

MANDATORY UPDATE INFORMATION

Date: 04/18/17
To: WT5C/WTE5C/WT5CSG Series Water Trailers Owners
From: Multiquip Product Department
Subject: Trailer Frame Reinforcement — **Mandatory Update**



Dear Multiquip Customer,

Our records indicate that your company purchased one or more models of the WT5C/WTE5C/WT5CSG Series Water 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. The accompanying bulletin explains the corrective actions required.

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

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. 20170209

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 trailer frame hitch mount brace installation.



Parts Order Form – WT5C/WTE5C/WT5CSG Water Trailers Update

**Warranty Campaign 20170209
Parts Order Form**

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

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
1	59182-K	Brace Kit, Tow Bar

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

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

1	59182-K	Brace Kit, Tow Bar			

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

	Total \$		
FSM Approval Ref # (If assigned by Field Service Mgr.)	NOTE: Labor is subject for consideration by MQ approval.	LABOR HOURS	LABOR RATE
			AMOUNT
	Labor	1.0	
	Parts		
	Misc.		

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

Problem/Cause:

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

Remedy/Notes:

- Install trailer reinforcement brace in tongue of trailer.

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

WT5C/WTE5C/WT5CSG Series Water Trailers

Product Group: Water Trailer	Date Issued: 04/18/17	Service Bulletin No. WT20170209
Bulletin Type ☒ Mandatory ☐ Information Only ☐ Recommended Change	Models/Series Affected: W5TC S/N 30509 — 40868 WTE5C S/N 32308 — 40311 WT5CSG S/N 38609 — 40378	

Details

Problem:

- a. Improve existing trailer design.

Solution:

- a. Install trailer reinforcement brace.

Parts Information

Table 1. Reinforcement Kit Parts				
Item No.	Part No.	Description	QTY.	Remarks
1	59182-SK	Brace Kit, Tow Bar	1	Includes items 2-3
2	59182	Brace, Hitch Mount	1	
3	59183	Instruction Sheet, WT5 Series	1	

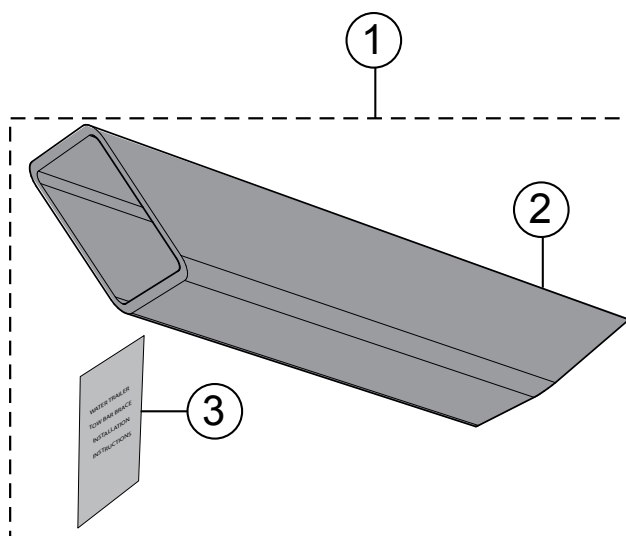


Figure 1. Brace Kit, Tow Bar

WORK SAFELY!

NOTICE

If hitch mount brace is already installed on your trailer frame, please disregard this bulletin.

NOTICE

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

NOTICE

Only use a **certified welder** with proper training who is qualified to perform this installation. Follow all shop safety rules when performing this installation.

REQUIRED TOOLS

- Welder
- Bar-Clamp
- Approved Respirator
- Welding Face Shield
- Safety Glasses
- Gloves
- Hard Hat
- Grinder
- Black Glossy Paint

SAFETY

- Perform all work in an area that is well ventilated 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.

PREPARATION

1. Check that the hitch mount brace is accounted for before attempting this installation procedure. Reference Table 1 and Figure 1.
2. Place the water 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 welding, the possibility exist that the **VIN** and **tire pressure** decals may become damaged during the welding process.

NOTICE

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

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

1. Record the entire VIN identification number displayed on the VIN decal. Also **record** the last **five** digits of the VIN number that is stamped into the trailer frame (Figure 2).

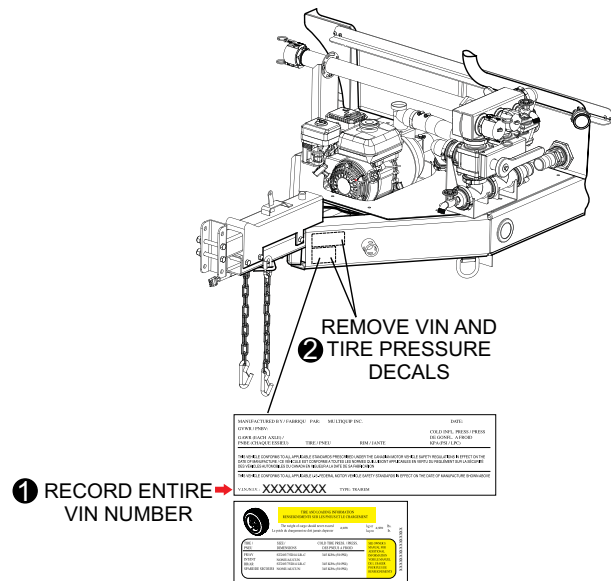


Figure 2. VIN/Tire Pressure Decal Removal

2. Remove the VIN and tire pressure decals as shown in Figure 2.

PROCEDURE

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

NOTICE

Failure to properly remove the Powder Coat prior to welding may cause **excessive porosity** in the welds.

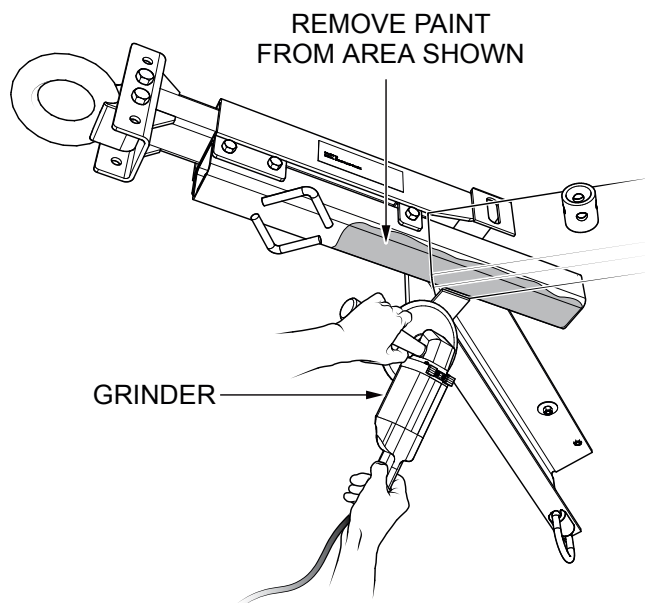


Figure 3. Paint Removal



CAUTION

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

2. Locate the A-frame cavity area (Figure 4) under the tongue side on the trailer frame.
3. Next, slide hitch mount brace (P/N 59182) into the cavity area on the trailer frame as shown in Figure 4.

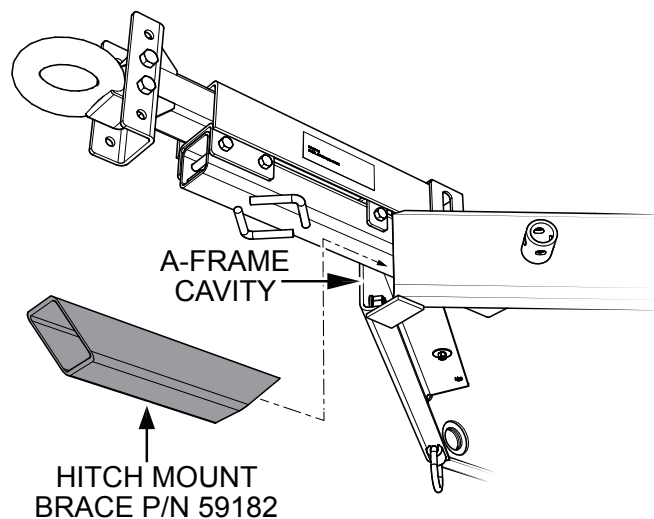


Figure 4. Inserting Hitch Mount Brace

4. Position the brace so that 7/16" clearance exists between the trailer frame and the rear section of the brace as shown in Figure 5.

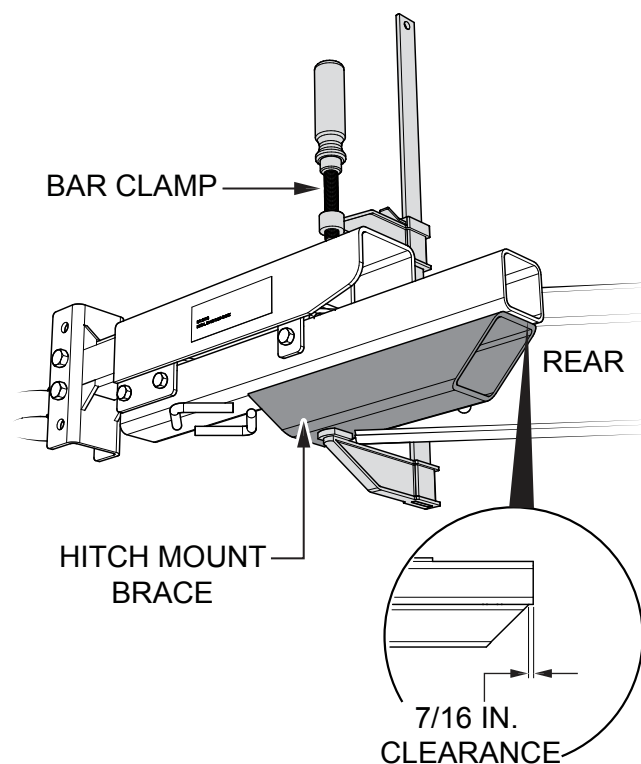


Figure 5. Hitch Mount Brace Placement

5. Once the hitch mount brace has been correctly positioned, secure brace in place with bar clamp as shown in Figure 5.

WELDING

1. Weld hitch mount brace (Figure 6) onto trailer frame.

NOTICE

When performing longitudinal welds on hitch mount brace, apply 2" welds on 4" centers minimum.

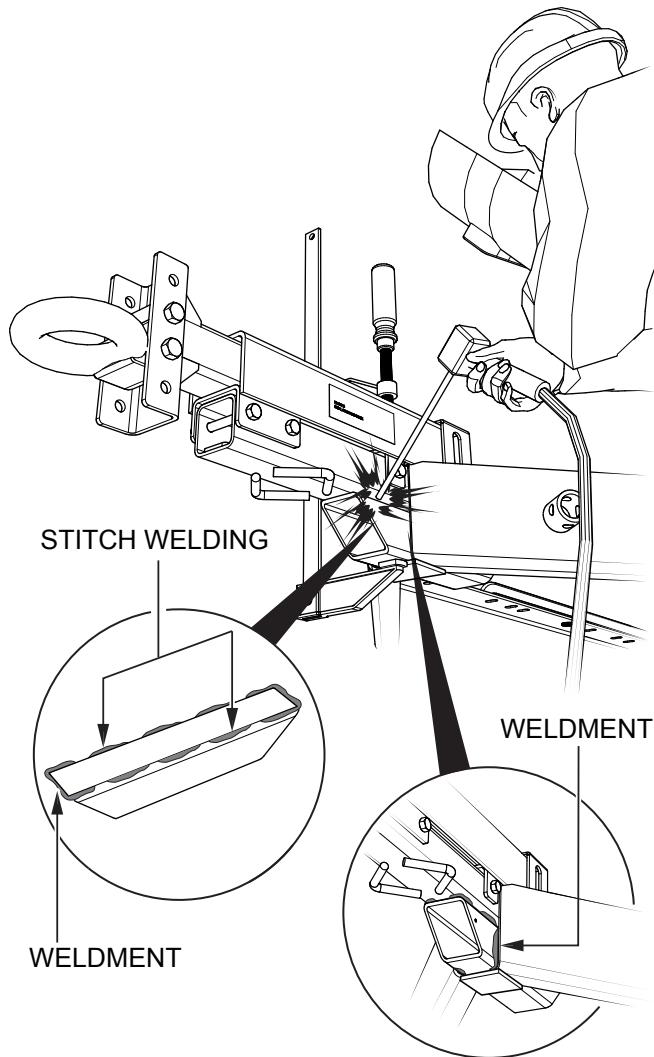


Figure 6. Welding Hitch Mount Brace

2. At the completion of the welding process, remove any flux, burrs or rough edges from the welding area.

PAINTING

NOTICE

Let welded area cool before painting.

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

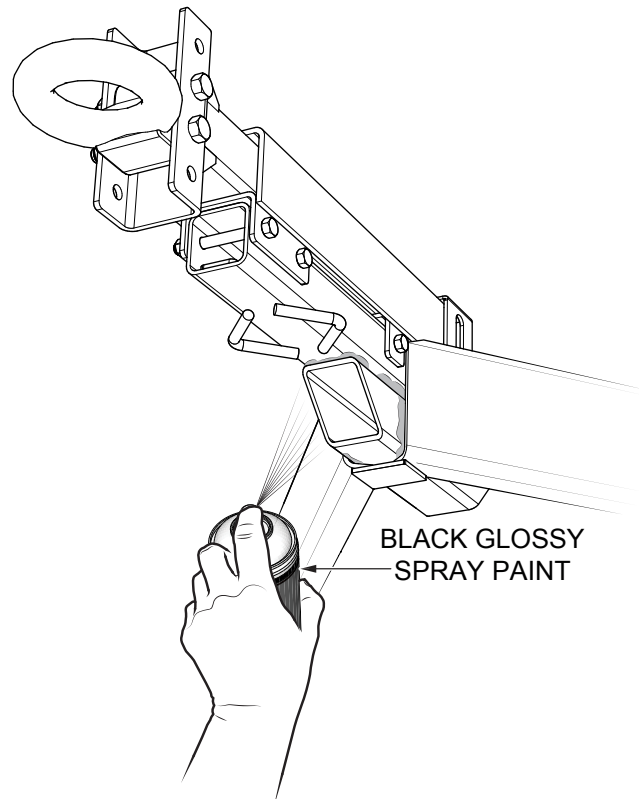


Figure 7. Painting Welding Area

VIN AND TIRE PRESSURE DECAL PLACEMENT

NOTICE

The steps below cannot be completed until your warranty claim has been processed. Once your claim has been processed and your VIN number 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.
2. If the numbers match proceed to step 3. If the numbers **DO NOT** match, contact the MQ Warranty Department.
3. Clean the decal surface with isopropyl alcohol prior to decal placement.
4. Place the replacement VIN and tire pressure decals as shown in Figure 8.

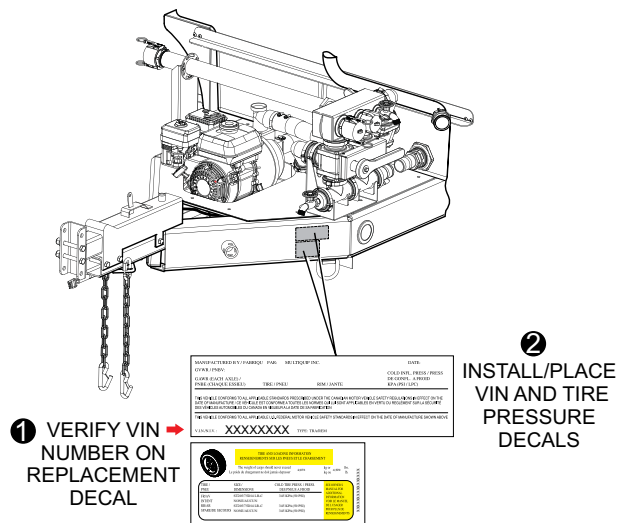


Figure 8. VIN/Tire Pressure Decals (Placement)



Service Bulletin **WT5C/WTE5C/WT5CSG Series Water Trailers**

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 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

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

Multiquip (UK) Limited Head Office

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Globe Lane, Fax: 0161 339 3226
Dukinfield, Cheshire SK16 4UJ
Contact: sales@multiquip.co.uk

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