

## MANDATORY UPDATE INFORMATION

Date: 03/23/18  
To: TRLR45/TRLR70US Trailer Owners  
From: Multiquip Product Department  
Subject: Trailer Frame Reinforcement — **Mandatory Update**

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Dear Multiquip Customer,

Our records indicate that your company purchased one or more TRLR45 or TRLR70US Trailers.

Multiquip deems the design of these trailers to be adequate in their current state to handle the specified GVWR. However, in the interest of public safety, due to unintentional overload as a foreseeable misuse, we are enhancing the safety factor of the trailer design by mandating the installation of this update.

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

**Failure to repair may compromise structural integrity of the trailer frame when unintentionally overloaded.**

If this trailer 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. TL20180306

**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:** 2.0 hour total flat rate for trailer jack crossmember gusset installation.



## Parts Order Form – TRLR45/TRLR70US Trailer Update

### Warranty Campaign TL20180306 Parts Order Form

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

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

#### PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
2	49941-02	Gusset, Jack Crossmember, TRLR45

Model No. TRLR45

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**



## Parts Order Form – TRLR45/TRLR70US Trailer Update

### Warranty Campaign TL20180306 Parts Order Form

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

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

#### PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
2	49927-02	Gusset, Jack Crossmember, TRLR70US

Model No. TRLR70US

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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Millage:			
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	2.0		
	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

## TRLR45/TRLR70US Gusset Installation

<b>Product Group:</b> Trailers	<b>Date Issued:</b> 03/23/18	<b>Expiration Date:</b> 03/23/19	<b>Service Bulletin No.</b> TL20180306
<b>Bulletin Type</b>  <input checked="" type="checkbox"/> Mandatory  <input type="checkbox"/> Information Only  <input type="checkbox"/> Recommended Change		<b>Models/Series Affected:</b>  TRLR45 VIN L021853, L021854, L021855, L021856, L021857, L021858, and L021873 TRLR70US VIN L021931, L021932, L021933, L021934, L021936, and L021937	

### Details

**Problem:**

Improve existing trailer design.

**Solution:**

Install trailer reinforcement gussets.

### Parts Information

Table 1. Gusset Installation Kit				
Item No.	Part No.	Description	Qty.	Remarks
1	49941-02	Gusset, Jack Crossmember, TRLR45	2	TRLR45 only
1	49927-02	Gusset, Jack Crossmember, TRLR70	2	TRLR70 only

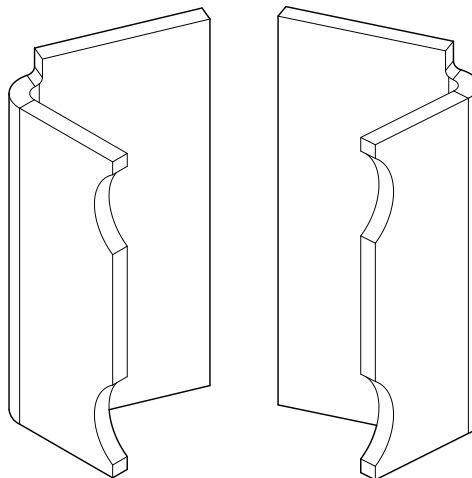


Figure 1. Gussets

## WORK SAFELY!

Only a **certified welder** with proper training should perform this installation. Follow all shop safety rules while performing this installation.

### NOTICE

If gussets are already installed on the jack crossmember of your trailer frame, please disregard this bulletin.

### NOTICE

Failure to repair may compromise structural integrity of the trailer frame when unintentionally overloaded.

## SAFETY

- Perform all work in a well-ventilated area to prevent inhalation of dust and toxic fumes.
- **DO NOT** use chlorinated solvents in areas where welding will take place.
- **ALWAYS** properly dispose of paint and solvents.

## REQUIRED TOOLS

- Welder
- Locking C-clamp
- Approved respirator
- Welding face shield
- Safety glasses
- Gloves
- Hard hat
- Grinder
- Flat black spray paint

## PREPARATION

1. Make sure the gussets are accounted for before beginning this installation procedure. Refer to Table 1 and Figure 1.
2. Place the trailer in an area free of dirt and debris. Make sure it is on secure, level ground with chock blocks underneath each wheel to prevent the trailer from rolling.

## DECAL REMOVAL

### NOTICE

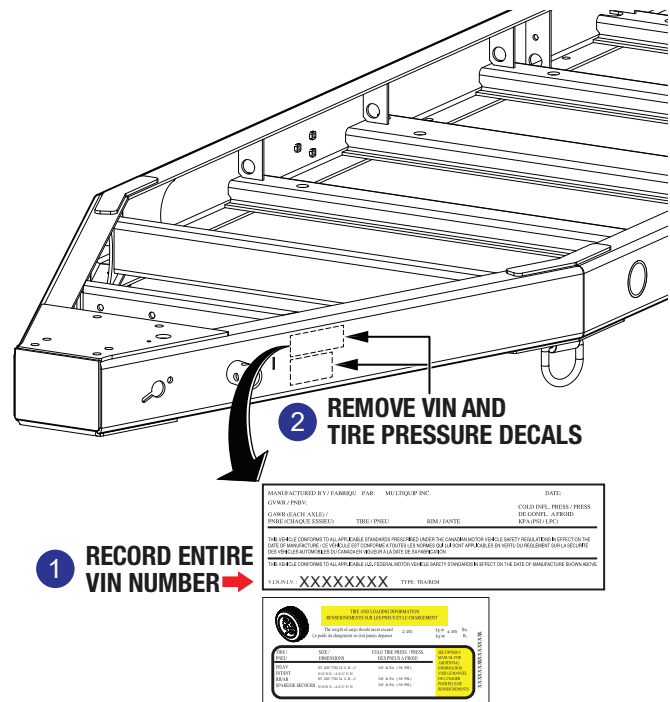
Due to **excessive heat** during the welding process, the possibility exists that the **Vehicle Identification Number (VIN)** and **tire pressure** decals may become damaged.

### NOTICE

Record the **entire** Vehicle Identification Number (VIN) displayed on the decal before removing the decal.

Replacement VIN and tire pressure decals will be provided only after a claim has been filed with the MQ Warranty Department.

1. Record the **entire** Vehicle Identification Number displayed on the VIN decal. Also record the **last five digits** of the VIN number which are stamped into the trailer frame (Figure 2).



**Figure 2. VIN/Tire Pressure Decal Removal**

2. Remove the VIN and tire pressure decals (Figure 2).

## PAINT REMOVAL

1. Using a grinder, remove the paint from the areas to be heated during welding (Figure 3).

### NOTICE

Failure to properly remove the powder coat prior to welding may cause **excessive porosity** in the welds.

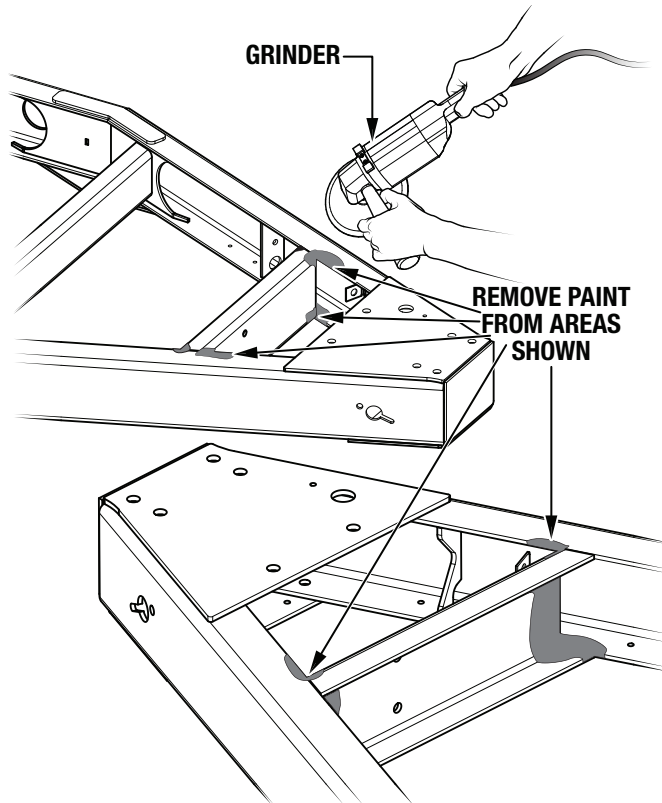


Figure 3. Paint Removal

### CAUTION

If the paint cannot be removed, wear an approved respirator before heating or welding to prevent inhalation of hazardous material.

## WELDING

1. Place the gusset (P/N 49941-02, P/N 49927-02, or P/N 49867-02) between the jack crossmember and drawbar rail as shown in Figure 4.

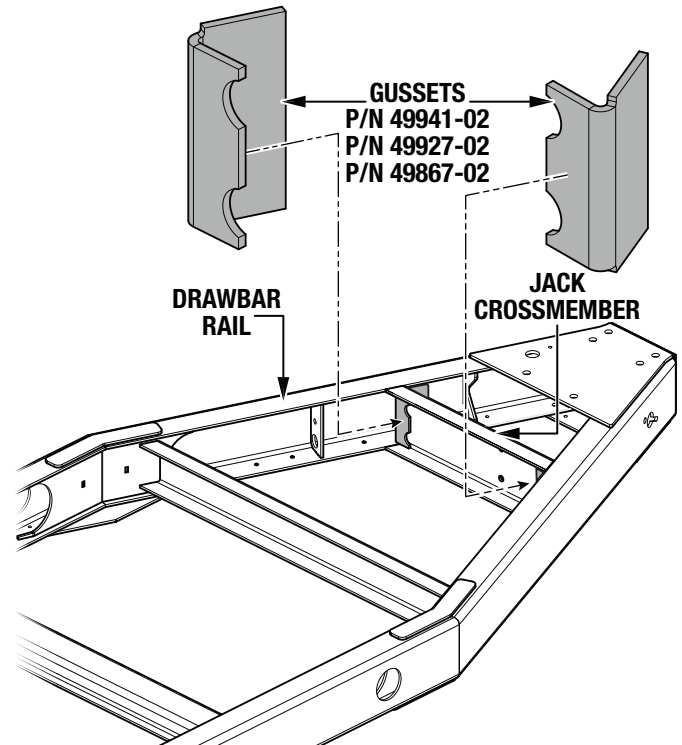


Figure 4. Gusset Placement

2. Once the gusset is correctly positioned, secure it in place with a locking C-clamp as shown in Figure 5.

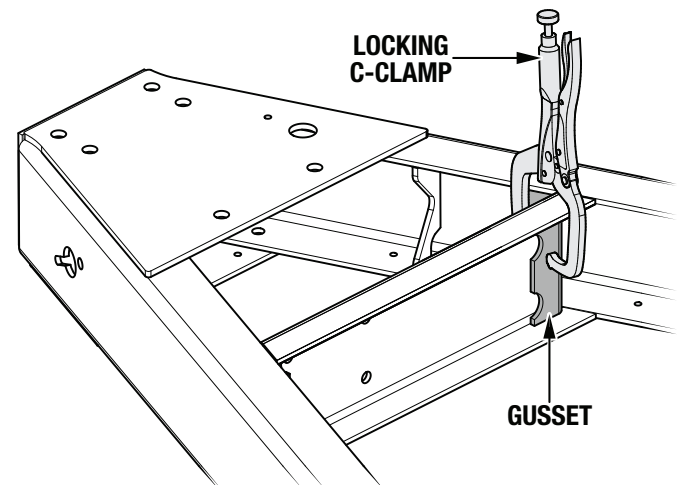
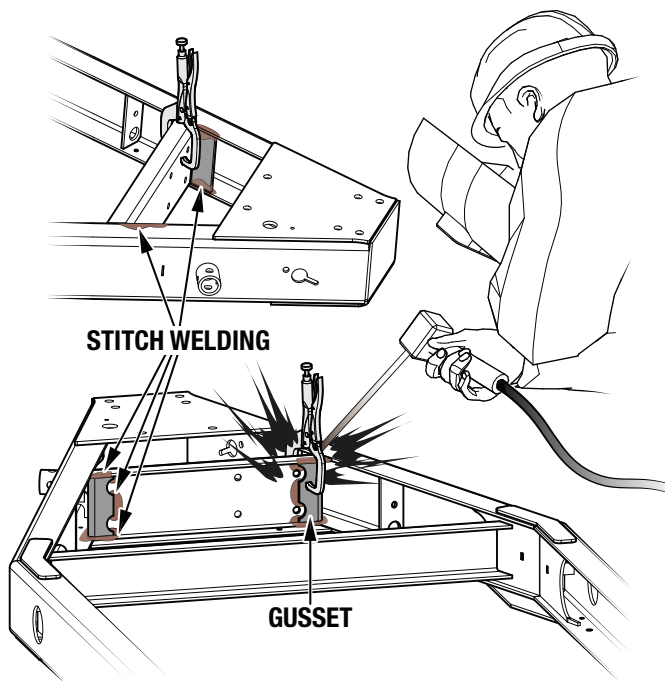


Figure 5. Secure Gusset with Clamp

3. Weld the gusset to the trailer frame (Figure 6).



**Figure 6. Gusset Welding**

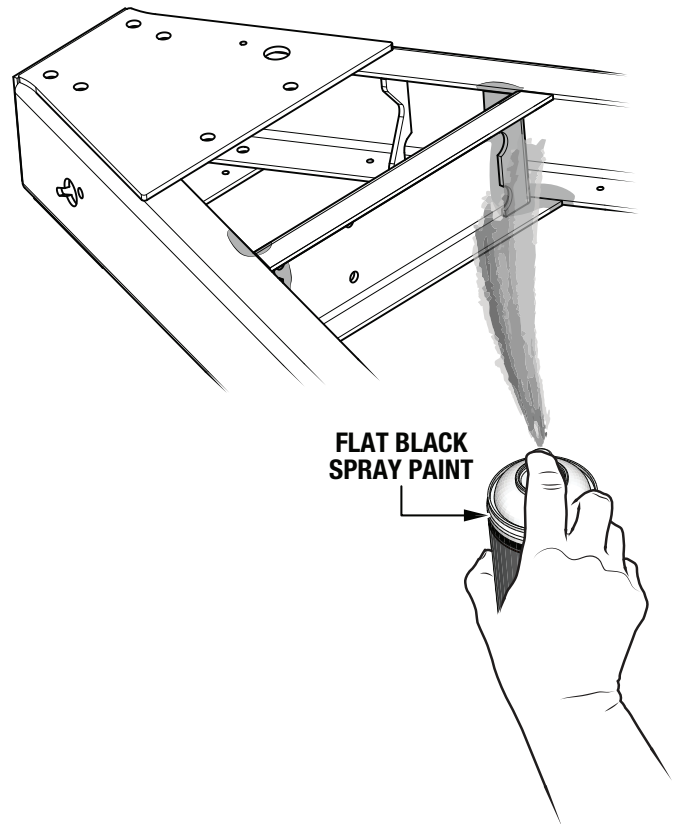
4. Repeat steps 1–3 with the second gusset on the opposite side of the trailer frame.
5. At the completion of the welding process, remove any flux, burrs, or rough edges from the welding area.

## **PAINTING**

### **NOTICE**

Allow the welded area to cool before painting.

1. Clean all welded areas on the trailer frame with a wire brush, then paint the welding areas with **flat black spray paint** (Figure 7).



**Figure 7. Paint Welding Areas**

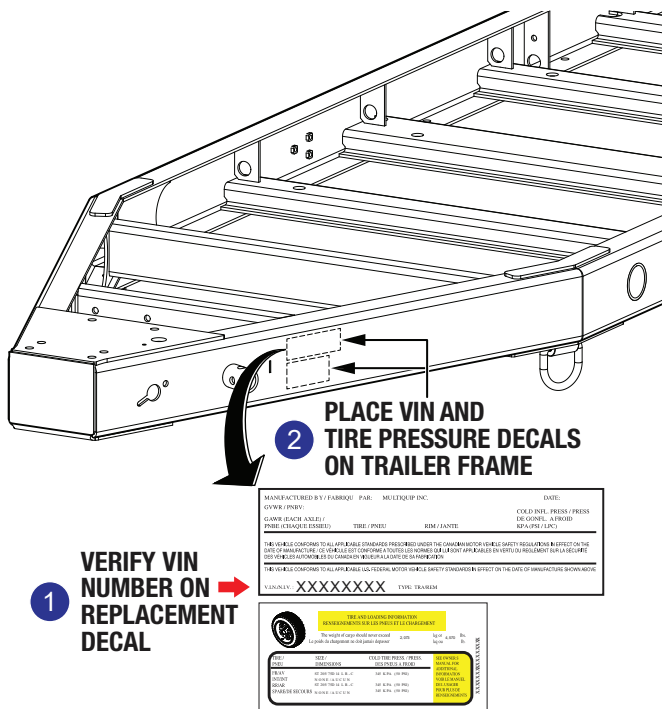


## VIN AND TIRE PRESSURE DECAL REPLACEMENT

**NOTICE**

The steps below cannot be completed until your warranty claim has been processed. Once your claim has been processed and your VIN number has been verified, replacement VIN and tire pressure decals will be sent to you.

1. Compare your new replacement VIN decal identification number with the number that was recorded earlier. If the numbers match, proceed to step 2. **If the numbers DO NOT match, contact the MQ Warranty Department.**
2. Clean the decal location on the trailer surface with isopropyl alcohol.
3. Place the replacement VIN and tire pressure decals onto the trailer as shown in Figure 8.



### Figure 8. Decal Replacement



## Service Bulletin

### ***TRLR45/TRLR70US Gusset Installation***

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## **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](mailto: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

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### **CANADA**

#### ***Multiquip***

4110 Industriel Boul.  
Laval, Quebec, Canada H7L 6V3  
Contact: [infocanada@multiquip.com](mailto:infocanada@multiquip.com)

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

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### **UNITED KINGDOM**

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

Unit 2, Northpoint Industrial Estate,  
Globe Lane,  
Dukinfield, Cheshire SK16 4UJ  
Contact: [sales@multiquip.co.uk](mailto:sales@multiquip.co.uk)

Tel: 0161 339 2223  
Fax: 0161 339 3226

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