

## IMPORTANT SAFETY RECALL

Date: 10/01/18  
To: WTE5C/WTE5HP Series Water Trailers Owners  
From: Multiquip Product Department  
Subject: Trailer Axle Replacement — **Mandatory Update**

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Dear Multiquip Customer,

Our records indicate your company purchased one or more models of the WTE5C/WTE5HP Series Water Trailers.

We have identified a limited production run of water trailers equipped with axle assemblies that do not meet the proper axle load ratings (3,500 lb. GAWR). This is due to mislabeled axles received from our supplier. **THE AXLES ON YOUR WATER TRAILER ARE UNDERRATED (2,470 lb. GAWR) AND MUST BE REPLACED.**

This recall notice applies **only** to the model(s) and serial number(s) specified in the accompanying service bulletin. Water trailers outside the specified serial number range are not affected.

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**Failure to repair imposes a safety risk. Safe operating and unit towing processes are in jeopardy due to the under rated GAWR capacity of the axles.**

If this water 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.

### PARTS ORDERING INFORMATION

**YOU MUST PLACE A PART ORDER WITH THE MULTIQUIP PARTS DEPARTMENT TO ENSURE PROPER SHIPMENT.** Upon placing the order, the part 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. WT20180925

**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:** 3.0 hour total flat rate for trailer axle replacement.



Warranty Campaign WT20180925
Parts Order Form

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

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

PARTS ORDER:

Table with 3 columns: QTY., PART NUMBER, DESCRIPTION. Row 1: 1, 29396-SK, Axle Assembly, TRLR70 Electric Service Kit.

Model No. \_\_\_\_\_ 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:

**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**

1	29396-SK	Axle Assembly, TRLR70 Electric Service Kit			

<b>Travel Time (allowed on Power Equipment only):</b>	<b>Jobsite Address:</b>			
	Millage:			
	Freight:			

**Total \$**

<b>FSM Approval Ref #</b> (If assigned by Field Service Mgr.)	<b>NOTE: Labor is subject for consideration by MQ approval.</b>	LABOR HOURS	LABOR RATE	AMOUNT
	Labor	3.0		
	Parts			
	Misc.			

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

**Problem/Cause:**  
 1. Current axle assemblies do not meet with proper axle load ratings (GAWR).

**Remedy/Notes:**  
 1. Replace existing axles with proper rated axle (3,500 lbs./1,587 kg) assemblies.  
 2. Affected axles (2,470 lbs.) must be returned to the vendor as follows:  
 Ship to: Dexter MWR, 1845 South 300 West, Salt Lake City, UT 841115  
 Attention: B. Quigley  
 Use account number: XPO Logistics 640849505

**PLEASE NOTE:** Affected axles must be shipped to vendor within 30 days.