

Warranty Information

Service Information

Bulletin No. 2004-04

Parts Information

OEM No. 2004-03

Circulate to:

Sales Manager

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Service Manager

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Parts Manager

Testing Remote Control System

Models Affected

All Remote Controls

Situation

Over the past few years, there has been a sharp increase in the number of warranty claims on remote controls. When the returned controls were tested, the majority were found to function properly.

Inspection/Test

Before returning the remote control, please verify that the control is the cause of the complaint. In many cases, failure to follow the remote control installation instructions on shift cable adjustments has been the root cause of the problem (shift cable was preloaded).

There were two service bulletins issued since the 2000 calendar year that dealt with shifting effort/binding. Please review those bulletins if applicable.

- 2000-03 Shifting Effort - 75/90 (4-Stroke)
- 2002-14 Uneven or Increased Handle Effort after Control Installation - Commander 3000 Classic Panel Mount Remote Control

Since the majority of the warranty claims are from hard shifting or the handle is binding, the following procedures may help determine the root cause. **In order to properly check a hard shifting problem, the engine must be running.**

Please note that there have been problems noted on some claims where the neutral throttle advance knob is sticking. For this symptom, proceed to steps 5 through 8.

1. Check the throttle friction adjustment on the remote control. If it is adjusted too tight, there will be excessive friction (bind) on the control lever movement.
2. Disconnect the cables at the engine. Cycle the remote control handle through its operating range several times. This will determine if the problem is in the remote control system or the engine.
3. If there is no excessive friction felt, the remote control system is not the problem.
4. If excessive friction is felt, inspect the remote cable routing installation.
 - Check for tight bends. The minimum radius for the cables is 30.5 cm (12 in.).
 - Check to see if the cable ties on the cables are too tight. This will restrict cable movement causing excessive friction.

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- The control cables coming out of the remote control **must be** unrestricted and free to independently move up and down a minimum distance from the control of 40.7 cm (16 in.).
 - Control cables should extend straight out from the remote control for at least 91.4 cm (36 in.) before the first bend.
 - Check cable for correct length.
 - Inspect control cables for kinks. A kinked cable **must be** replaced.
5. If cable routing appears to be good, disconnect the remote cables from the remote control.
 6. Cycle the remote control through its operating range.
 7. If there is no excessive friction, the remote control is not the problem. Check both of the remote cables by pushing and pulling the inner cable. If there is excessive friction, refer back to step 4. If it is determined that a cable is the cause, please verify the supplier before filing the claim.
 8. If the remote control has been confirmed to be the problem, it is important to follow the installation instructions included with the replacement remote control to ensure that the control system and engine are adjusted properly for good operation.

Warranty

IMPORTANT: Any remote controls that are returned for warranty and found to function properly (no problem found) will have the warranty claim denied and the parts returned to the dealer.

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