MERCURY MerCruiser

Service Bulletin

Bulletin No. 2005-05
OEM No. 2005-05

Circulate to: ☐ Sales Manager ☐ Accounting ☑ Service Manager ☑ Technician ☑ Parts Manager

4000 Series Panel Mount Control - Pistol Grip

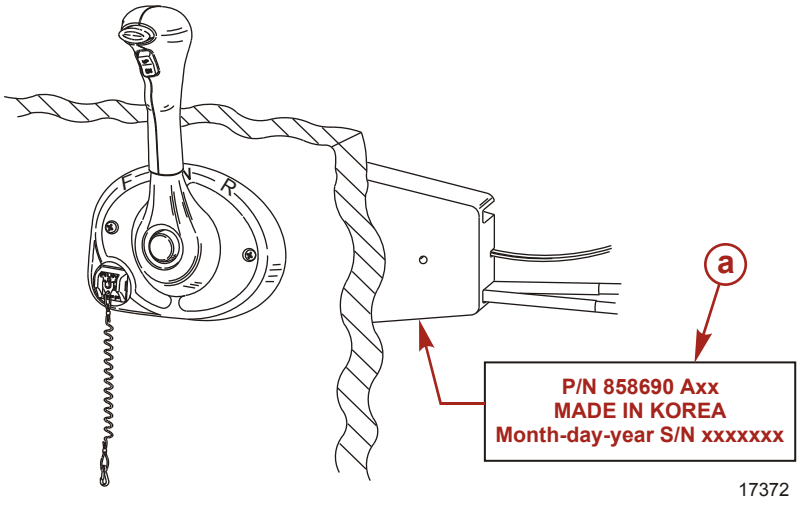
Models Affected

The 4000 Series Panel Mount Remote Controls listed below that:

1. Have been installed in boats with the **last four digits** of the Hull Identification Numbers (HIN) between J000 (October, 2000) through F505 (June, 2005) are affected.
2. Have remote controls with dates of manufacture that are on the labels located as shown in the figure below between October, 2000 and May, 2005.

Part numbers:

858690A 1, 858690A 2, 858690A 3, 858690A 6, 858690A 7, 858690A 8, and 858690A 9
883709A01, 883709A02, and 883709A03.



a - Label on bottom side of housing

Situation

Mercury Marine has identified a potential problem with the manufacturing of the 4000 series pistol grip panel mount remote controls. The amount of force required to move the shift handle out of the "NEUTRAL" detent lock position without depressing the release button, in a very small percentage of these controls, was found to be below specification.

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Boat Inventory

Visually check the remote control in the boat to verify that it has a 4000 pistol grip panel mount control that may be affected by this bulletin. The control is illustrated on page 1 of this bulletin. **No other Mercury Marine remote control is affected by this bulletin.**

Some boats using these controls have recently been inspected at boat manufacturers. Shrink wrapped boats that were inspected at the boat manufacturer are identified with markings on the shrink wrap. The marks are an 8" to 12" circle with either a check mark or an "X" inside same.

Test Procedure

IMPORTANT: The main purpose of this test is to ensure that the neutral detent lock cannot easily be overridden without depressing the neutral release button.

1. Place the control handle in the "NEUTRAL" shift position.
2. Check the control handle for excessive free play. It should be minimal. If there is excessive free play, proceed to step 4.
3. Check the neutral lock by:
   a. Cycling the control handle through its shifting range ("NEUTRAL" to "FORWARD" to "NEUTRAL" to "REVERSE" and back to "NEUTRAL") several times. Then place the handle in the "NEUTRAL" position.
   b. **ONLY** while seated in the driver's seat, push the control handle forward without depressing the neutral release button using normal pressure for operating the remote control. Do not strike or hit the handle. Handle lock should retain the handle in the "NEUTRAL" position.
   c. Use the same procedure for "REVERSE" direction.
   d. If the handle lock does not hold the "NEUTRAL" position, replace the handle and bezel as described in the **Parts Required** section of this bulletin and submit a warranty claim under **Replacement**.
   e. If the handle lock functions properly, no further action is required.
4. If excessive free play is felt, it indicates that either the bolt that secures the handle to the control may not be fully seated or the bushing between the handle and bezel is missing. Either condition may allow the control handle to shift into gear without depressing the neutral release button while using minimal force. The excessive free play condition must be corrected before proceeding with any testing as described previously.
   a. Remove the throttle only button by:
      - Placing the control handle in the "NEUTRAL" position.
      - Push in the throttle only button.
      - Advance the handle forward to the first detent felt.
      - Release the throttle only button and carefully pry it out. This exposes the hex head bolt in the bore of the handle.
   b. Loosen the bolt approximately 1/4 turn. Then retighten the bolt and torque to specification. This should rectify the free play condition.

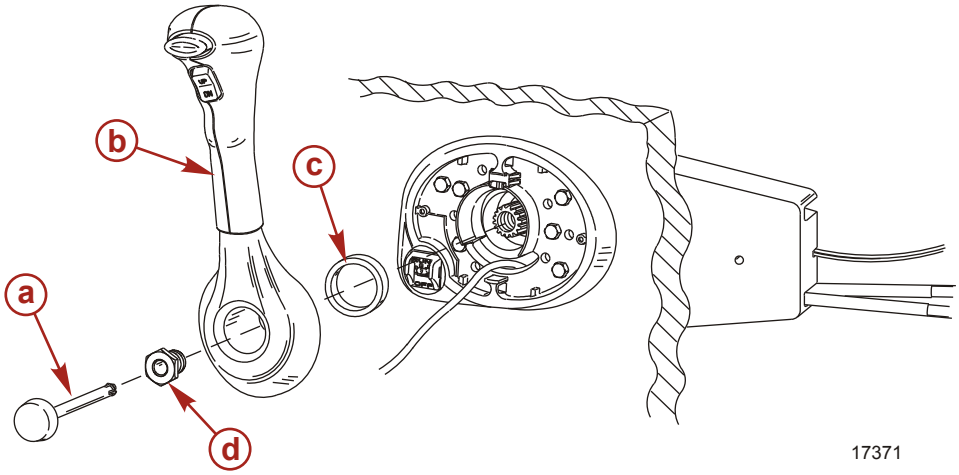
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c. If the free play still exists, remove the bolt. Remove the handle from the control and check to ensure the handle bushing is installed. If the handle bushing is not installed, purchase a new bushing (23-859016). Install the bushing and reinstall handle.

d. Verify that the free play condition was rectified. Follow the procedures for the neutral lock test as described in Step 3. If the neutral lock functions properly, submit a warranty claim for **Inspection only**.



a - Throttle only button
b - Control handle
c - Bushing
d - Brass hex bolt

Description	Nm	lb. in.	lb. ft.
Hex head bolt	17	150	

Detailed procedures for the replacement handle and bezel can be found in Instruction Sheet 90-827290-4. The lanyard and retainer are to be reused on the replacement bezel. The only uncommon procedure that needs special attention is the removal of the throttle only button. Pay special attention to Step 4 in the **Test Procedure** (previous).

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Parts Inventory

Remote controls in the parts inventory must be checked for the part numbers as listed on the first page of this bulletin. All remote controls in the original unopened carton WITHOUT a white round sticker with a purple colored "T" on the part number label must be returned to Mercury Marine for credit. The purple colored "T" in the white round sticker indicates that the control was inspected and is able to be sold.



17483

a - White dot with purple "T"

All controls that are in opened cartons should be inspected for the purple dot or two white dots on both the control handle and the bezel. If it is determined that they do not have the purple dot or two white dots, the handle and bezel should be replaced.

Return for credit:

USA customers: Return any unopened cartons of 4000 series panel mount controls in your inventory using the Mercury Precision Parts UNDER 30 DAYS RETURNS PROGRAM. You may use the form on the back of any parts and accessories packing list. Please note on the form that the return is part of Service Bulletin 2005-08. All returns must be sent freight prepaid to:
Mercury Marine
Attn: Return Goods - Service Bulletin 2005-08
W6250-22A Pioneer Road
Fond du Lac, WI 54935

Non-USA customers: Return any unopened cartons of remote controls to the appropriate distribution center for credit. Follow the normal return parts procedure. Please make reference to Service Bulletin 2005-08.

Correction

Replace the handle and bezel on all controls that fail the test procedure listed above. Record the engine serial number and the boat HIN on the warranty claim form.

Parts (If Required)

Select one of the following handle and bezel kits:

Qty.	Description	Part Number
1	Kit - Outboard with power trim	858666T12
1	Kit - Mercury MerCruiser with power trim	858666T13
1	Kit - Outboard without power trim	858666T14

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Warranty

Mercury Marine will credit the dealer for the costs of the labor and parts through July 31, 2008.

IMPORTANT: The serial number of the engine and the hull identification number (HIN) must be included when filing the warranty claim.

Complete the warranty claim listing:

- Engine serial number
- Boat HIN

Inspection only

- 0.5 hour labor
- Warranty Flat Rate Code = SB05
- Part Code = 318
- Failure Code = 00

Replacement

- Qty. 1 Handle and Bezel Kit
- 1.3 hour labor
- Warranty Flat Rate Code = SB10 and SB03
- Part Code = 318
- Failure Code = 00

US AND CANADA

Complete/process the claim via MercNET or return a warranty claim form.

INTERNATIONAL

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

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