



Service Bulletin

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Filing Warranty Claims for Zeus Pod Drives

Models Affected

Application	Model	Serial Number
Diesel	Zeus pod drive	All

Description

This document is to inform the Cummins MerCruiser Diesel Service channel how to submit warranty claims for Zeus pod drive propulsion systems.

Instructions

The Zeus pod drive system was launched in 2007 using Cummins MerCruiser Diesel (CMD) marine engines and pod drives. The Zeus product is serviced exclusively by CMD Zeus qualified technicians within our worldwide CMD service channel. The distributors, dealers, and servicing technicians interface with the customer as one for the CMD company. The product registration and the filing of warranty claims between the two companies should be transparent to the customer.

Cummins warranty claims—Warranty claims for the following engine related components are processed through Cummins' normal warranty system, as with other Cummins products:

- QSB, QSC, and QSM engines
- Exhaust systems
- Drive shafts
- The engine-mounted pod gear cooler
- The SmartCraft control systems, such as electronic throttle and shift levers, joysticks and all helm components controlling the engine and pod

Mercury warranty claims—Warranty claims for the following drive related components are processed through the Mercury warranty system as with other MerCruiser products:

- The pod drive
- Pod mounted gear coolers
- The pod mounting ring
- The pod TVM Control Module

Claims requiring pre-authorization—The following claims must be approved by your Customer Support Manager at CMD before submitting to Mercury:

- Major repairs
- Complete pod replacements
- Haul outs
- Divers
- Sublet labor
- Labor over published flat rates
- Labor not covered by the flat rates

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Claims will not be processed until the product has been registered. Labor rates and flat rate codes for the Zeus pod drive are listed in the Zeus Pod Drive Flat Rate Guide located in the Mercury online system.

For answers to Zeus pod drive system questions, contact Marine Repair Logistic (MeRL):

Location	Phone Number
United States and Canada	1 866 549 6458
Outside the United States and Canada	+1 843 329 5735

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