



Safety Bulletin

Trailer Weld Inspection

Product Group: Power Solutions	Date Issued: 08/17/11 Rev 1	Safety Bulletin No. TL20110803
Bulletin Type: Mandatory <i>Please read and perform required action immediately!</i>	Models/Series Affected: TRLR220XFH/ TRLR220XFE S/N L006115 – L007197	
<i>This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and also sent in accordance with the Canadian Motor Vehicles Safety.</i>		
Details		
<p>Problem:</p> <p>Multiquip’s records indicate that you purchased a DCA-Series generator mounted on either a TRLR220XFH or TRLR220XFE trailer. We are issuing this bulletin to inform you of a MAJOR SAFETY CONCERN involving these two highway trailer models.</p> <p>A supplier recently informed us that a production run of its axles may experience failure due to weld fatigue. This will lead to cracks developing between the axle and the spindle arms and eventually lead to complete breakage. <i>Should this occur while the trailer is being towed, it may lead to severe unit damage, injury or death!</i></p> <p>Action Required:</p> <p>Immediately locate any trailers that are deployed (in use) and remove from service until both trailer axles are replaced. “RED TAG” the unit and apply a lockout device to prevent it from being towed.</p> <p>If the unit is in a location that does not permit proper axle replacement, return the unit to a location where the procedure can be performed. If you do not feel comfortable performing this axle replacement, please contact the Multiquip Technical Support Department at 800-478-1244 or techsupport@multiquip.com to arrange for assistance with an authorized service center.</p> <p>DO NOT TOW THE UNIT UNTIL THE AXLES HAVE BEEN COMPLETELY REPLACED. IF TRANSPORTATION IS REQUIRED, DO SO ONLY ON A FLATBED TRAILER.</p> <p>If you no longer own the unit because it was resold please forward this bulletin to the new owner or contact Multiquip with information regarding the new owner.</p>		
Must Read:		
<p>If your dealer or an authorized service center fails or is unable to remedy this defect without charge and within reasonable time, please call Multiquip Tech Support at 800-478-1244.</p> <p>For US Customers: You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590 or call 888-327-4236 (TTY: 800-424-9153), or go to http://www.safercar.gov, if remedy difficulties exist.</p> <p>For Canada Customers: Please contact our customer service. For additional info about the recall, you can contact Transport Canada at 800-333-0510.</p>		

WARRANTY INFORMATION

Campaign: Reference No. 20110803

Multiquip will reimburse 1 hour of labor per machine for inspection only. Contact the Multiquip warranty department for claim number and warranty form.

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Multiquip Warranty Department

800-421-1244

Chris Fairchild – Extension 1338

Gilbert Diaz – Extension 1397

Wendy Sanchez - Extension 1322



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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. Tel. (800) 421-1244
Carson, CA 90746 Fax (800) 537-3927
Contact: mq@multiquip.com

Service Department

800-421-1244 Fax: 310-537-4259
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 Fax: 310-637-3284

Warranty Department

800-421-1244 Fax: 310-943-2249
310-537-3700

MEXICO

MQ Cipsa

Carr. Fed. Mexico-Puebla KM 126.5 Tel: (52) 222-225-9900
Momoxpan, Cholula, Puebla 72760 Mexico Fax: (52) 222-285-0420
Contact: pmastretta@cipsa.com.mx

CANADA

Multiquip

4110 Industriel Boul. Tel: (450) 625-2244
Laval, Quebec, Canada H7L 6V3 Tel: (877) 963-4411
Contact: jmartin@multiquip.com Fax: (450) 625-8664

UNITED KINGDOM

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Your Local Dealer is:

