



Service Bulletin

Warranty Information

Service Information

Bulletin No. 2004-01

Parts Information

OEM No. 2004-01

Circulate to:

Sales Manager

Accounting

Service Manager

Technician

Parts Manager

Official Recall Notification U.S. Federal Boat Safety Act Gen II Throttle/Shift Remote Control Cables

Part Numbers Affected

883719A14	883719B14
883719A16	883719B16

Important

This service bulletin is **informational only**. All boat builders and dealers who have **received the affected cables were notified**. The purpose of this bulletin is to:

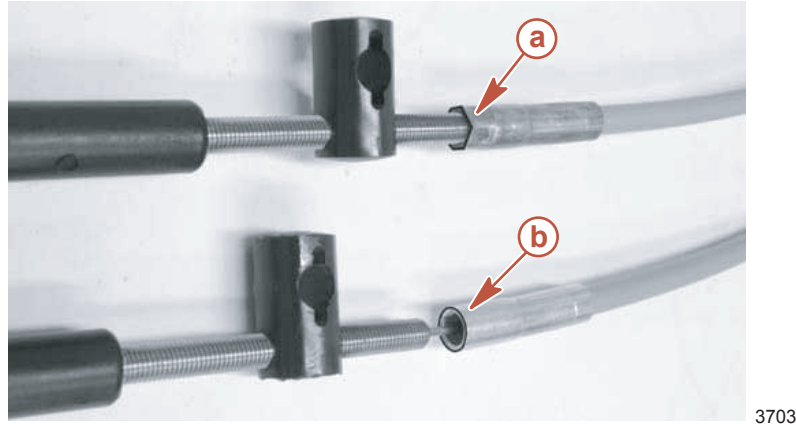
1. Inform the boat builder network of this problem.
2. Inform the dealer network that they may be requested to perform an inspection on a consumer's boat. The consumer will be contacted by the selling dealer, the boat builder or Mercury Marine.

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Situation

A problem with the subject Gen II remote control cables has been reported to Mercury Marine by the manufacturer. There is a potential that a small percentage of these cables may have missed a crimping operation during the manufacturing process. The missed operation is a hexagonal shaped crimp on the brass ferrule on the engine end of the cable.



- a** - Good cable - Hexagonal shaped crimp securing brass ferrule to threaded rod.
- b** - Defective cable - Absence of hexagonal shaped crimp.

The problem is limited to 14 ft. and 16 ft. cables within the date codes of 03297, 3297, 29703, 03300, 3300, or 30003 that are stamped on the cable. These date codes reflect the production dates of Oct. 24 and Oct. 27, 2003. This defect may allow the cable to operate in only one direction and not in both directions.

Cable Inventory

NOTE: *This action is only required for the dealers/boat builders that were contacted by Mercury Marine.*

All 14 ft. and 16 ft. cables in single or bulk packaged cartons, with the date on the carton of 10-24-03 or 10-27-03, should be inspected for the missing crimp. The date on the outside of the cable carton is located adjacent to the part number. If any suspect cables are missing the crimp, call Mercury Technical Service and a pre-authorization will be given for the return of same.

Boat Inventory

NOTE: *This action is only required for the dealers that were contacted by either Mercury Marine or the boat builder. This action also applies to the boat builders who were notified by Mercury Marine.*

The boats that have been identified must be inspected for the properly crimped cables before they are delivered/sold. If the crimp is present, the cable is good and does not require replacement. **The engine serial number, the boat HIN, whether the crimp was present or missing, and corrective action must be noted on a P&A Warranty Claim to ensure that the information is recorded. More than one boat can be listed on the P&A Warranty Claim.**

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Boats That Have Been Sold

***NOTE:** This action is only required for the dealers that were contacted by either Mercury Marine or the boat builder. This action also applies to the boat builders who were notified by Mercury Marine.*

There were boats containing the suspect cables that were shipped to dealers and sold to consumers prior to notification by either the boat builder or Mercury Marine. The consumer must be contacted for a cable inspection. The cables should be checked for the proper crimp. If the crimp is present, the cable is good and does not require replacement.

The engine serial number, the boat HIN, whether the crimp was present or missing, and action taken must be noted on a P&A Warranty Claim to ensure that the complete information is recorded. More than one boat can be listed on the P&A Warranty Claim.

Parts Required

Either an 883179A14 or 883719A16 remote control cable (if required).

Repair Identification

All cables inspected at the factory are marked with either a **Green** or **Purple** dot on the carton adjacent to the part number label. The cable was marked with either a **Green** or **Purple** dot on the ferrule with the hex crimp.

Owner Notification

All affected registered owners will be contacted by the selling dealer, the boat builder or by Mercury Marine.

Warranty

If only the inspection of the cable in the boat was necessary, complete the warranty claim listing:

- Boat HIN
- Engine serial number
- Labor = 0.5 hour
- Warranty Flat Rate code = SB05
- Part code = 221
- Failure code = 03
- Note on claim: "Crimp was present".

If the inspection and cable replacement were required, complete the warranty claim listing:

- Boat HIN
- Engine serial number
- Labor = 1.0 hour
- Warranty Flat Rate code = SB10
- Part code = 221
- Failure code = 03
- Note on claim: "Crimp was missing".

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- Return defective cable to Mercury Marine with warranty claim.

US & Canada - Complete/process the P&A claim via MercNET or return a warranty claim.

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

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