

WARRANTY INFORMATION

SERVICE INFORMATION

Bulletin No. 2002-11

PARTS INFORMATION

OEM No. 2002-03

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Mercury Side Mount Control (MSC) 4000 with Power Trim Switch

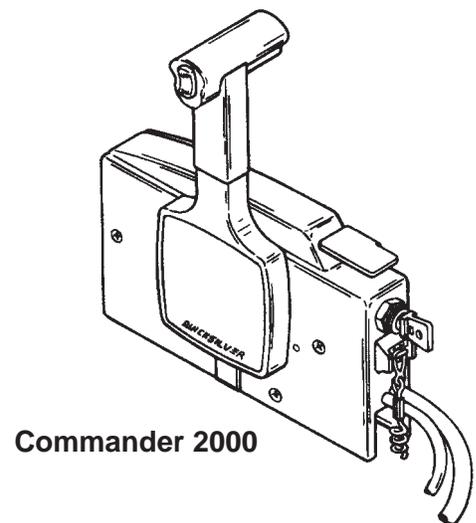
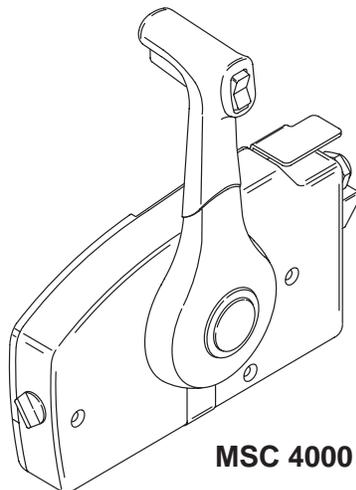
Models Affected

All Mercury Side Mount Controls (MSC) 4000 with Power Trim Switch

MSC 4000 part numbers: **881170A 1 & 881170A 2**

Situation

The MSC 4000 remote control is a new product that was introduced in February of 2002 and is similar to the Commander 2000 control. The major visible difference between the two controls is in the shape of the control handle – the MSC 4000 has a round shaped handle base and the Commander 2000 control has a square shaped handle base.



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A potential problem was found in MSC 4000 controls that include a power trim switch in the handle. During the operation of the control, there is a possibility that the power trim wires in the control handle may be pinched. This can cause the insulation of the wire(s) to be scraped off and result in the immediate shorting of the wire(s). This condition may cause the fuse on the powerhead to fail (both magneto and battery ignition models) and one of the following circumstances to occur:

1. Failure to start after normal operation and shut down (both magneto ignition and battery ignition models)
2. Loss of ignition during operation (battery ignition models)
3. Activation of the power trim (both magneto and battery ignition models)

Owner Notification

Dealers and/or OEM's must notify their customers of the potential failure that can result when operating the boat. The customers should also be instructed to have the boats inspected by an authorized Mercury Marine outboard dealer to determine if the remote control is affected by this service bulletin.

Parts Inventory

Remote controls in the parts inventory must be checked for the part numbers: 881170A 1 or 881170A 2. Any controls with these part numbers that are in the original carton and unopened must be returned to Mercury Marine for credit. Any controls that are in opened cartons will be treated as if they were assembled in boats – control handle assemblies should be replaced.

Return for credit:

USA customers: Return any unopened cartons of 881170A 1 and 881170A 2 MSC 4000 controls in your inventory using the Mercury Precision Parts UNDER 30 DAYS RETURNS PROGRAM. You may use the form on the back of any parts and accessories packing list. Please note on the form that the return is part of Service Bulletin 2002–11. All returns must be sent freight prepaid to:

Mercury Marine

Attn: Return Goods – Service Bulletin 2002–11

W6250–22A Pioneer Road

Fond du Lac, WI 54935

Non–USA customers: Return any unopened cartons of 881170A 1 and 881170A 2 MSC remote controls to the appropriate distribution center for credit. Follow the normal return parts procedure. Please make reference to Service Bulletin 2002–11.

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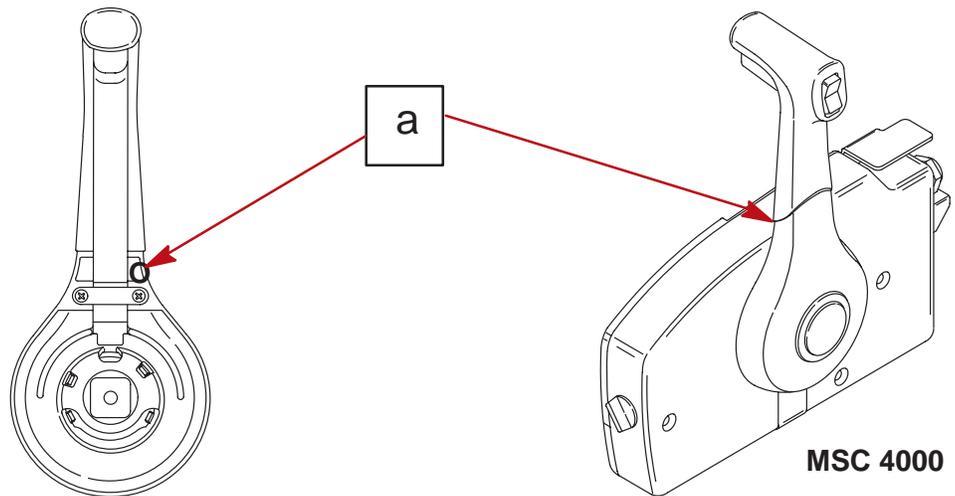
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Boat Inventory

Visually check the remote control in the boat to verify that it has a MSC 4000 control that may be included in this campaign. The control handle has a round shaped base as illustrated on page 1 of this bulletin.

After confirming that the remote control in the boat is a MSC 4000 control, please perform the following inspections:

- Check the bottom surface of the remote control to validate the part number 881170A 1 or 881170A 2. If a different part number decal (881170A15 or 881170A20) is present, it means that the control is correct and no further action is required.
- If the control has the part number 881170A 1 or 881170A 2, then look for a white paint dot on the control handle assembly. See figure below. If the mark is present, the handle has already been replaced and no further action is required.



Back view of handle assembly

a - White Paint Dot

Correction

Replace the handle on all affected controls, following the detailed instructions supplied with each control handle assembly kit.

Parts Required

Quantity 1 of 881148T03 control handle assembly kit

Rework Identification

A white paint dot on the control handle indicates a reworked remote control. Refer to the figure in the **Boat Inventory** section of this bulletin.

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Warranty

When servicing any product equipped with a MSC 4000 with power trim switch that is affected by this bulletin, replace the handle assembly and submit a warranty claim.

Complete the warranty claim listing:

- Outboard serial number –
- Qty. 1 P/N 881148T03 Control Handle Assembly
- One (1.0) hour labor
- Warranty labor rate code – SB10
- Part code – 126
- Failure code – 00

US and Canada:

Complete/process the claim via MercNET or return a warranty claim form. All replaced handle assemblies must be returned to Mercury Marine with a copy of the warranty claim.

INTERNATIONAL:

Follow instructions issued by Marine Power International office or by an authorized Marine Power Distributor.

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