

MANDATORY UPDATE INFORMATION

Date: 6/20/18
To: MQ Whiteman STX6H Ride-On Trowel Owners
From: Multiquip Product Department
Subject: Software Update — **Mandatory Update**



Dear Multiquip Customer,

Our records indicate that you recently purchased one or more STX6H Ride-On Trowel(s) requiring a software update. Multiquip is alerting owners of an update required that will ensure the machines continue to operate at peak performance levels.

Failure to perform this update may result in poor performance of the machine.

The accompanying bulletin explains required actions to update the software.

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.

WARRANTY INFORMATION

Campaign: Reference No. TR20180605

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: 1.0 hour total flat rate for software update.

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

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:
---------	-------	--------

PARTS REPLACED

Qty / Hrs	Part Numbers	Item Description	Invoice or Packing List # On Replacement	Net Each	Extended Amount
-----------	--------------	------------------	--	----------	-----------------

PRIMARY FAILED PART — List the defective part replaced (the part that caused the warrantable failure)

--	--	--	--	--	--

ALL OTHER PARTS— List all other parts used to complete the repair

Travel Time (allowed on Power Equipment only):	Jobsite Address:		
Mileage:			
Freight:			

			Total \$		
		NOTE: Labor is subject for consideration by MQ approval.	LABOR HOURS	LABOR RATE	AMOUNT

FSM Approval Ref # (If assigned by Field Service Mgr.)	Labor	1.0		
	Parts			
	Misc.			

(Detailed) Reason for Warranty Claim	TOTAL CLAIM \$
---	-----------------------

Problem/Cause:
Needs software update

Remedy/Notes:
Install latest version of software.

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

STX6H Software Update

Product Group: Ride-On Trowels	Date Issued: 6/20/18	Expiration Date: 6/20/19	Service Bulletin No. TR20180605
Bulletin Type <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change		Models/Series Affected: STX6H BELOW S/N ME2003872	

Details
Problem: New software update needed.
Solution: Install new software version 103.

Required Tools
<ul style="list-style-type: none">■ Laptop■ Trowel Application File Package (for STX6H only)■ Two 7/16 combination wrenches (to adjust blade speed)■ Strobe Light or Laser Photo Tach (for blade speed test)■ CAN Gateway Cable/Canbus Jumper, P/N 22882/22881■ Gauge Tool (3.25"), P/N 32044■ Gauge Tool (2.25"), P/N 32000■ Set Up Jumper, P/N 42538■ Service Tool (3 to 9 pin), P/N 42948

WORK SAFELY!

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

PREPARATION

1. Place the trowel in an area free of dirt and debris, and make sure it is on secure level ground.

TROWEL SAFETY

CAUTION

- NEVER lubricate components or attempt service on a running machine.

ENGINE SAFETY

WARNING

- NEVER place hands or fingers inside the engine compartment while the engine is running.

CAUTION

- NEVER touch the **hot** exhaust manifold, muffler, or cylinder. Allow these parts to cool before servicing the equipment.



DOWNLOADING OF APPLICATION FILE PACKAGE

NOTICE

Make sure that the Sauer Danfoss Plus +1 Software is already installed before proceeding with the Application File Package download.

If you do not have it installed, go to:

<http://service.multiquip.com/6h-wst.html>

Follow the instructions in the video "Whiteman Service Tool Installation Guide".

1. Go to the Multiquip Service Website via your laptop and select Whiteman Service Tool (WST) under the Documentation tab. Under "Pick a model:", click on "HTX6H & STX6H". See link below:

<http://service.multiquip.com/6h-wst.htm/>

If you need assistance, contact Multiquip Technical Support or Field Service.

2. Scroll down to "Trowel Application file packages" and click on "For STX6H Only" to download the STX6H application file package (zip).
3. Extract the three files from the downloaded zip file and save them to your desktop.
4. Confirm that you have the following files.
 - a. 42645RevE.P1D — Whiteman Service Tool (WST)
 - b. 42642103.lhx — latest software
 - c. 42644103.p1t — parameter file set

CONNECTING LAPTOP

1. Using an 8 mm socket, remove and set aside the 15 screws securing the foot platform to the frame of the STX6H (Figure 1).

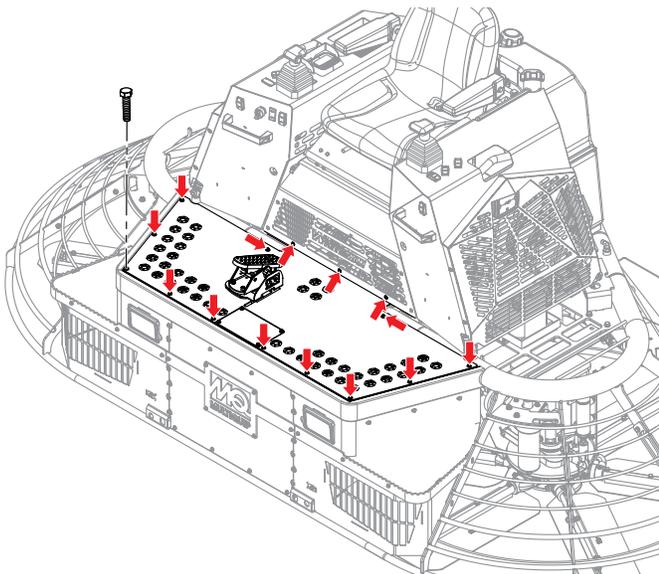


Figure 1. Foot Platform Removal

2. Remove the foot platform.
3. Connect the laptop to the STX6H service port under the seat, using the procedure in the LAPTOP CONFIGURATION section of *HTX6H/ STX6H Setup, Adjustments and Calibrations* document found on the Multiquip Service Website. See link below:

http://service.multiquip.com/pdfs/HTX6H-STX6H_Setup-Adjust-Cal_Manual_rev_1.pdf

UPDATING THE SOFTWARE AND PARAMETERS

1. Update your software and parameters to the latest version by following the procedure in the video "How to Update a Whiteman Ride-on Power Trowel's MCU Software and Parameters." found in the Multiquip Service Website. Scroll down to the videos shown at:

<http://service.multiquip.com/6h-wst.html>

2. You can also use the *HTX6H/ STX6H Setup, Adjustments and Calibrations* on the Multiquip Service Website for reference:

RECALIBRATION

NOTICE

Recalibration of the sensors (foot pedal, pitch and stroke cylinder) is required after the parameter file is installed then clear all the machine fault history.

1. To recalibrate the foot pedal, pitch, and stroke cylinder, perform the procedures outlined in to the *HTX6H/ STX6H Setup, Adjustments and Calibrations* document on the Multiquip Service Website.

SETTING BLADE SPEED

1. Set the blade speed to 127-130 rpm (verifying left and right rotor rpms are within 1 rpm of each other). Refer to *HTX6H/ STX6H Setup, Adjustments and Calibrations* document for Left Side and Right Side Trowel Speed Adjustment procedure.

NOTICE

Make sure you set the left side blade speed first (left side is defined by the operator's left side in the seat) then bringing the right side in to matching speed.

2. After adjusting speed, perform stroke cylinder recalibration procedure again.
3. Recheck blade speed. If blade speed is not 127-130 rpm, readjust and perform stroke cylinder recalibration procedure again.
4. Repeat previous step until blade speed needs no further readjustment.
5. Reinstall foot platform and tighten all 15 screws to secure.



Service Bulletin

STX6H Software Update

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

Unit 2, Northpoint Industrial Estate, Tel: 0161 339 2223
Globe Lane, Fax: 0161 339 3226
Dukinfield, Cheshire SK16 4UJ
Contact: sales@multiquip.co.uk

© COPYRIGHT 2018, MULTIQUIP INC.

Multiquip Inc and the MQ logo are registered trademarks of Multiquip Inc. and may not be used, reproduced, or altered without written permission. All other trademarks are the property of their respective owners and used with permission.

The information and specifications included in this publication were in effect at the time of approval for printing. Illustrations, descriptions, references and technical data contained in this document are for guidance only and may not be considered as binding. Multiquip Inc. reserves the right to discontinue or change specifications, design or the information published in this publication at any time without notice and without incurring any obligations.

Your Local Dealer is:

