

Service Bulletin

Bulletin No. 2017-09 OEM No. 2017-05

Circulate to:

Sales Manager

Service Manager

Technician

Parts Manager

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.

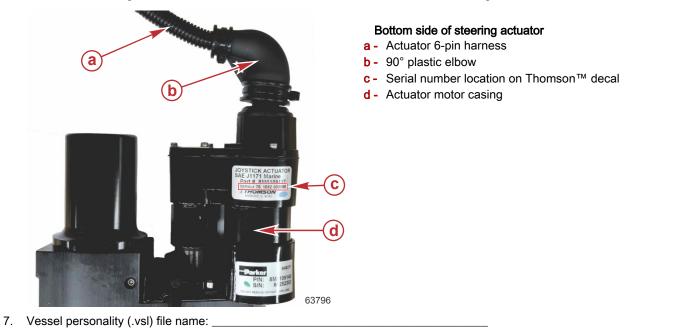
- Port outer: _
- Port inner: _____
- Starboard inner/center:______
- Starboard outer: _____

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.

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

NOTE: The steering actuator serial number is located on the bottom side of the steering actuator on the Thomson[™] decal.



Mercury CDS G3 - Account revalidation is required by 4/16/2017 Outboard - Joystick Piloting - LEG14p0AAAD V2 - Helms 1 Engines 4 File Tools Help CDS G3 Vessel 📥 Vessel Perso Personality screen Selected File Information Vessel Personality Information a - Vessel personality file File Name: a Name: Cigar Product ID: OB Jo Revision: 0.00 Product ID: Minimum Revision: Maximum Revision name Select File Р 매 A 2 Θ <u>___</u> f н 63800

8. Print and save the CDS G3 full report for transmitting to Mercury Marine Technical Service. Record the file name below.

9.	What	t is the customer complaint?
	•	
	•	
	•	
	•	
10.	What	t previous work or diagnostics have been performed?
	•	
	•	
	•	
	•	

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.