

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Revision to Recall Notification 96-13: Commander 3000 Remote Control Product Update

NOTICE
This Bulletin supersedes MerCruiser Service Bulletin 96-13.

Commander 3000 Remote Control Affected Part Numbers		
88150A40	827270A6	88688H52
88150A42	827270A9	88688A57
88150A45	88688A40	88150A41
88150A50	88688A44	88150A43
827270A2	88688A50	88150A47
88150A51	827270A3	827270A7
827270A10	88688A42	88688A46
88688A51	88688A54	88688A58
88150H41	88150A44	88150A48
827270A1	827270A5	827270A8
827270A11	88688H42	88688A48
88688A52	88688A56	

Situation

Commander 3000 remote controls built between June 1, 1994, and September 1, 1995, could fail, resulting in the inability to reduce throttle, or shift the engine out of gear. Failure is caused by an improperly hardened gear in the control mechanism.

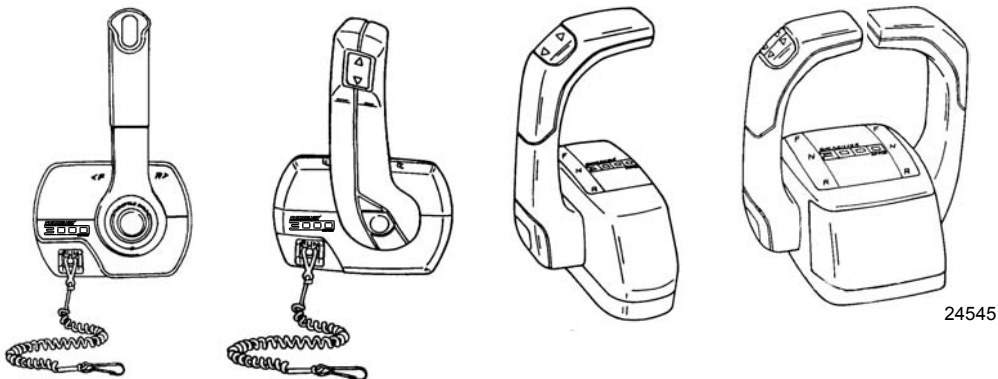
Due to parts availability issues, the repair procedure has been revised to include new part numbers for the replacement controls and cables.

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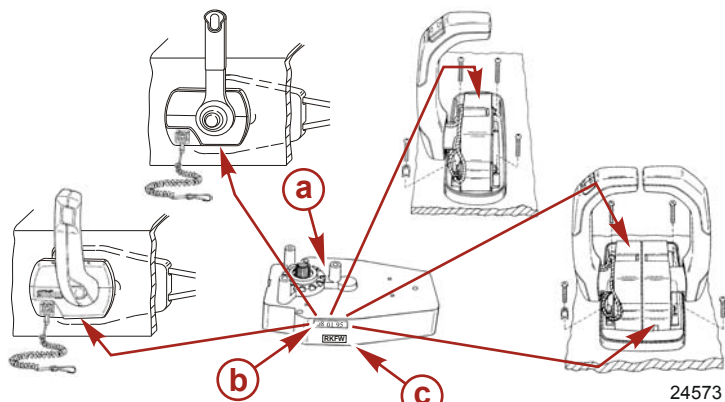
Commander 3000 Control Identification

1. **Determine whether you have a Commander 3000 control.** If the control in your boat does not match any of the controls pictured below, you do not have a Commander 3000 Control and this recall does not apply to you.



2. **Rework Identification:** Commander 3000 remote controls built between June 1, 1994, and September 1, 1995, that have been reworked at the factory have a decal with the letters "RKFV" on the control. The affected gear has been replaced on these controls and the control is approved for use.
3. **Determine whether you have a Commander 3000 control that is included in this recall.** View the decals on the control, if visually accessible, in the location shown below. Use a flashlight and mirror to help read the decals.

IMPORTANT: If your remote control was built between June 1, 1994, and September 1, 1995, and does not have a "RKFV" decal, you are affected by this recall and must have the control mechanism replaced.



a - Control mechanism
b - Build date decal

c - RKFV decal

NOTE: The date may appear on the control in different forms: 08/01/95 (month/day/year) August 1, 1996. The month may also be written out in alpha characters as in the following: Aug/1/95 or 1/Aug/95. Decals may appear in other locations.

Owner Notification (US and Canada)

Recall notification letters and claim forms have been previously sent.

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Dealer and Boat Builder Parts Stock

Inspect all Commander 3000 controls in parts stock. Return all controls with a build date on the mechanism between June 1, 1994, and September 1, 1995, that do not have the "RKFW" rework decal. Return all controls found with no build date. See the identification sheet for an explanation of the various dating methods used.

Boat builders are asked to report the quantity and destination of dealer deliveries or registered owners of boats that may have been built with affected Commander 3000 controls including controls installed with engines from other manufacturers. Please fax the information to Commander 3000 Recall 1-800-842-4550.

Dealers and boat builders can use the following numbers for information on this recall.

In the USA: fax 1-800-842-4550 or call 1-800-309-4743.

In Canada: fax 1800-663-8334 or call 1-905-816-4751.

Boat Builder Boat Inventory

Inspect all boats in inventory that **may have** Commander 3000 controls built between June 1, 1994, and September 1, 1995. Replace, and return all controls with a build date on the mechanism between June 1, 1994, and September 1, 1995, that do not have the "RKFW" decal. Return all controls found with no build date. Commander 3000 controls may have been installed on boats built with engines from other manufacturers. These controls also require inspection.

Dealer Boat Inventory

Inspect Commander 3000 controls on unsold boats in inventory. Commander 3000 controls are most likely to appear on boats with HIN numbers ending in F4XX through I5XX. Replace, and return all controls with a build date on the mechanism between June 1, 1994, and September 1, 1995, that do not have the "RKFW" decal. Return all controls found with no build date. Commander 3000 controls may be used with engines from other manufacturers.

Dealer Sales of Commander 3000 Controls

Dealers are asked to contact purchasers of Commander 3000 controls, if possible, to bring their boat in for inspection. Inspect, replace and return all controls with a build date on the mechanism between June 1, 1994, and September 1, 1995, that do not have the "RKFW" decal. Return all controls found with no build date.

Correction

The mechanism of Commander 3000 remote controls built between June 1, 1994, and September 1, 1995, that do not have the "RKFW" decal, and those found with no build date must be replaced with a Gen II Remote Control, and Gen II Cables as described in the tables below. The Gen II Remote Control must be used with Gen II Cables for this replacement as the Gen I Commander 3000 Remote Controls are no longer available (NLA).

Install the new remote control and shift cables according to the instructions provided with the replacement parts.

Readjust the throttle and shift cables according to the appropriate Mercury MerCruiser service manual.

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Parts Required

Order for panel mount controls:

Remote Control	Required Cables
883710A01, 4000 Panel Lock Bar Gen II Non Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883710A02, 4000 Panel Lock Bar Gen II OB Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883710A03, 4000 Panel Lock Bar Gen II MCM Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables

NOTE: The specific Gen II Cables required will depend the length required for the boat being serviced. Refer to your Mercury MerCruiser Parts Catalog or Mercury MerCruiser Rigging and Accessories Guide for the part number required for your application.

Order for console mount controls:

Remote Control	Required Cables
883711A11, 4500 Single Console No Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883711A12, 4500 Single Console OB Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883711A13/14, 4500 Single Console MCM Trim	Two (2) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883711A01, 4500 Dual Console No Trim	Four (4) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883711A02, 4500 Dual Console OB Trim	Four (4) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables
883711A03/04, 4500 Dual Console MCM Trim	Four (4) 897978A__ (A03 through A50), Premium GEN II Throttle/Shift Cables

Warranty

Complete a warranty claim listing:

- Engine serial number if the control is in a boat, or part numbers of the controls from stock
- One of the following items:
 - Quantity () 852430A 1 Panel Mount Mechanism
 - Quantity () 852430A 2 Console Mount Mechanism
 - Quantity () and part numbers of the controls from stock
- Quantity () and part number of the Gen II throttle cable and shift cable used
- One-half hour (0.5) labor to inspect the control installed in a boat
- One and three-tenths hours (1.3) labor to inspect, and replace a control installed in boat
- One hour (1.0) to replace throttle and shift cables installed in a boat with Gen II cables
- One quarter hour (0.25) labor to inspect, and return a control from stock
- Labor Rate Code: OR19 for inspection only, OR20 for inspection and replacement
- Part Code: 318 , Failure Code: 40

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USA AND CANADA

Complete and process the claim via MercNET or return a completed warranty claim form to Mercury MerCruiser.

INTERNATIONAL

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

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