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Servicing a Joystick Piloting for Outboard Vessel—Required Information for Contacting Mercury Marine Technical Service

Models Affected

All Joystick Piloting for Outboard (JPO) boats

Scope

Worldwide

Situation

When a JPO boat requires service, Mercury Marine Technical Service may need to be contacted to assist with diagnostics and repairs due to the complexity of the system.

Correction

To assist Mercury Marine Technical Service with diagnostics, important information is needed. This bulletin will outline the information that is required and how to gather the information.

Important Information

Complete the following list to assist Mercury Marine Technical Service during diagnostic procedures. All fields are required.

1. Boat brand: _____
2. Boat model: _____
3. Number of engines: _____
4. Number of helms: _____
5. Engine serial numbers:
 - Port outer: _____
 - Port inner: _____
 - Starboard inner/center: _____
 - Starboard outer: _____

6. Steering actuator serial numbers:

NOTE: Refer to the image on the opposite side of this page for actuator serial number locations.

- Port outer: _____
- Port inner: _____
- Starboard inner/center: _____
- Starboard outer: _____

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