

## IMPORTANT PRODUCT UPDATE!

Date: 10/31/19  
To: MQ Power Generator Owners  
From: MQ Power Product Department  
Subject: ECU845 Controller Replacement

---



Dear Multiquip Customer,

Our records indicate that your company purchased one or more model DCA70SSIU4F, DCA70SSJU4F, DCA125SSIU4F, DCA150SSJU4F2, DCA220SSJU4F2, or DCA300SSJU4F2 generators. We have become aware that an engine shutdown may occur due to a CANBUS communication error with the controller. **To prevent this from occurring we are requesting that you replace the ECU845 controller as soon as possible.**

---

The accompanying bulletin explains the corrective action required.

### **Failure to perform this procedure may result in:**

Controller may display error code: 'CANBUS COMM ERROR' and cause engine shutdown.

If these generators have 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 required parts will be shipped to you.

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

### **WARRANTY INFORMATION**

**Campaign:** Reference No. GSP20190815

**NOTE:** Defective controller **must** be returned.

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:** 0.5 hour total flat rate for ECU845 controller replacement.



# Service Bulletin

## ECU845 Controller Replacement

<b>Product Group:</b> Power Solutions	<b>Date Issued:</b> 10/31/19	<b>Expiration Date:</b> 10/31/20	<b>Bulletin No.</b> GSP20190815
--	---------------------------------	-------------------------------------	------------------------------------

<b>Models/Serial Numbers Affected:</b>			
Model	Serial Number Range	Model	Serial Number Range
DCA70SSIU4F	7355143–7355507	DCA70SSIU4FSG	7355078–7355557
DCA70SSJU4F	7307118–7307211	DCA70SSJU4FSG	7307178–7307224
DCA125SSIU4F	7512056–7512376	DCA125SSIU4FSG	7512106–7512427
DCA150SSJU4F2	7601204–7601238	DCA220SSJU4F2SG	8011078–8011143
DCA220SSJU4F2	8011082–8011123	DCA300SSJU4F2SG	9110125–9110190
DCA300SSJU4F2	9110098–9110197		

<b>Details</b>
<p><b>Problem:</b> Possible engine shutdown due to CANBUS communication error.</p> <p><b>Solution:</b> Replace ECU845 controller <u>as soon as possible</u> to prevent the generator from shutting down unexpectedly.</p>

<b>Parts Information</b>																																
<p>The diagram shows a rectangular ECU845 controller. On the top surface, there are three indicator lights labeled 'Engine Started', 'Shutdown', and 'Pre-Alarm'. On the front panel, there are several buttons labeled 'Alarm Acknowledge', 'Screen', 'Change', 'Option', and 'Program/Exit'.</p>																																
<p><b>Figure 1. ECU845 Controller</b></p>																																
<p><b>NOTICE</b></p> <p>Please order the specified controller part number for your generator(s).</p>																																
<table border="1"> <thead> <tr> <th colspan="4"><b>Table 1. ECU845 Controller</b></th> </tr> <tr> <th>Item No.</th> <th>Part No.</th> <th>Description</th> <th>Qty.</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Y0602203070</td> <td>ECU845 with Firmware for DCA70SSIU4F</td> <td>1</td> </tr> <tr> <td>1</td> <td>Y0602203043</td> <td>ECU845 with Firmware for DCA70SSJU4F</td> <td>1</td> </tr> <tr> <td>1</td> <td>Y0602203071</td> <td>ECU845 with Firmware for DCA125SSIU4F</td> <td>1</td> </tr> <tr> <td>1</td> <td>Y0602203073</td> <td>ECU845 with Firmware for DCA150SSJU4F2</td> <td>1</td> </tr> <tr> <td>1</td> <td>Y0602203048</td> <td>ECU845 with Firmware for DCA220SSJU4F2</td> <td>1</td> </tr> <tr> <td>1</td> <td>Y0602203046</td> <td>ECU845 with Firmware for DCA300SSJU4F2</td> <td>1</td> </tr> </tbody> </table>	<b>Table 1. ECU845 Controller</b>				Item No.	Part No.	Description	Qty.	1	Y0602203070	ECU845 with Firmware for DCA70SSIU4F	1	1	Y0602203043	ECU845 with Firmware for DCA70SSJU4F	1	1	Y0602203071	ECU845 with Firmware for DCA125SSIU4F	1	1	Y0602203073	ECU845 with Firmware for DCA150SSJU4F2	1	1	Y0602203048	ECU845 with Firmware for DCA220SSJU4F2	1	1	Y0602203046	ECU845 with Firmware for DCA300SSJU4F2	1
<b>Table 1. ECU845 Controller</b>																																
Item No.	Part No.	Description	Qty.																													
1	Y0602203070	ECU845 with Firmware for DCA70SSIU4F	1																													
1	Y0602203043	ECU845 with Firmware for DCA70SSJU4F	1																													
1	Y0602203071	ECU845 with Firmware for DCA125SSIU4F	1																													
1	Y0602203073	ECU845 with Firmware for DCA150SSJU4F2	1																													
1	Y0602203048	ECU845 with Firmware for DCA220SSJU4F2	1																													
1	Y0602203046	ECU845 with Firmware for DCA300SSJU4F2	1																													

## WORK SAFELY!

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

## ECU845 HOUR METER READING

Before the existing ECU845 controller can be removed, the current hour meter reading **must** be recorded.

1. With the engine stopped (**OFF**), push and hold the **RED Hour Check Button** on the control panel. Write down the number displayed on the controller screen. This value will be uploaded to the new ECU845 controller.

HOUR CHECK  
BUTTON



**Figure 2. Hour Check Button**

## PREPARATION

1. Make sure the generator is turned off and **the engine is cool**.
2. Place the generator in an area free of dirt and debris. If trailer-mounted, make sure it is on secure, level ground with chock blocks underneath each wheel to prevent the generator from rolling.
3. Disconnect the negative battery cable from the battery post.

## REQUIRED TOOLS

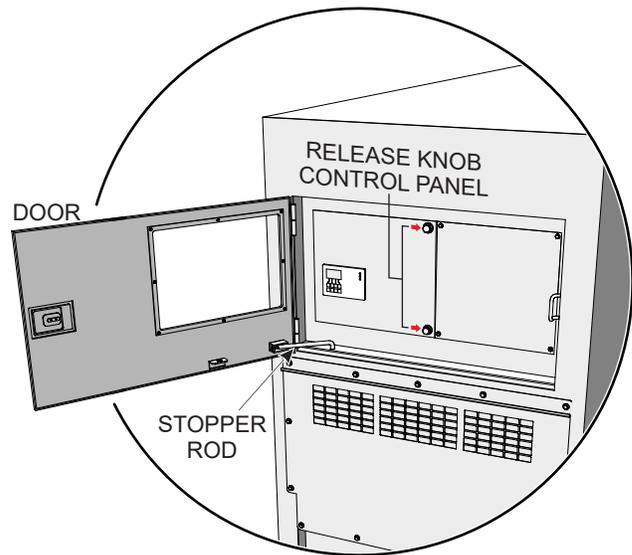
- 11/32" Nut Driver

### NOTICE

**SAVE THE BOX!** You will be using the new controller packaging to return your old controller. **DO NOT** discard the packaging.

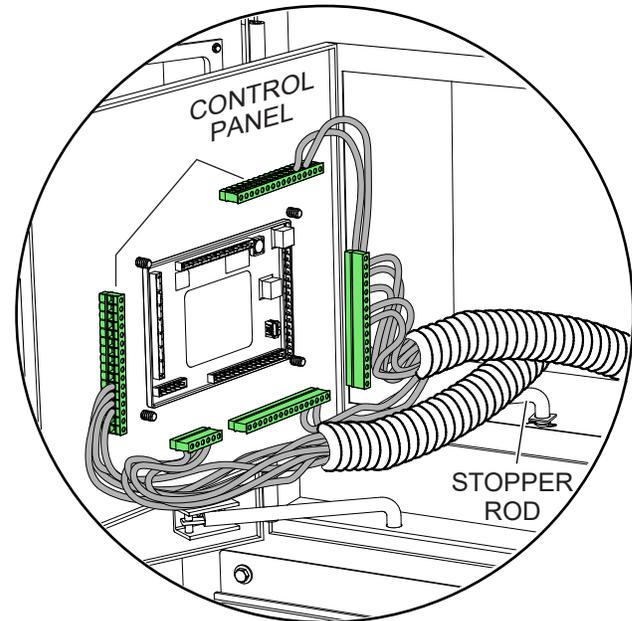
## ECU845 CONTROLLER CHECK

1. Open the front cabinet door (Figure 3) and secure the door with the stopper rod.



**Figure 3. Cabinet Door and Control Panel**

2. Turn both release knobs (Figure 3) on the control panel counterclockwise, then swing open the control panel.
3. To prevent movement of the control panel, secure the panel with the stopper rod (Figure 4).



**Figure 4. Control Panel Stopper Rod**

4. Inspect the label (Figure 5) on the rear of the existing ECU845 controller.

If there is a **black dot** in the upper right corner of the label (Figure 5A), **the controller does not need to be replaced**. Release the stopper rod and close the cabinet door.

If there is **NO black dot** in the upper right corner of the label (Figure 5B), **the controller needs to be replaced**. Continue to the **ECU845 REMOVAL** section.

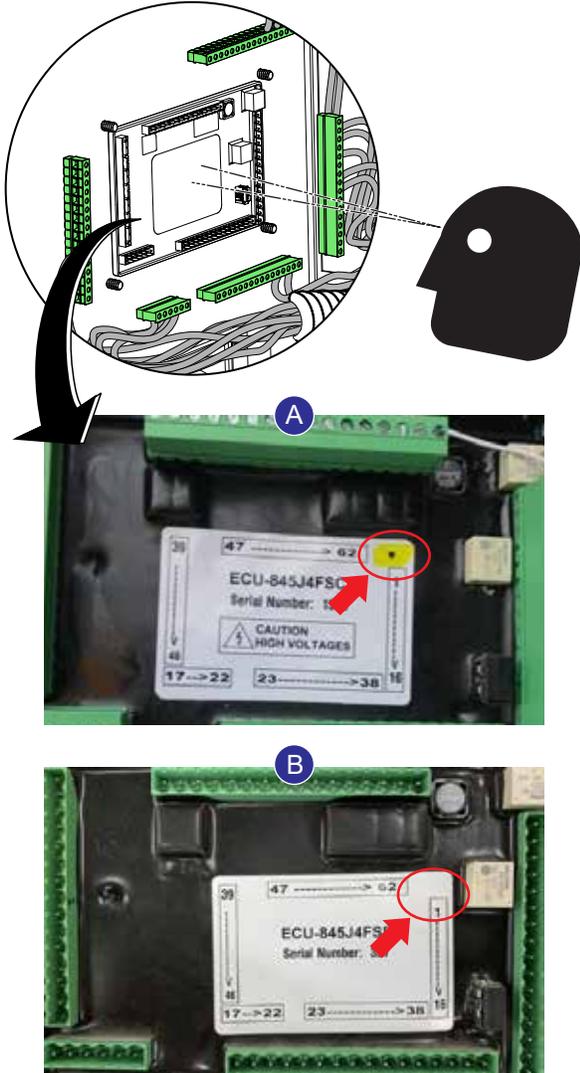


Figure 5. Controller Rear

## ECU845 REMOVAL

1. Open the front cabinet door (Figure 6A) and secure the door with the stopper rod.
2. Turn both release knobs (Figure 6A) on the control panel counterclockwise, then swing open the control panel.
3. To prevent movement of the control panel, secure the panel with the stopper rod (Figure 6B).
4. Remove all wire connectors (Figure 6B) attached to the existing ECU845 controller. If necessary, mark and tag each connector so that they will be reconnected in the same manner.
5. Using an 11/32" nut driver (Figure 6B) remove the four nuts that secure the controller to the control panel. Keep these four nuts; they will be used to secure the new controller.
6. Carefully remove the controller (Figure 6C) from the control panel.

## ECU845 INSTALLATION

When ordering a Y06022030XX controller, note that the controller comes preloaded with the generator firmware. See Table 1 for the specific controller part number for your generator.

### NOTICE

**SAVE THE BOX!** You will be using the new controller packaging to return your old controller. **DO NOT** discard the packaging.

1. Install the **new** ECU845 controller (Figure 6D) in the same location as the old controller.
2. Secure the controller (Figure 6D) using the same four nuts that were removed earlier.
3. Reconnect **all** wire connectors (Figure 6E) to the new ECU845 controller.
4. Close the control panel and secure it with the two locking knobs.
5. Reconnect the negative battery cable to the negative battery post.

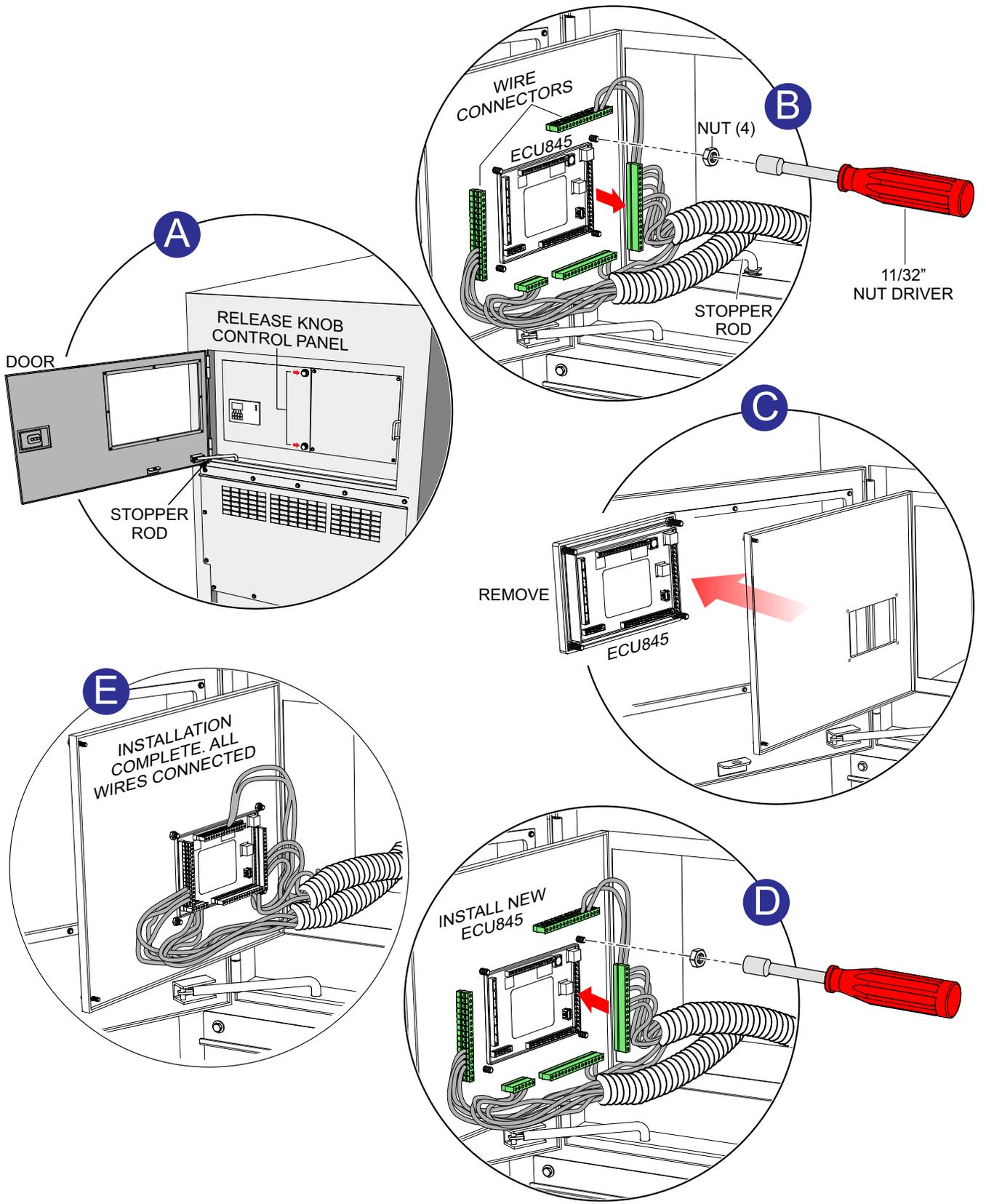


Figure 6. ECU845 Removal/Installation

## UPLOADING ECU845 HOUR METER READING

1. Place the new ECU845 controller in “Diagnostic Mode” by pushing and holding the **RED Hour Check Button** and placing the Auto/Start switch in the manual position (Figure 7).



Figure 7. Diagnostic Mode

2. Press the **EXIT** button (Figure 8).

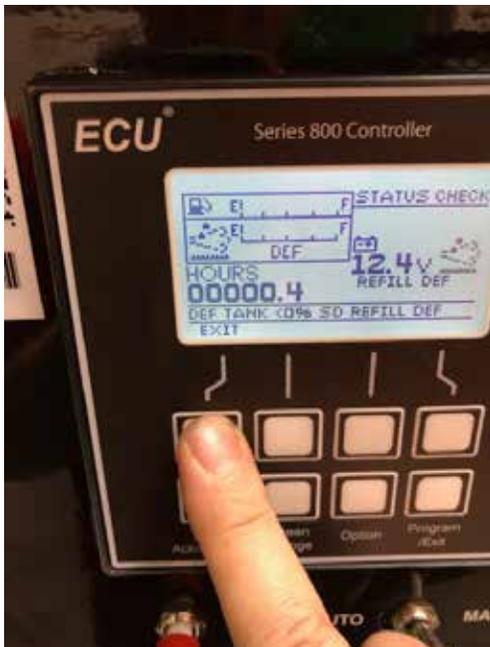


Figure 8. Exit Button

3. Press the **PROGRAM/EXIT** button (Figure 9).

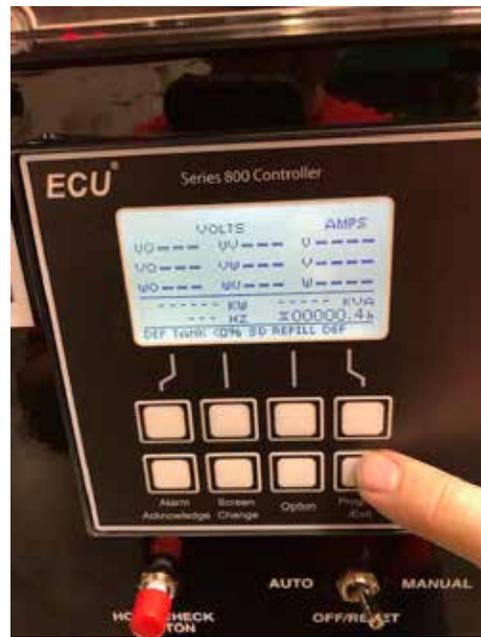


Figure 9. Program/Exit Button

4. Scroll down the list and select **USER LOGIN** by pressing the **DOWN** button (Figure 10).

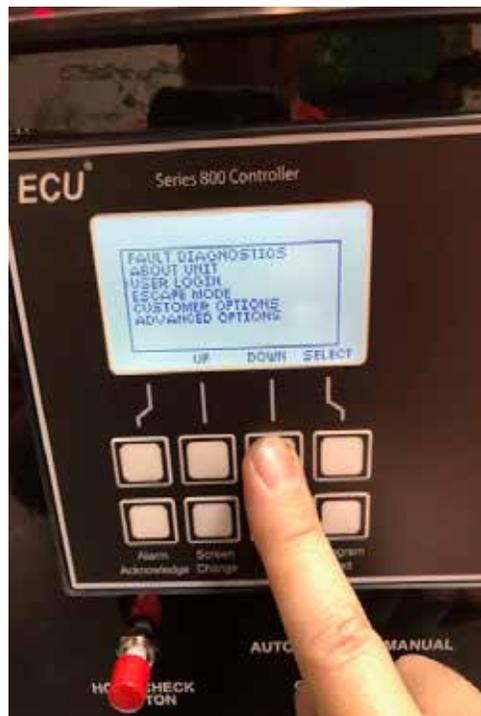


Figure 10. User Login/Down Button

5. Press the **SELECT** button (Figure 11).



Figure 11. Select Button

6. Press the **SELECT** button (Figure 12) again for **ENTER LOGIN**.

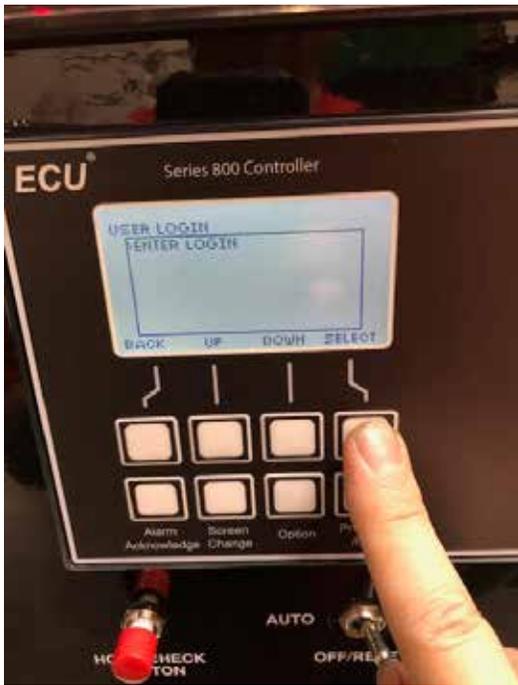


Figure 12. Select Button #2

7. Enter **LOGIN** number 75057 (Figure 13).

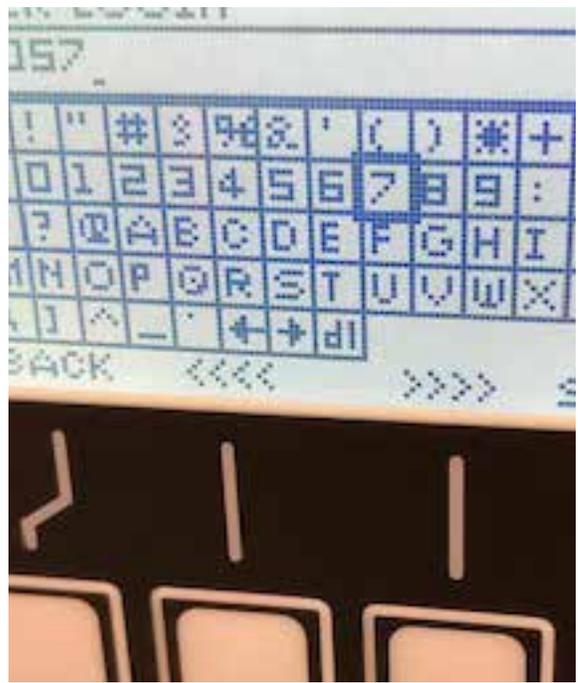


Figure 13. Login Number

8. Press the **BACK** button (Figure 14).

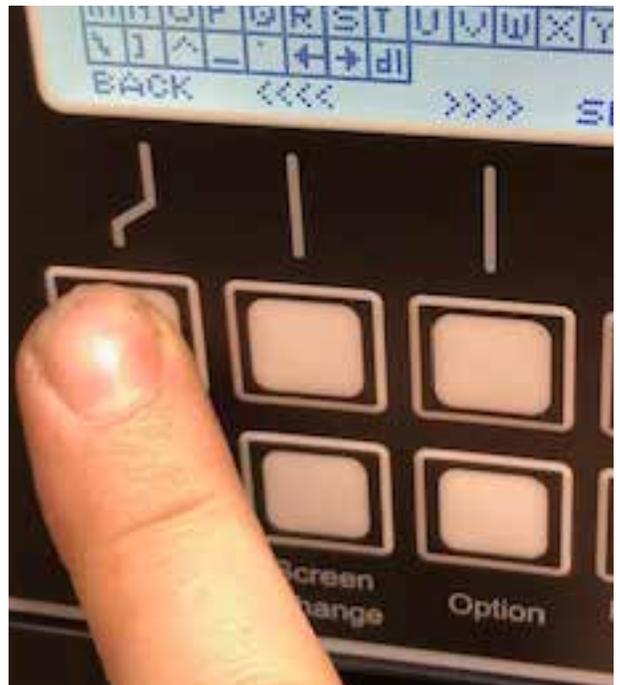


Figure 14. Back Button

9. Press the **EXIT** button (Figure 15).

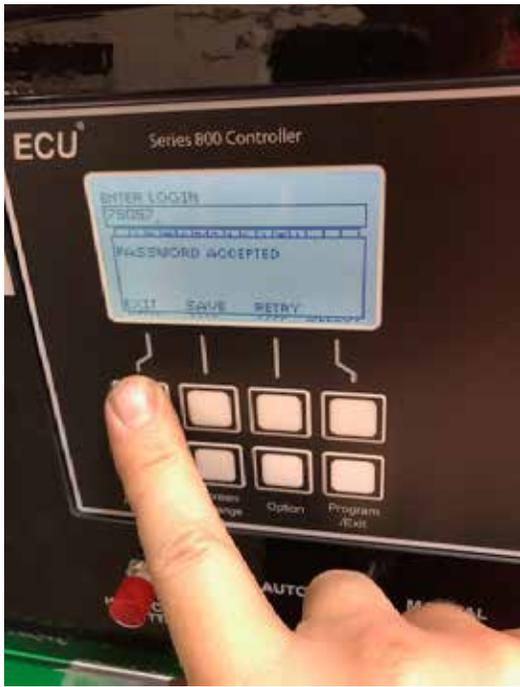


Figure 15. Exit Button

10. Press the **BACK** button (Figure 16).



Figure 16. Back Button

11. Scroll down the list and select **ADVANCED OPTIONS**, then press the **SELECT** button (Figure 17).

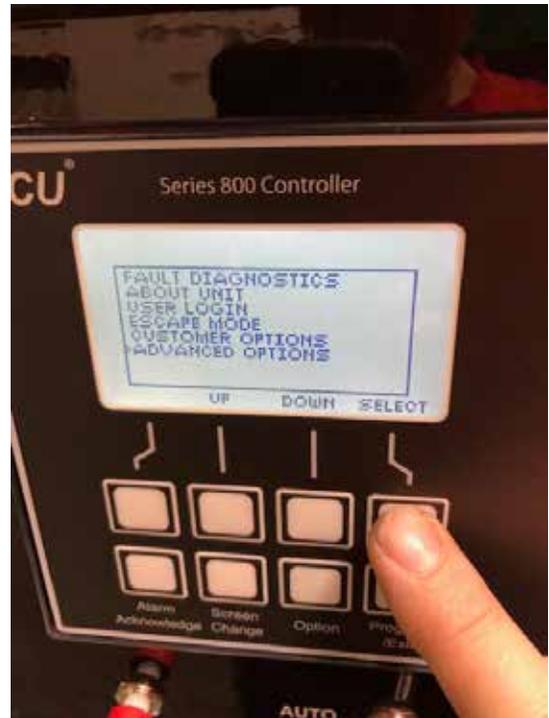


Figure 17. Advanced Options

12. Scroll down the list and select **GENERAL ADJUSTS** (Figure 18).

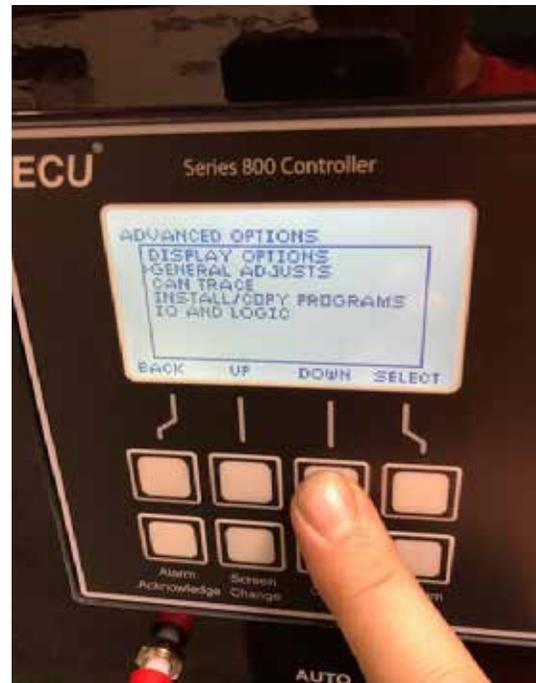
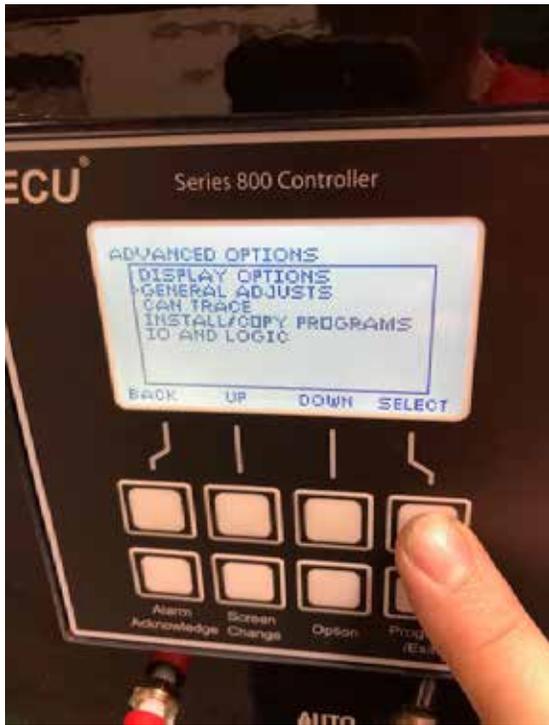


Figure 18. General Adjusts

13. Press the **SELECT** button (Figure 19).



**Figure 19. General Adjusts (Select)**

14. Scroll down the list and select **HOURLMETER RESET**, then press the **SELECT** button (Figure 20).



**Figure 20. Hourmeter Reset**

15. Enter the hourmeter value recorded earlier and press the **SAVE** button.



**Figure 21. Hourmeter Recorded Value**

16. Once the hourmeter recorded value has been saved, turn off the controller by placing the Auto/Manual switch in the center position.

## HOW TO ENABLE POWERBALANCE™ WITH THE ECU845 CONTROLLER

Only perform steps 1 to 12 if your generator is equipped with PowerBalance™.

1. Place the controller in diagnostic mode by completing steps 1 through 10 as described in the **“Uploading ECU845 Hour Meter”** section.
2. Scroll down the list and select **CUSTOMER OPTIONS** (Figure 22).

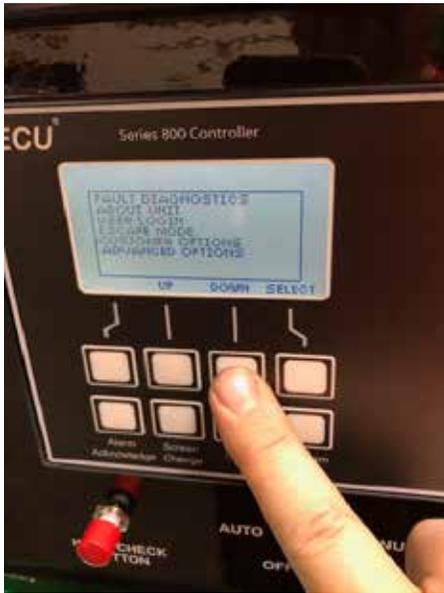


Figure 22. Customer Options

3. Press the **SELECT** button (Figure 23).



Figure 23. Customer Options (Select)

4. Scroll down the list and select **LOAD BANK CONTROL** (Figure 25).

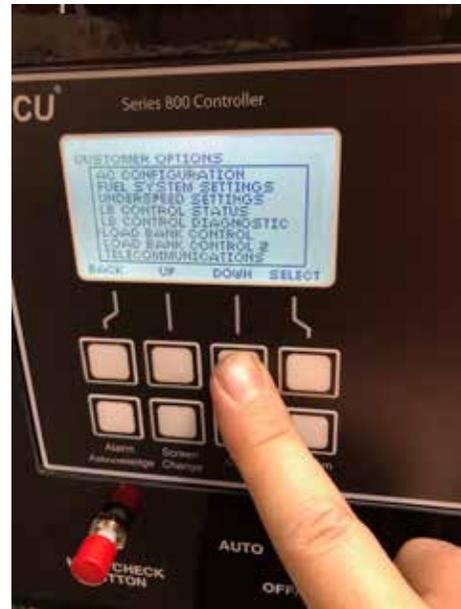


Figure 24. Load Bank Control

5. Press the **SELECT** button (Figure 25).

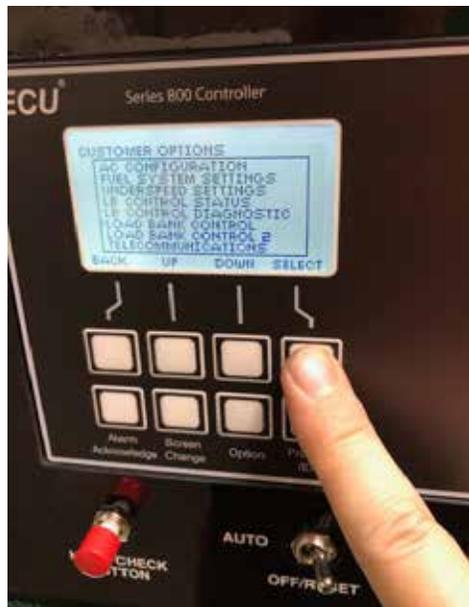


Figure 25. Load Bank Control (Select)

6. Scroll down the list and select **CONTROL ENABLE** (Figure 26).

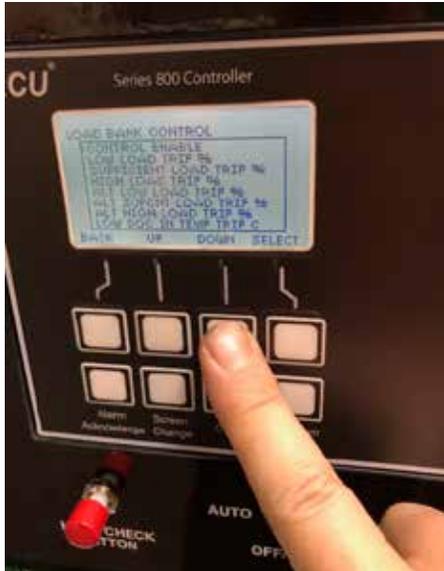


Figure 26. Control Enable

8. Press the **INC** button (Figure 28) to increase the value to 1.



Figure 28. INC Button (Value 1)

7. Press the **SELECT** button (Figure 27).

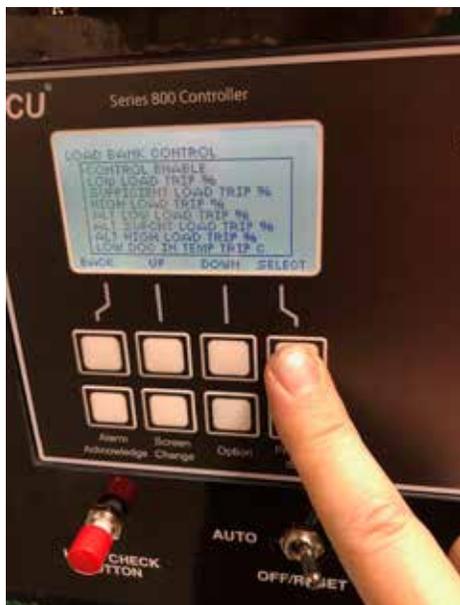


Figure 27. Control Enable (Select)

9. Press the **SAVE** button (Figure 29).



Figure 29. Save Button (INC Value 1)

10. Press the **BACK** button three times (Figure 30).



**Figure 30. Back Button**

12. Place the **AUTO/MANUAL** switch in the **OFF/RESET** position (Figure 32) to turn the controller **OFF**.



**Figure 32. Auto/Manual Switch (Off/Reset Position)**

11. Press the **PROGRAM/EXIT** button (Figure 31).



**Figure 31. Program/Exit Button**

## ECU845 RETURN PACKAGING PREPARATION

There are two labels included inside your ECU845 packaging—a Product Warranty Return label (Figure 33), and a Return Shipping label (Figure 34).

### Product Warranty Return Information

Please fill in the information below. Once completed place sticker on the face of the controller. **Do not** place sticker on backside of controller.

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_  
 \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

DCA Generator Serial Number: \_\_\_\_\_

### Figure 33. Product Warranty Return Label

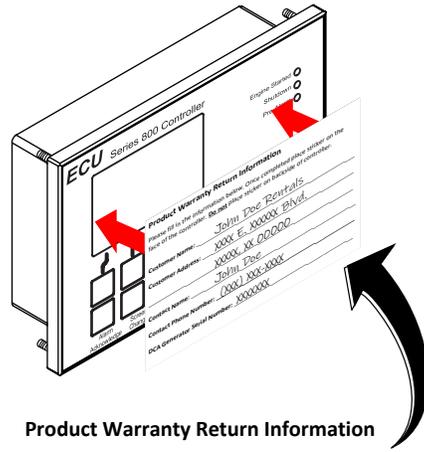


Figure 34. Return Shipping Label

1. Fill out the Product Warranty Return label (Figure 35) with your customer information and generator serial number.
2. Carefully remove the adhesive backing from the Product Warranty Return label and adhere the label to the **FRONT** (face) of the ECU845 controller. See Figure 35.

### NOTICE

Adhere the label to the **front** of the controller **only**. **DO NOT** attempt to place the label on the back of the controller.



### Product Warranty Return Information

Please fill in the information below. Once completed place sticker on the face of the controller. **Do not** place sticker on backside of controller.

Customer Name: John Doe Rentals

Customer Address: XXXX E. XXXXXX Blvd.  
XXXX, XX 00000

Contact Name: John Doe

Contact Phone Number: (XXX) XXX-XXXX

DCA Generator Serial Number: XXXXXXXX

Figure 35. Product Warranty Return Label Placement

3. Place the controller inside the shipping box (Figure 36) and seal the box with packing tape.

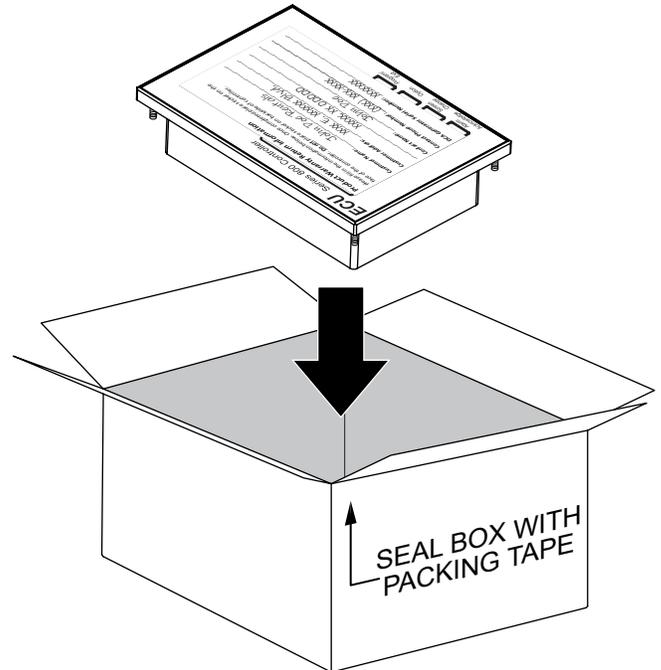


Figure 36. Shipping Box Preparation

4. Tape the Return Shipping label (Figure 34) securely to the outside of the box. Your ECU845 controller is now ready to ship!





# Service Bulletin

## ***ECU845 Controller Replacement***

---

## **HERE'S HOW TO GET HELP**

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

### **UNITED STATES**

#### ***Multiquip Inc.***

(310) 537- 3700  
6141 Katella Avenue Suite 200  
Cypress, CA 90630  
E-MAIL: [mq@multiquip.com](mailto:mq@multiquip.com)  
WEBSITE: [www.multiquip.com](http://www.multiquip.com)

---

### **CANADA**

#### ***Multiquip***

(450) 625-2244  
4110 Industriel Boul.  
Laval, Quebec, Canada H7L 6V3  
E-MAIL: [infocanada@multiquip.com](mailto:infocanada@multiquip.com)

### **UNITED KINGDOM**

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

0161 339 2223  
Unit 2, Northpoint Industrial Estate,  
Globe Lane,  
Dukinfield, Cheshire SK16 4UJ  
E-MAIL: [sales@multiquip.co.uk](mailto:sales@multiquip.co.uk)

