![Mercury MerCruiser logo] # Service Bulletin

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

G3 Reflash Process Change

Models Affected

Models Covered	Serial Number Or Year
Sterndrive JPS Models	2016 to present

Scope

Worldwide

NOTICE
The service technician performing the procedures described in the bulletin must read and understand the entire service bulletin before attempting a reflash procedure. Failure to follow all service bulletin instructions and the instruction shown in CDS G3 during the reflash process may lead to a reflash failure, resulting in an inoperable or disabled vessel.

Situation

⚠ CAUTION
If the boat has Mercury Theft Deterrent System (TDS) installed, then both key fobs need to be present to pair with the TDS module after reflash. Failure to have both fobs will result in the TDS system becoming activated and the boat will be limited to Guardian forced idle.

IMPORTANT: This new process replaces all previous joystick reflash processes outlined in earlier bulletins.

Mercury Outboard Service Bulletins	MerCruiser Service Bulletins
2016-11R4 July 2018	2017-05R1 July 2018
2016-12R4 July 2018	

The G3 reflash process was refined to make the process easier for the technician. The new process is available in: G3 2018 update 9.

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The technician will no longer need to contact Mercury Technical Service to obtain the vessel personality prior to beginning the reflash process. G3 will now record and rewrite the vessel personality during the reflash process.

The following screen shots will show the new process. A video of the reflash process can be found on MercNET or by following this link: https://p.widencdn.net/zpv3s8/New-G3-reflash- 6_4_18.

Module Reflash

IMPORTANT: Any power interruption or voltage spike occurring during the reflash process can erase the module and cause the vessel to become nonoperational. Disable the vessel battery charger and all automatic power switching devices while reflashing. Contact Mercury Marine Technical Service if you have a module that has been erased.

1. Connect the laptop PC to an AC power source to ensure that the power is not interrupted during the reflash procedure.

2. With the key switches on, the engines off, the handles in neutral, and the CDS G3 connected and running, select the **Reflash** tab; then select **Module Reflash** to begin the reflash process. Or from the G3 home screen, select **Update**.
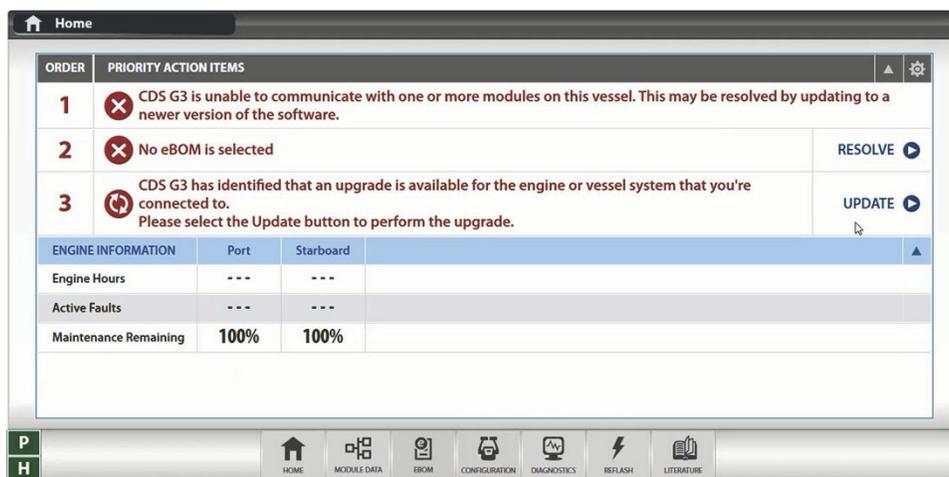
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3. From the **Reflash Package Browser** screen, select the drop-down arrow and select the appropriate reflash package for your application.

4. Select **Next** to continue.
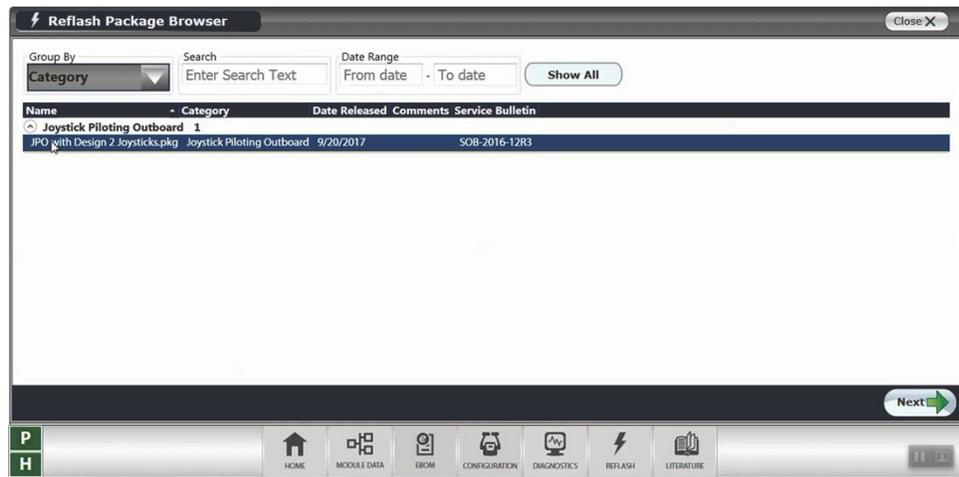
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5. A **Reflash Prerequisites** screen will show if all prerequisites have been met. Ensure that your system meets the prerequisites. Address any errors that appear.

6. Select **Next**.
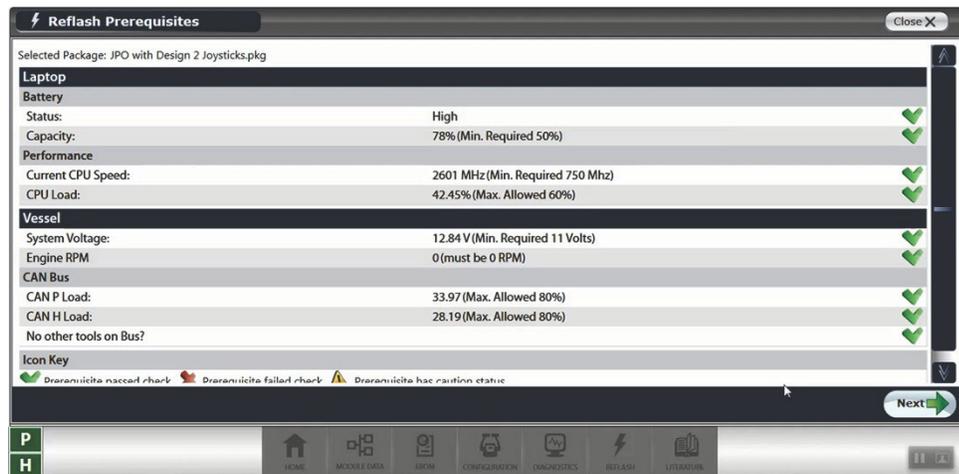
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7. The **Reflash Module View** will list the module that will be reflashed.

8. Click **Next**.

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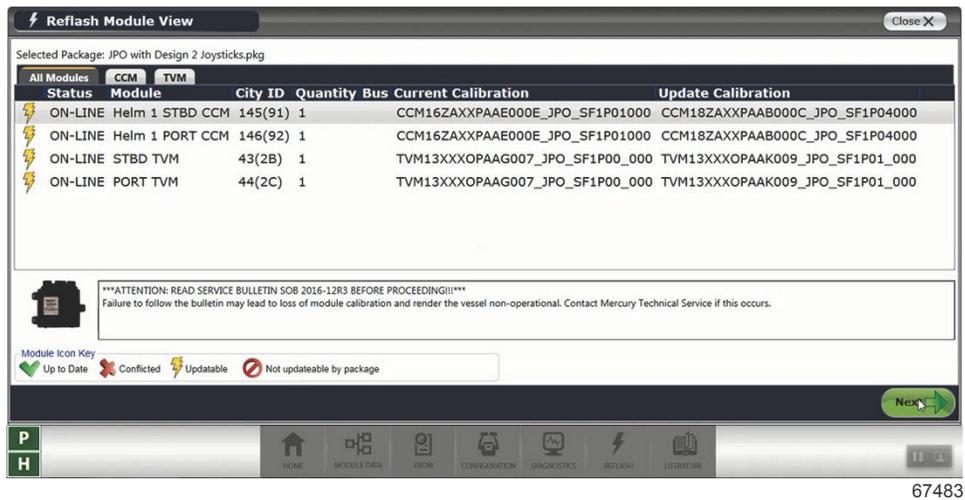
9. Select **Next** to begin the reflash process. You will be required to enter the hull I.D. and engine serial numbers before proceeding.

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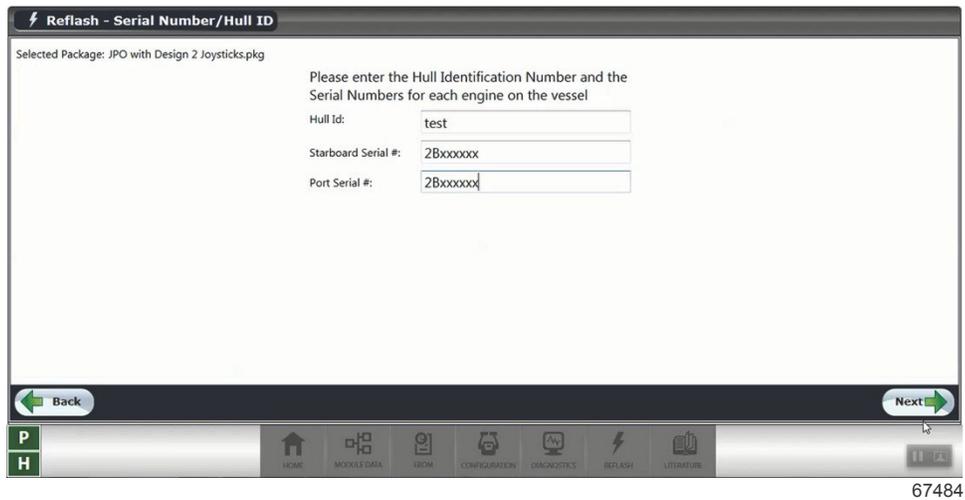
10. G3 now displays what step you are in at the top of the screen.
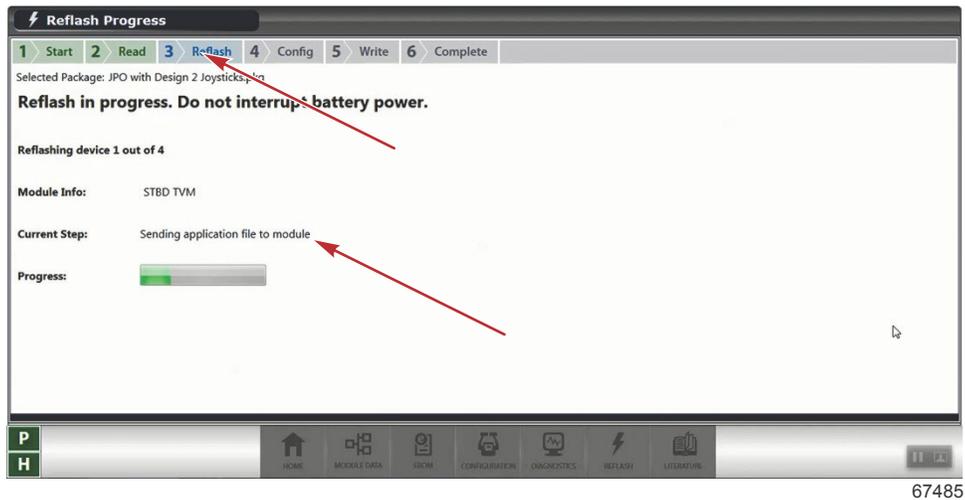
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- G3 will read all vessel personality information and store it for later use.
- Once G3 has read all the information it needs, it will proceed to reflash all the modules. It is not necessary to select each module separately.
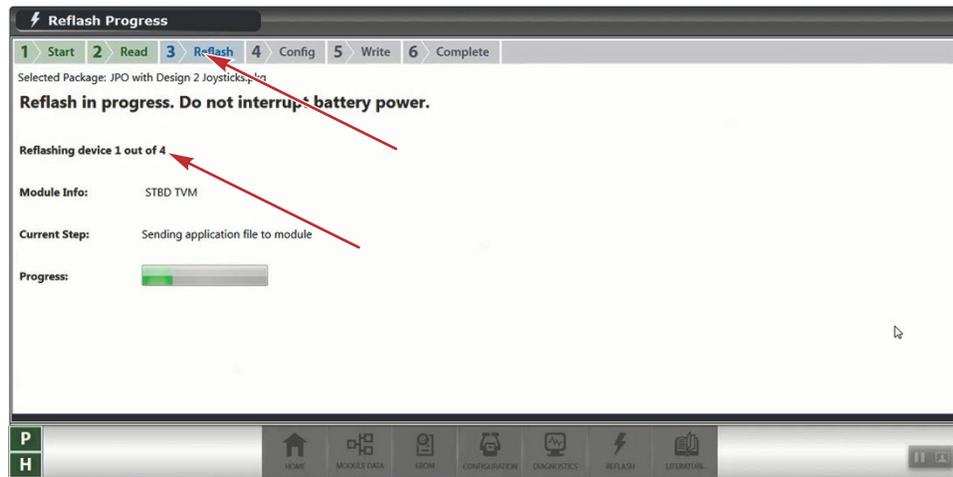
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11. When all of the modules are reflashed, G3 will prompt you to **Launch Helm Setup**, this will assign the **City ID's** to each module. Click **Launch Helm Setup**.
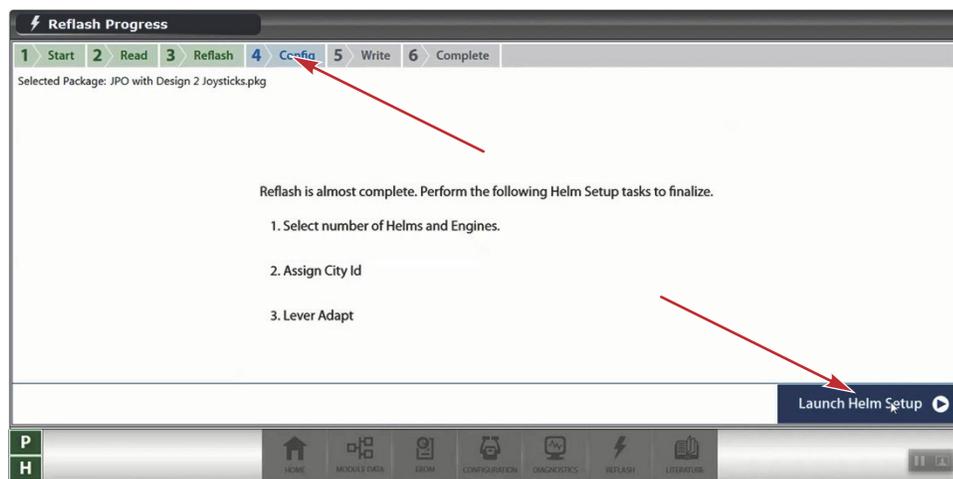
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12. When the assign **City ID** and **Lever Adapt** have been completed, click **Close** on the **Helm Setup** screen.
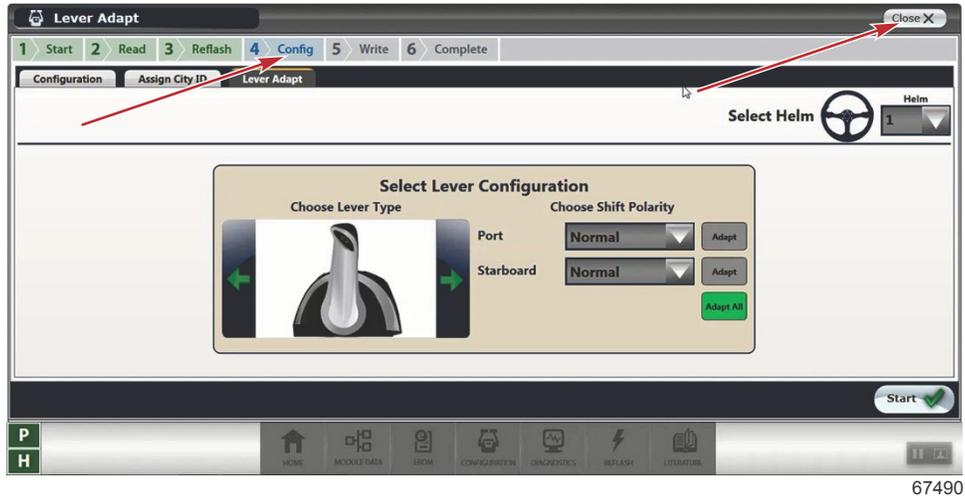
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13. G3 will now restore the information that was read before it began the reflash.
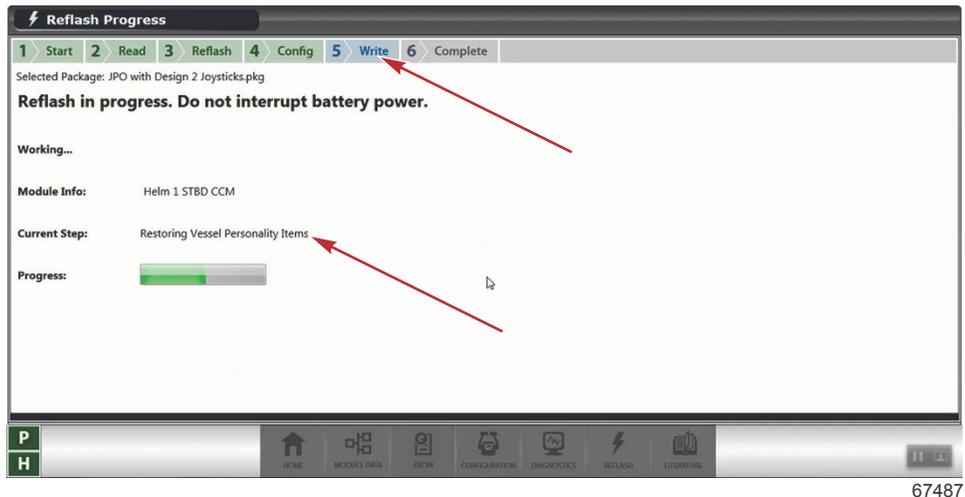
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- When the **Write** process is complete, G3 will take you to a new **Reflash Summary** page.
- A successful reflash and rewrite will have all green check marks.

- If an error occurred during any of the processes, a red X will appear in place of the green check mark. The drop-down arrows on the right will provide information on how to correct the issue. Select **Next**.
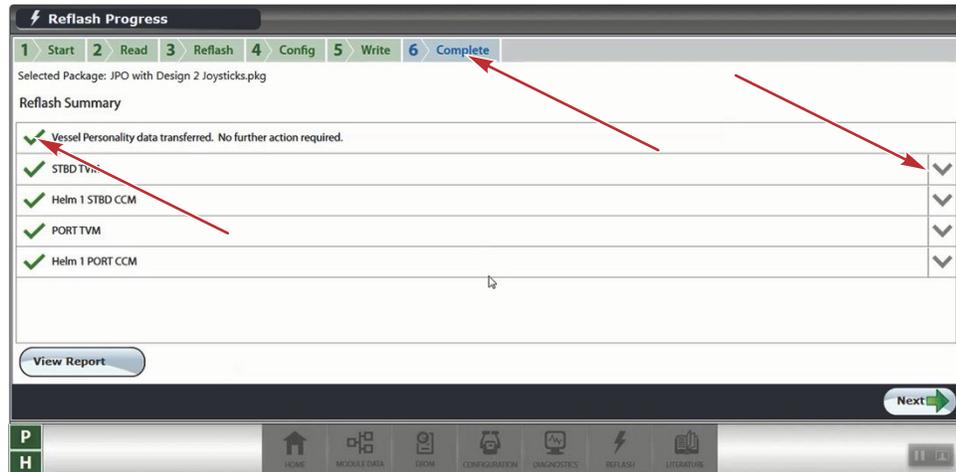
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14. The **Reflash Module View** will list the modules that have been reflashed.
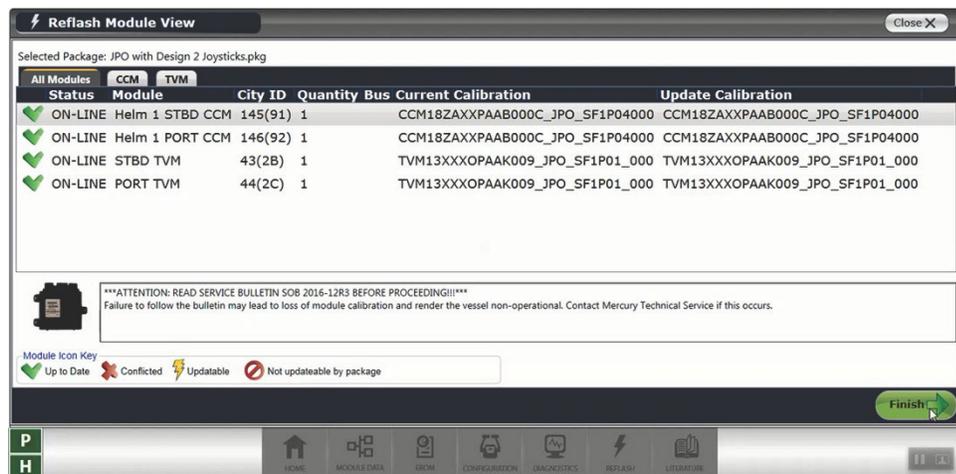
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15. Click **Finish** to exit the process.
16. Return to the **Module Data** screen.
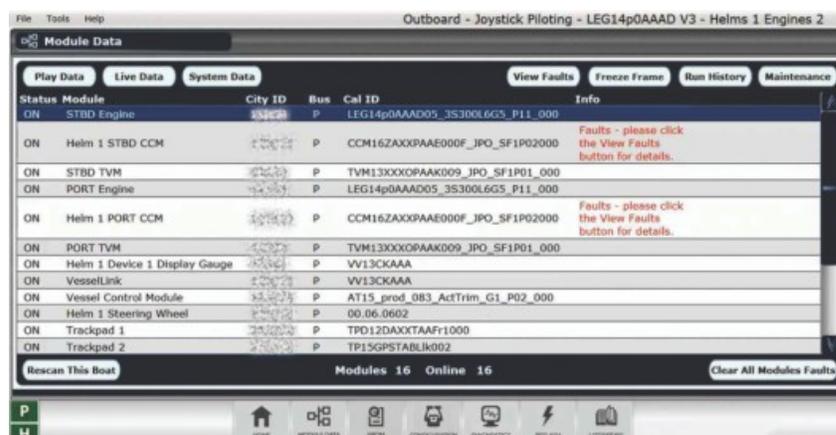
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17. Clear individual module Freeze Frame data by highlighting the individual module, and then selecting the **Freeze Frame** button on the top of the screen.

- • All PCMs
- • All CCMs
- • All TVMs
- • Vessel control module

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a - Freeze Frame
b - Highlighted module
c - TVM
d - CCM
e - Vessel control module

18. When the freeze frame data is displayed, select **Options**—the gear icon in the upper right corner. Then select **Clear History**.
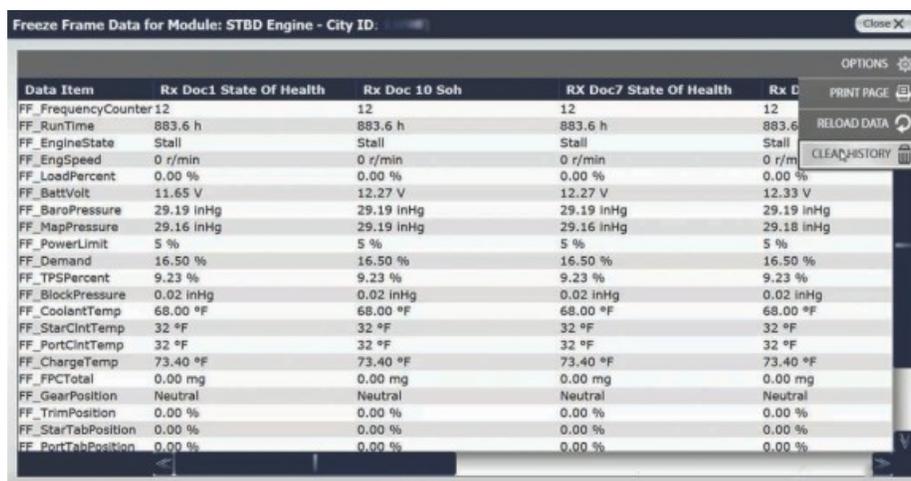
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19. Select **OK**.
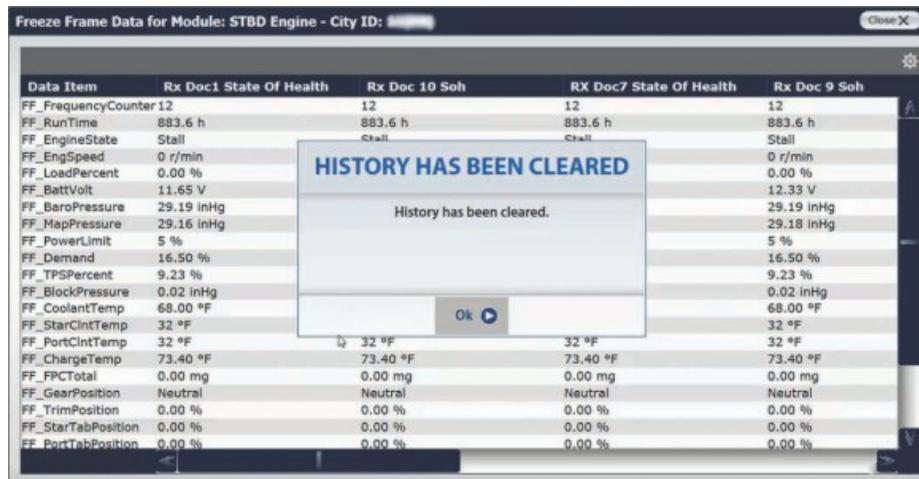
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20. Select **Close** to return to the **Module Data** screen. Continue until all modules have been cleared.

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Warranty

NOTE: *The new flat rate amount replaces the flat rates called out in the previous bulletins, listed in the **Situation** section of this bulletin.*

If the engine is within the warranty period, submit a warranty claim through your normal warranty processing channel.

- Starboard engine serial number
- Labor: 0.5 hour per boat
- Part code: 536 (CCM), 566 (TVM)
- Fail code: 79

Outside the United States and Canada: Follow the instructions issued by your local office or distributor.