MARINER OUTBOARDS

MERCURY OUTBOARDS

service bulletin

No. 91-33

Piston Pin Thrust Washer Replacement-1992 75 thru 200 HP Models

Models Affected

1992 MERCURY AND MARINER
75-90-100-115 HP MODELS
S/N OD106832-0D121338

1992 MERCURY AND MARINER
135-150-XR6-MAG III-175-200 HP MODELS
S/N OD115199-OD122488

The listed 1992 Mercury and Mariner outboards may have defective piston pin thrust washers. The thrust washers may crack and release steel fragments into the crankcase. The fragments could cause bearing or piston failure.

The listed outboards must be repaired to avoid failure and assure customer satisfaction.

OUTBOARDS IN THE ORIGINAL SHIPPING CRATE - USA DEALERS

Outboards that are still in their original shipping crates are to be returned directly to Fond du Lac for repair. Dealers are to return the outboards as soon as possible, freight collect, using the freight companies shown on the following map. Credit will be issued for each outboard returned when it is received in Fond du Lac. A replacement order will be immediately entered for each outboard returned at the original price. Call 414-929-5436 for a Return Authorization Number or assistance. This special phone number has been established to expedite the Thrust Washer Replacement program.

OUTBOARDS IN THE ORIGINAL SHIPPING CRATE - CANADIAN DEALERS

Dealers are to return the outboards as soon as possible, freight collect, to your local Distribution Center at Burnaby, Mississauga or Laval. Credit will be issued for each outboard returned when it is received at the Distribution Center. A replacement order will be immediately entered for each outboard returned at the original price. Call Lorraine Head at 416-270-4481 for a Return Authorization Number or assistance.

OUTBOARDS OUT OF THE SHIPPING CRATE - USA DEALERS

Outboards that are out of their shipping crate, on display, or sold to customers are to be repaired by the dealer. Dealers are asked to contact customers of sold engines to bring their engines in for repair as soon as possible. Dealers are asked to call Outboard Technical Service, at our special 414-929-5436 phone number, or Fax us at 414-929-5893 with the outboard serial numbers. Technical Service will order a dressed and tested powerhead for shipment to the dealer and send a Pre-authorized Warranty claim allowing 2.5 hours to change the powerhead. The dressed and tested powerheads will come complete with the fuel system and ignition system assembled. The original complete powerhead must be returned to Fond du Lac with a copy of the Warranty Claim enclosed in the special shipping crate as soon as possible. Ship the original powerhead collect per the instructions on the Warranty Claim. Dealers will be charged for any missing parts.

Initial quantities of dressed and tested powerheads will be limited. Powerheads will be allocated to Dealers repairing sold engines and Dealers repairing engines about to be sold on a priority basis.

OUTBOARDS OUT OF THE SHIPPING CRATE - CANADIAN DEALERS

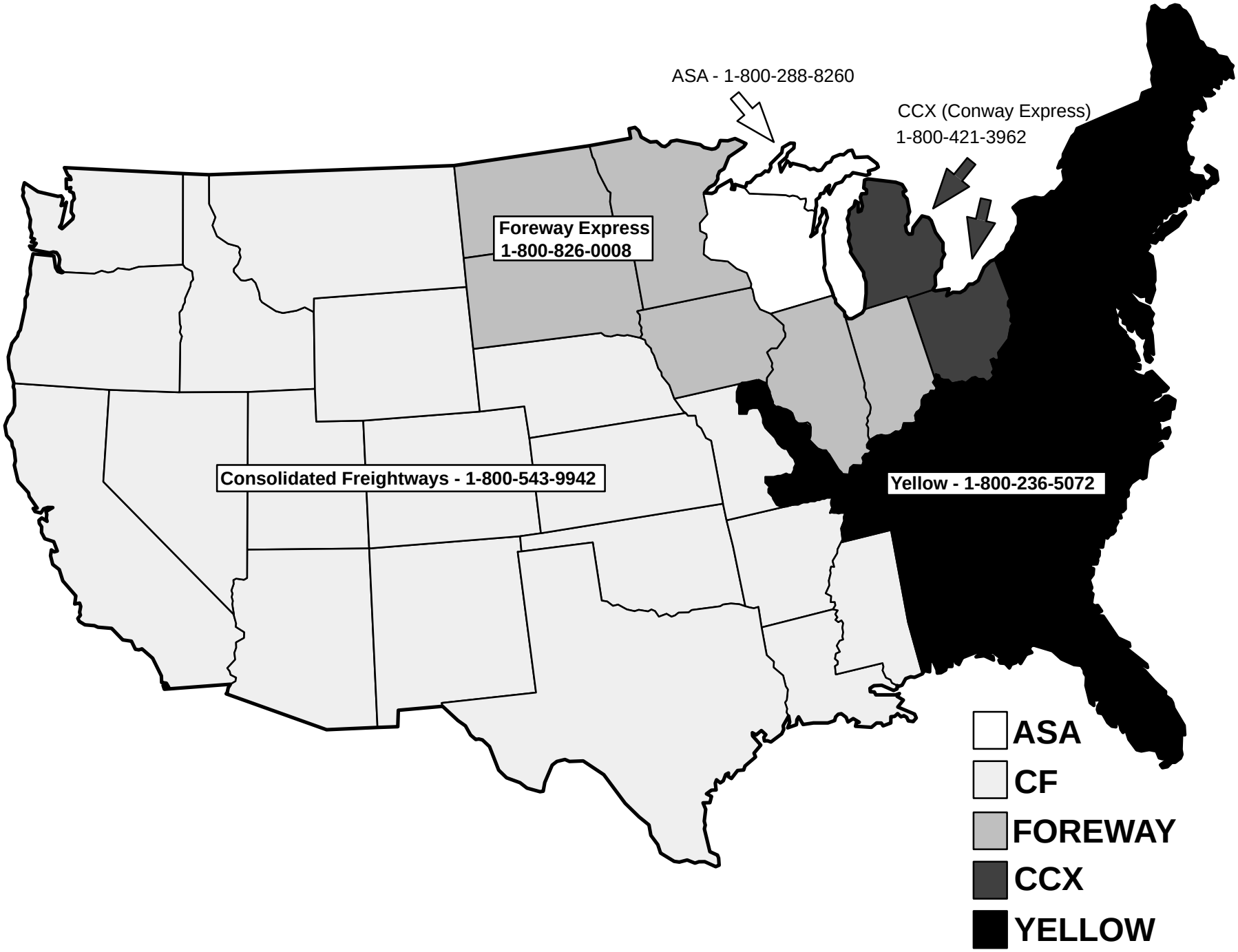
Dealers are asked to call your local Service Warranty Center with the outboard serial number for a Pre-authorized Warranty Claim to replace the dressed powerhead. Burnaby 604-420-6350, Mississauga 416-270-4481, Laval 514-420-5630. The original complete powerhead must be returned to your local Service Warranty Center with a copy of the Warranty Claim enclosed in the special shipping crate as soon as possible.

We apologize for the inconvenience caused by this problem. And, we thank you for your cooperation in helping to complete the repairs quickly.

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