



# service information

ADVISORY  
 BULLETIN

No. 99-16

Circulate to:  Sales Manager  Accounting  Service Manager  Technician  Parts Manager

## Official Notification Federal Boat Safety Act – Commander 3000 Classic Remote Control Decal

### Models Affected

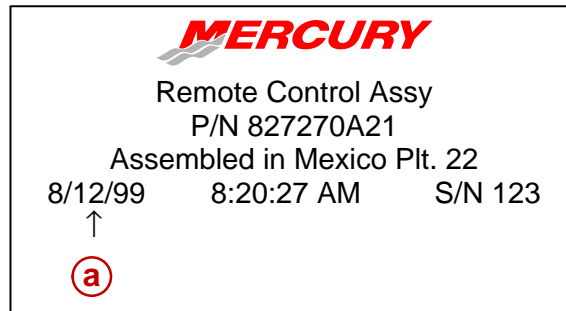
Commander 3000 Classic Panel Mount Remote Control

MERCURY/MARINER/FORCE

Remote Control Part Number

827270A21	827270A25
827270A22	827270A26
827270A23	827270A27

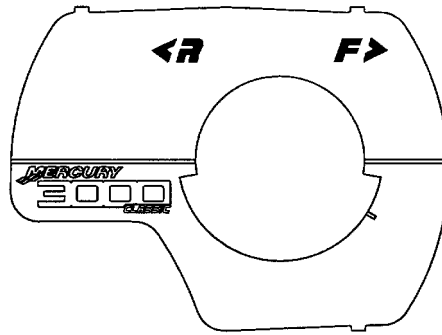
Box date code 8/12/99 (August 12, 1999) thru 9/29/99 (September 29, 1999).



**a** - Date Code

A quantity of Commander 3000 Classic Panel Mount Remote Controls with box date code listed were shipped with an incorrect bezel decal. The incorrect decal has the "R" (indicating reverse) printed to the front and the "F" (indicating forward) printed to the rear of the bezel when the control is starboard mounted. For starboard remote control mounting, a new Mercury p/n 37-827289--4 bezel must be installed.

### Incorrect Starboard Mount Decal



### OWNER NOTIFICATION

A combination letter/claim will be sent to every registered owner of a Mercury and Mariner outboard and MerCruiser product that is sold with a boat built from August 12, 1999 thru October 31, 1999. The hull identification number (HIN) of these boats will end in the 4 digits H9??, I9??, and J9??. The letter will advise the owner to determine if their control is included in this recall, and make an appointment with an authorized dealer to have affected bezel replaced if necessary. A copy of the letter/claim is included with the service information bulletin.

### DEALER PARTS INVENTORY

Remote controls listed with date codes on the carton label of 8/12/99 (August 12, 1999) thru 9/29/99 (September 29, 1999) must be checked for incorrect bezel decal and replaced, if found.

### INSPECTION/TEST

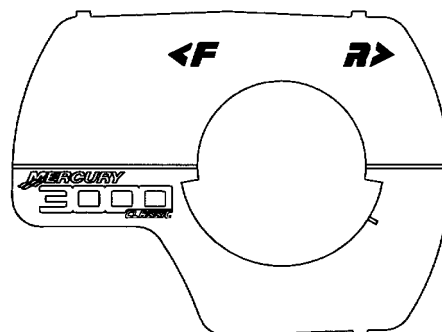
Inspect for an incorrect decal that has the "R" printed to the front and the "F" printed to the rear of the bezel when the remote control is starboard mounted.

### CORRECTION

Replace the incorrect bezel. Removal and disassembly of the remote control is required. Refer to the remote control service manual 90-814705R2 Section 11.

### PARTS REQUIRED

Qty 1 p/n 37-827289--4 Mercury decal.



P/N 37-827289--4 Decal

## REWORK IDENTIFICATION

Remote controls reworked at the factory will have:

- a blue dot on the outside of the shipping carton.
- a correct bezel inside the shipping carton.
- an incorrect bezel inside the shipping carton. Please destroy the incorrect bezel and use the correct bezel.

## WARRANTY

When servicing any product with a starboard mount Commander 3000 Classic Remote Control with an incorrect bezel decal, replace it and submit a warranty claim.

Complete warranty claim listing:

Outboard serial number.

Qty. 1 P/N 37-827289--4 starboard bezel decal.

One (1) hour labor.

Warranty labor rate code NJC.

Part code – 352.

Failure code – 40.



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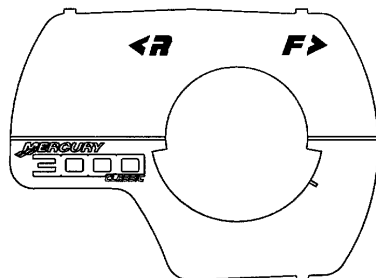
## NOTICE FOR RECALL UNDER THE FEDERAL BOAT SAFETY ACT

Dear Mercury Marine Customer:

Our records indicate that your boat **may** be equipped with a Commander 3000 shift/throttle control, which is included in a Federal Boat Safety Act recall. Quicksilver Commander 3000 control units built between August 12, 1999 and September 29, 1999 may have an incorrect bezel decal. The bezel decals in question have the “R” for reverse incorrectly pointing forward and the “F” for forward incorrectly pointing rearward. While experienced boaters may not be confused by the error, Mercury Marine has decided to conduct a recall to correct the error. This recall is directed exclusively at correcting a printing error on the decal of certain Commander 3000 shift/throttle control units. The Commander 3000 shift/throttle control unit should operate normally. If it does not, please bring this fact to the attention of your Mercury/Mariner/MerCruiser authorized servicing dealer.

### WHAT YOU SHOULD DO

1. Determine if a Commander 3000 control is installed in your boat.
2. If you have a Commander 3000, visually inspect it for an incorrect bezel decal.



### Incorrect Bezel Decal

You are affected by this recall, if the bezel decal has the “R” printed forward of the control handle.

3. **If the control bezel decal is incorrect:** Make an appointment with a dealer authorized to service your Mercury, Mariner, or MerCruiser product and deliver your boat **and this letter** at the appointed time.
4. **If the control bezel decal is correct or the boat is sold or traded:** Please complete the lower portion of the form printed on the reverse side of the letter and return the letter to us in the envelope provided.

Mercury apologizes for this inconvenience. We have taken this action in the interest of customer satisfaction and safety. If you have any questions or need help locating a authorized dealer, have the letter available and please call: USA 800-309-4743. Canada 905-270-4481 ext. 259.

Sincerely,  
 Mercury Service

