MotorGuide NEVER STOP. THRUSTER

Service Bulletin

Bulletin No. 2004-03

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

Official Recall Notification U.S. Federal Boat Safety Act MotorGuide Battery Charger

Models Affected

Models Covered	Type
MotorGuide Max Pro II	15 amp 2 bank battery charger
MotorGuide Max Pro III	15 amp 3 bank battery charger

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.

provided by http://www.crowleymarine.com

Situation

The above listed battery chargers have the potential to overheat, which may cause a fire, or fire hazard, which could cause property damage, personal injury or death. Immediately discontinue the use and sale of the above listed battery chargers. The affected chargers and remote indicator, if equipped, will be replaced with a comparable Dual Pro 15 amp charger, and where applicable, remote indicator.



5428

Max Pro II With Remote



5430

Max Pro III With Remote



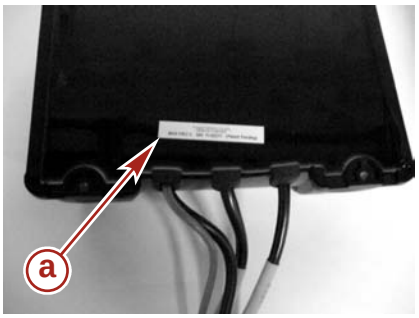
5429

Max Pro II Without Remote



5431

Max Pro III Without Remote



5486

a - Serial number label on bottom side of charger

Dealer inventory

Any of the above listed battery chargers in your inventory should be returned to Mercury Marine. For US dealers, call Technical Service at 1-920-929-5884 for a preauthorization. For Canadian Dealers, call 905-816-4751 for a preauthorization. Replacement chargers will be ordered per the preauthorization. You will be invoiced for the replacement charger under warranty terms. Credit will be applied to your account as soon as the affected chargers are returned to Mercury Marine with a warranty claim.

- A model Pro 2 or Pro 3 Dual Pro charger will be sent to replace the MotorGuide chargers.
- A Dual Pro remote indicator will be sent to replace the MotorGuide remote indicator, where applicable.

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.

provided by http://www.crowleymarine.com

Owner Notification

A customer letter will be sent to owners whose names have been obtained from the selling dealers or retail stores. If you are aware of anyone that is using or has been sold one of the affected battery chargers, please contact them. Ask them to discontinue the use of the charger and make an appointment to have the charger replaced. A copy of the attached customer letter should be sent to any customer that you believe may have one of the affected chargers.

Warranty

DEALER INVENTORY - U.S. & CANADA

NOTE: *A preauthorization will be required.*

For dealer inventory, more than one battery charger can be listed per warranty claim. Complete warranty claim listing:

- Model number of battery charger(s)
- Serial number of battery charger(s)
- Quantity (as required) Max Pro II
- Quantity (as required) Max Pro III
- Part Code 650
- Failure Code 40

Complete/process the claim via MercNET and return parts with a copy of the warranty claim.

CONSUMERS - U.S. & CANADA

NOTE: *A pre-authorization will be required.*

For replacement of customer's battery charger only, list one charger per warranty claim. Complete warranty claim listing:

- Model number of battery charger
- Serial number of battery charger
- Part Code 650
- Failure Code 40
- 0.5 hours if customer returns charger only (flat rate code SB05)
- 1.0 hour labor if charger is removed and installed by dealer (flat rate code SB10)
- 1.5 hours labor if both the charger and remote indicator are removed and installed by dealer (flat rate code SB05 and SB10)
- Customer name and address

Complete/process the claim via MercNET and return parts with a copy of the warranty claim.

INTERNATIONAL

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

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.

provided by http://www.crowleymarine.com