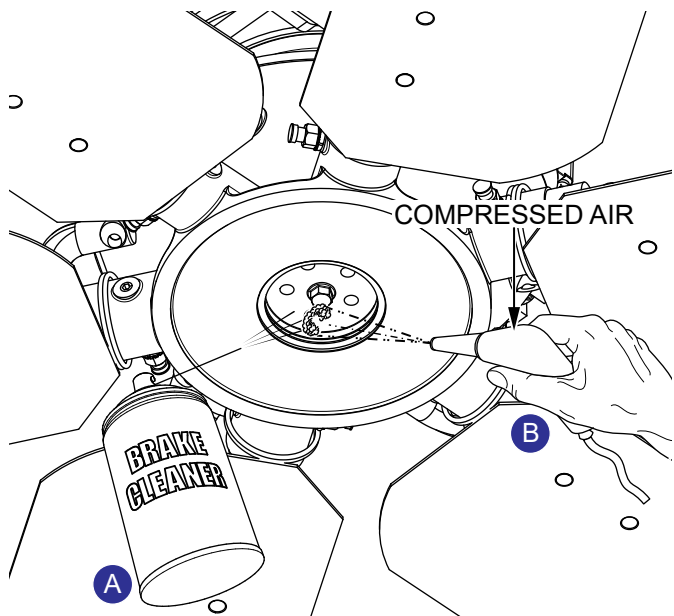


**Figure 6. Remove Left-Side Spider Bolts**

3. Using an M12 x 1.75 tap, recut the threads of the empty bolt holes to remove any Loctite® residue.
4. Use brake cleaner (Figure 7A) to clean out any debris from the empty bolt holes. When finished, use compressed air (Figure 7B) to remove any remaining residue.

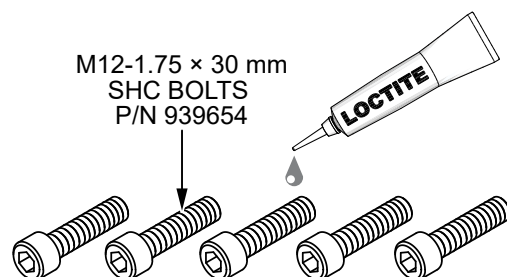
### NOTICE

Make sure the bolt holes are **clean and completely dry** before installing the new bolts.



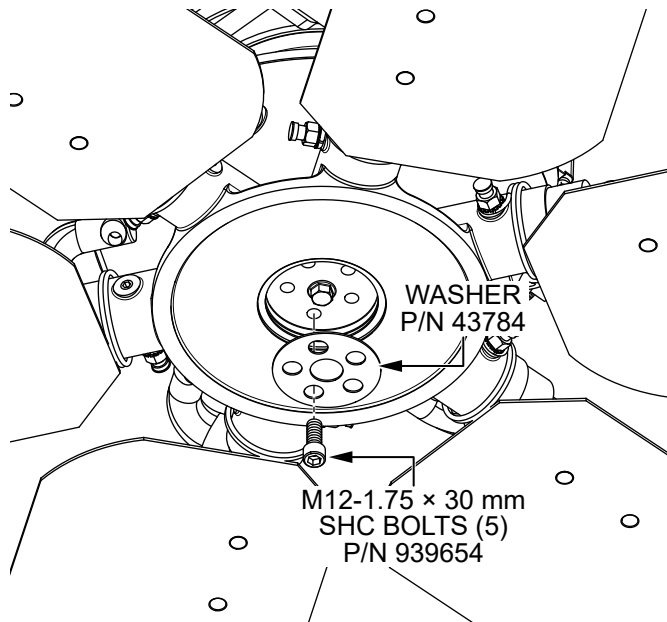
**Figure 7. Clean Bolt Holes**

5. Apply Loctite® Blue 242™ (P/N 1477) to the threads on five new M12-1.75 x 30 mm SHC bolts (P/N 939654). See Figure 8.



**Figure 8. Apply Loctite® 242™ to New Bolts**

6. Install the five new M12-1.75 × 30 mm SHC bolts (P/N 939654) with one washer (P/N 43784) as shown in Figure 9. Torque the bolts in a star pattern to 40 lbf·ft.



**Figure 9. Install New Bolts and Washer**

7. Re-torque all five M12-1.75 × 30 mm SHC bolts (P/N 939654) to 90 lbf·ft in a star pattern.
8. Reinstall the left-side spider hub cap plug.
9. Repeat steps 1–8 on the right-side spider assembly.

## **REASSEMBLY**

1. Reconnect the negative (**BLACK**) battery cable to the negative (–) terminal on the battery.
2. Reinstall the battery box front cover and rear right step.





# Service Bulletin

## STXDF Spider Bolts and Washer Installation

### 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  
(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

##### ***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: infocanada@multiquip.com Fax: (450) 625-8664

#### UNITED KINGDOM

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

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Globe Lane, Fax: 0161 339 3226  
Dukinfield, Cheshire SK16 4UJ  
Contact: sales@multiquip.co.uk

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