

MANDATORY UPDATE INFORMATION

Date: 10/20/21
To: STXDF Ride-On Trowel Owners
From: Multiquip Product Department
Subject: Spider Retention Hardware — **Mandatory Update**



Dear Multiquip Customer,

Our records indicate that your company purchased one or more STXDF Ride-On Trowels. We are notifying you of a mandatory update to the spider retention hardware of your ride-on trowel.

This update is necessary even if you previously installed replacement spider retention hardware as recommended in Service Bulletin No. TR20190429, issued on 05/13/2019. The material used for the washers at that time does not meet our hardness specification. The affected hardware on your trowel **must be replaced** with the new screws and washers indicated in this bulletin that have been manufactured using the proper material.

Failure to perform this procedure may result in spider failure. Over time, the existing washers will suffer material yield (deformation), causing the screws to loosen. Eventually this will cause the screw heads to break.

IMPORTANT! Discard the original screws and washers. **DO NOT** re-use the original spider retention hardware installed on your machine.

The accompanying Service Bulletin explains the required corrective action.

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 directly at 800-478-1244 or via email at 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.

- Use Multiquip's SmartEquip™ Online Parts Order System for faster service.

WARRANTY INFORMATION

- Campaign: Reference No. TR20210825
- 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.
- 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: 1.5 hour total flat rate for replacement of spider fastening screws and hardened washers.
- 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.

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



Service Bulletin

STXDF Spider Retention Hardware Update

Product Group:	Date Issued:	Expiration Date:	Service Bulletin No.
Ride-On Trowels	10/20/21	10/20/22	TR20210825

Models/Serial Numbers Affected:	
Model	Serial Number Range
STXDF	KA2004359 – KL2004583, LA2004031 – LL2004353, MA2004592 – ML2004011

Details
Problem: Previously installed washers do not meet hardness specification, resulting in gradual material yield (deformation) which reduces clamping pressure and prevents the hardware from retaining the required torque value.
Solution: Replace existing left- and right-side spider retention hardware with new, zinc-plated screws and hardened washers. Failure to perform this update may result in loosening of bolts, eventually leading to spider failure.

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 × 30 mm 12.9	10	
3	1477	Loctite #242 Blue 0.5 cc Bottle	1	
4	43784	Washer, STXDF, Spider	2	

A diagram showing the components of the STXDF Spider Hardened Washer Kit. A dashed rectangular box contains the items. At the top, a circled number '1' points to the entire dashed box. Inside the box, a circled number '2' points to a group of ten screws arranged in two rows of five. Below the screws, a circled number '4' points to two circular washers, each with six holes. To the right of the washers, a circled number '3' points to a tube of Loctite #242 Blue threadlocker.

Figure 1. STXDF Spider Hardened Washer Kit

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.

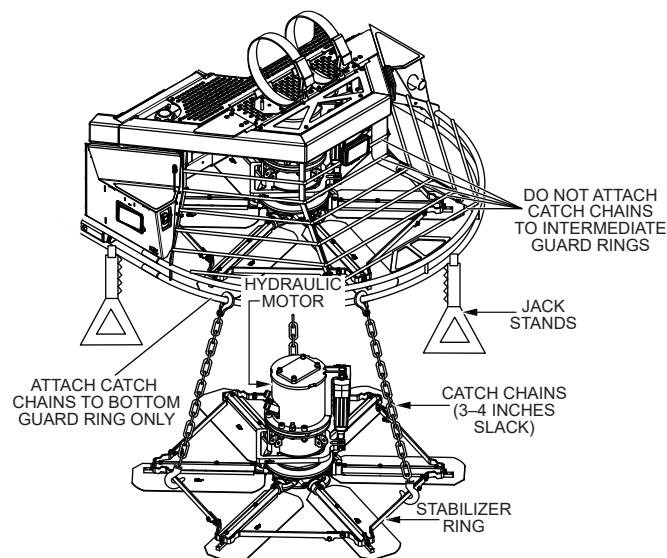


Figure 2. Prepare Trowel

CAUTION

The screw 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.

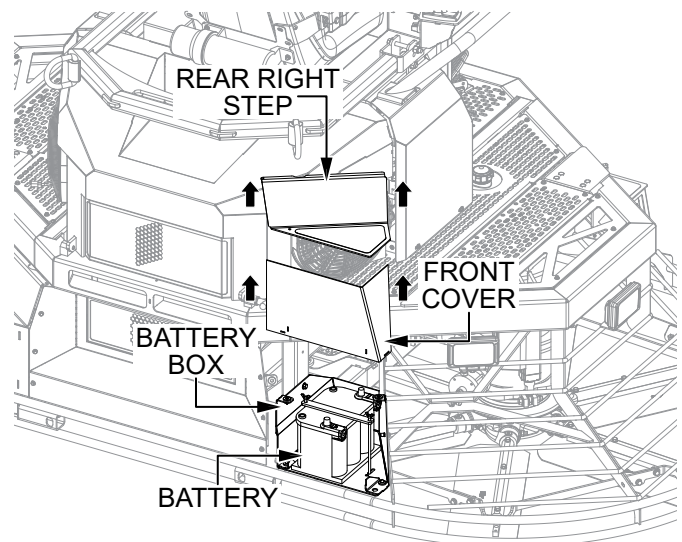


Figure 3. Access Battery

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.

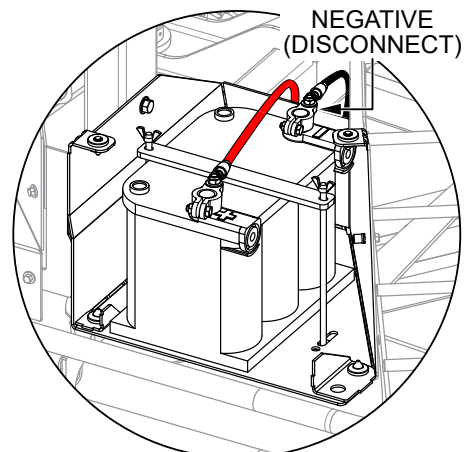


Figure 4. Disconnect Battery

SPIDER RETENTION HARDWARE REPLACEMENT

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

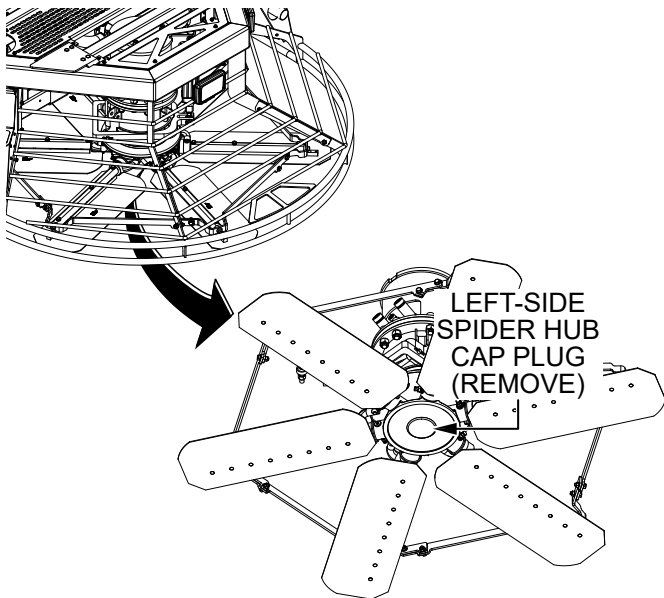


Figure 5. Remove Left-Side Spider Hub Cap Plug

2. Remove and discard the five existing M12-1.75 × 30 mm SHC screws (Figure 6) securing the left-side spider assembly to the bottom of the left-side hydraulic motor.

NOTICE

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

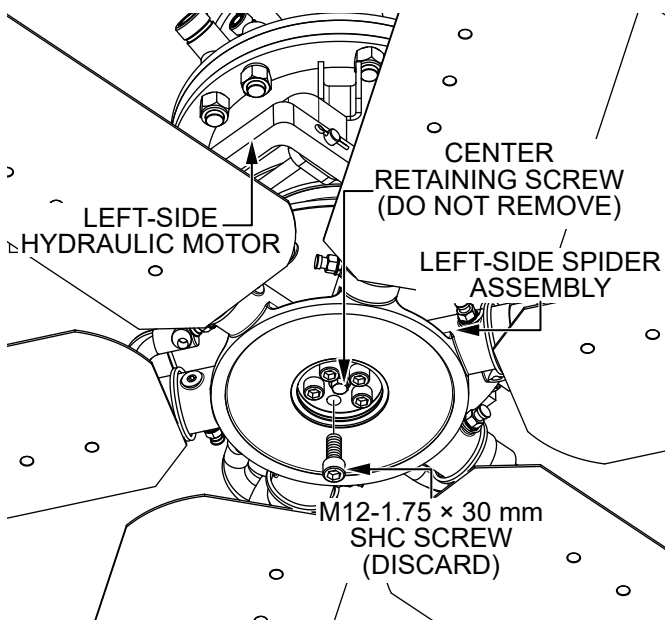


Figure 6. Remove Left-Side Spider Screws

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

NOTICE

Make sure the screw holes are **clean and completely dry** before installing the new screws.

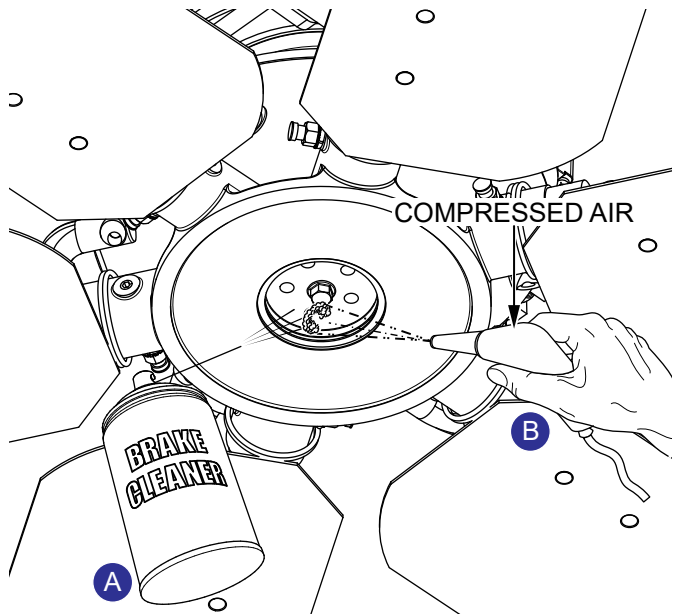


Figure 7. Clean Screw Holes

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

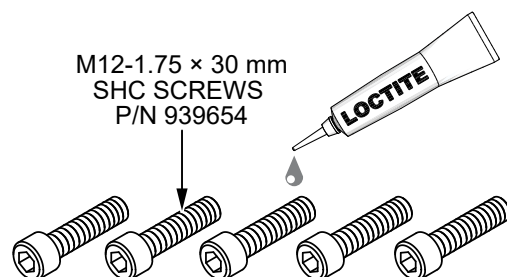


Figure 8. Apply Loctite 242 to New Screws

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

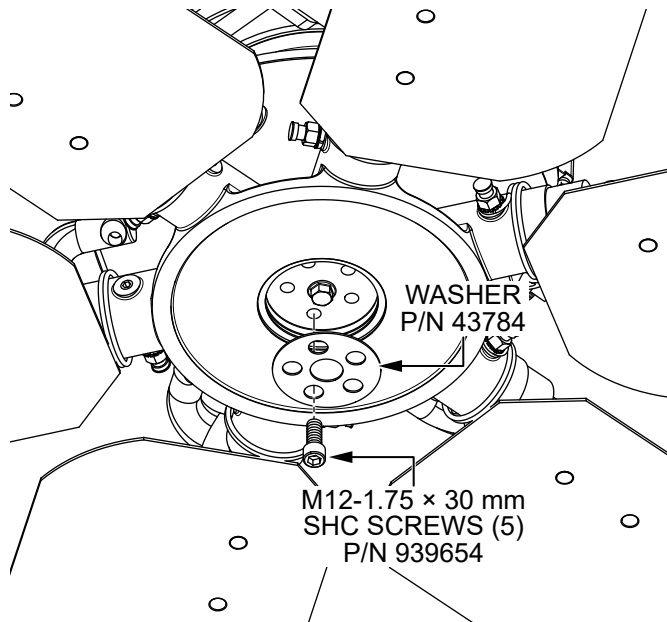


Figure 9. Install New Screws and Washer

7. Re-torque all five M12-1.75 × 30 mm SHC screws (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 Retention Hardware Update

HERE'S HOW TO GET HELP

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

UNITED STATES

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