

MERCURY service bulletin *MerCruiser*

No. 2000-6

WARRANTY INFORMATION

SERVICE INFORMATION

▲ = Revised May 2000. This bulletin supercedes the previous bulletin 2000-6.

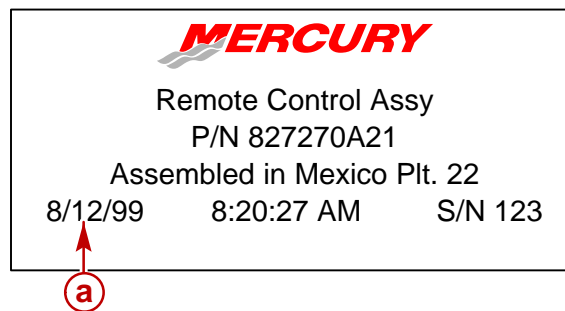
Official Notification Federal Boat Safety Act - Commander 3000 Classic Remote Control Decal

Models

Commander 3000 Classic Panel Mount Remote Control

Mercury MerCruiser P/N 827270A23 and 827270A27

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

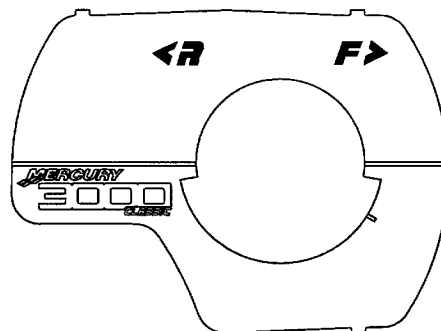


76798

a - Date Code

Situation

▲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 decal when the control is starboard mounted. For starboard remote control mounting, a new Mercury P/N 37-827289--4 bezel decal must be installed.



76858

Incorrect Starboard Mount Decal

Inspection

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

REWORK IDENTIFICATION

▲ Remote controls reworked at the factory will have:

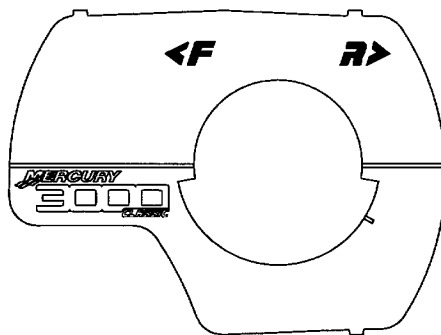
- a blue dot on the outside of the shipping carton.
- a correct bezel decal inside the shipping carton.
- an incorrect bezel decal inside the shipping carton. Please destroy the incorrect bezel decal and use the correct bezel decal.

Correction

▲ Replace the incorrect bezel decal. Partial disassembly of the remote control is required. Refer to the Remote Control Service Manual 90-814705R2 SECTION 11.

Part Required

Qty. 1 P/N 37-827289--4 Mercury decal.



76855

Correct Starboard Mount Decal

Dealer Parts Inventory

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

Warranty

Fill out a warranty claim and send it to your normal warranty processing center. More than one engine can be put on the warranty claim if you list the part number, engine model, serial number, warranty code and labor hours for each engine on separate lines on warranty claim.

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.

Warranty Code and Labor:

NJC 1.0 Hour

Part Code:

352

Labor Code:

40

Old Part:

USA and Canada: Return with warranty claim.

All Others: Retain for disposition by a Marine Power representative.

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 through 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.



MerCruiser
Sterndrives and Inboards

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NOTICE FOR RECALL UNDER THE FEDERAL BOAT SAFETY ACT

Dear Mercury MerCruiser Customer:

Our records indicate that you are the owner of a boat powered by a Mercury MerCruiser engine/sterndrive package. Your power package has been identified as being in a group that may include an incorrect bezel decal on the Commander 3000 shift/throttle control if built between August 12, 1999 and September 29, 1999. As a result, Mercury MerCruiser has initiated a recall under the provisions of the Federal Boat Safety Act.

WHAT YOU SHOULD DO

In order to determine if your Commander 3000 shift/throttle control requires replacement visually inspect it for 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. Your Mercury MerCruiser dealer has been notified about this situation by way of Mercury MerCruiser Service Bulletin 2000-6. If the bezel decal is incorrect please take the following steps:

1. Call your authorized Mercury MerCruiser Dealer to make an appointment for the inspection.
2. Deliver your boat and the pre-printed warranty claim included on the backside of this letter to your Mercury MerCruiser Dealer to have the Commander 3000 shift/throttle control bezel decal inspected.

WHAT WE WILL DO

The inspection and/or replacement of the Commander 3000 shift/throttle control bezel decal will be done without charge to you. Mercury MerCruiser apologizes for this inconvenience, and we are taking this action in the interest of customer satisfaction and commitment to the marine industry.

If you have sold your boat, please return this letter to us with the new owner's name and complete address so we can contact the new owner about this matter.

Sincerely,

Customer Service
Mercury MerCruiser



WARRANTY CLAIM

<p>CUSTOMER NAME</p> <p>ADDRESS</p> <p>CITY, STATE, ZIP</p> <p>MODEL / SERIAL NUMBER</p> <p>DATE OF SALE</p> <p>DESCRIPTION OF FAILURE</p>	<p>DEALER CODE</p> <p>DEALER NAME</p> <p>DEALER ADDRESS</p> <p>CITY, STATE, ZIP</p> <p>ORDER NUMBER</p> <p>LABOR RATE</p>	<p>DATE RECEIVED <input type="checkbox"/> AM <input type="checkbox"/> PM</p> <p>DATE PROMISED <input type="checkbox"/> AM <input type="checkbox"/> PM</p> <p>ENGINE SERIAL NUMBER</p> <p>PRODUCT (CHECK ONE ONLY)</p> <p><input type="checkbox"/> OUTBOARD</p> <p><input type="checkbox"/> STERNDRIVE</p> <p><input type="checkbox"/> INBOARD</p> <p><input type="checkbox"/> INFLATABLES</p> <p><input type="checkbox"/> GENERATOR</p> <p><input type="checkbox"/> QUICKSILVER P&A (ATTACH RECEIPT)</p> <p><input type="checkbox"/> OTHER - SPECIFY _____</p> <p>BOAT TYPE _____</p> <p>H.I.N. _____</p>	<p>DATE FAILED</p> <p>DATE REPORTED</p> <p>DATE REPAIRED</p> <p>HOURS USED</p>
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FAILURE CODE FAILURE CODE DESCRIPTION

NOTE: WARRANTY CLAIM MUST BE RECEIVED WITHIN 30 DAYS OF REPAIR DATE TO BE CONSIDERED FOR APPROVAL

PRE-AUTHORIZATION NUMBER ENTER DATE

REPAIR PARTS IDENTIFICATION			LABOR PERFORMED PER FLAT RATE MANUAL					
QTY	PART NUMBER	PART DESCRIPTION	LIST PRICE	TOTAL	CODE	DESCRIPTION	HOURS	DOLLARS
						TOTAL LABOR		
						TOTAL PARTS		
						SUB TOTAL		
						TAX		
						SUBLET LABOR (RECEIPT ATTACHED)		
						FREIGHT (ATTACH RECEIPT IF OVER \$10.00)		
						GRAND TOTAL		

FOR FACTORY USE ONLY

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE AND GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE UNIT AS NECESSARY FOR TESTING AND/OR INSPECTION

CUSTOMER AUTHORIZATION _____

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