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Filing Warranty Claims for Zeus Pod Drives

NOTICE

Revised November 2012. This bulletin supersedes Service Bulletin 2010-66 and all other communications directing warranty claim filing procedures related to Zeus pod drives.

Models Affected

All Zeus pods within the factory warranty period.

Scope

Worldwide

Description

This document is to inform the Cummins Diesel service channel and the Mercury dealer channel how to submit warranty claims for Zeus pod drive propulsion systems.

Instructions

Mercury warranty claims—Warranty claims for the following components are processed through the Mercury warranty system as with other Mercury products:

- Exhaust systems
- Driveshafts and shaft guards
- SmartCraft integration and control systems, such as electronic throttle and shift levers, joysticks and all the helm components controlling the engine and pod
- Engine mounted pod gear cooler
- Pod mounted pod gear cooler
- The pod mounting ring
- The pod TVM control module
- The pod drive

Claims requiring preauthorization—The following claims must be preapproved by your product support specialist at Mercury Marine technical support at (920) 929-5884 before submitting a claim to Mercury warranty:

- Major repairs
- Complete pod replacements
- Haul outs
- Divers
- Sublet labor
- Labor over published flat rates
- Travel time that exceeds two hundred dollars

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U.S. and Canada

Claims will not be processed until the product has been registered, if sold or in service as a demonstrator, through Mercury registration at (920) 929-5054 or on-line using MercNET. Labor allowances and flat rate codes for the Zeus pod drive are listed in the Zeus pod drive flat rate guide located in MercNET.

For answers to Zeus pod drive system questions—contact Mercury Marine technical support at (920) 929-5884, Monday through Friday from 7:30 a.m. to 4:30 p.m. central standard time, or Marine Repair Logistics (MeRL) at (866) 549-6458.

For warranty or product registration call (920) 929-5054.

International

Contact your local Marine Power International Office or your local authorized Marine Power Distributor.

Required Information

The following information will be required at the time of the telephone call to MeRL or Mercury:

- Dealer/distributor account number and name, contact name, and telephone number (for dealer/distributor calls)
- Name, address, and telephone number of person asking for assistance (for consumer calls)
- Vessel make/model
- Vessel hull identification number
- Starboard engine serial number
- Starboard pod serial number
- Port engine serial number
- Port pod serial number
- Vessel location
- Details of the call and information provided by the customer service representative

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