service bulletin

No. 98-14

Official Notification Federal Boat Safety Act
Upper Motor Mount Replacement - 9.9/15 (4-Stroke)

Models Affected

MERCURY/MARINER

1998 15 (4-Stroke)
USA 0G590000 thru 0G737315
and
1999 9.9/15 (4-Stroke)
USA 0G765003 thru 0G772553

IMPORTANT: Bigfoot models were not affected by this service bulletin and DO NOT require repair.

Outboards listed require replacement of upper motor mounts prior to operation. Affected units were assembled with motor mounts which may have a poor bond adhesive coverage, which causes the motor mount to delaminate and fail.

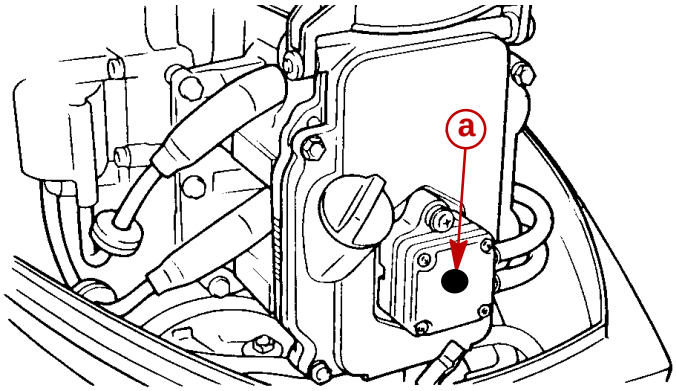
Owner Notification

A letter will be sent to every registered owner of an affected outboard. The letter will advise the owner to return their outboard to their selling dealer or any authorized dealer for replacement of the upper motor mounts. A copy of the letter is included with this Service Bulletin.

Repair Identification

Outboards within the serial number range listed that have been reworked at the factory are identified by:

- A black dot sticker applied on the outboard serial number label of the shipping carton.
- A black dot sticker applied on the fuel pump cover.
- Use MIDAS - Product History, to determine if this fix campaign 1998-014 is “OPEN” or has been “COMPLETED”.

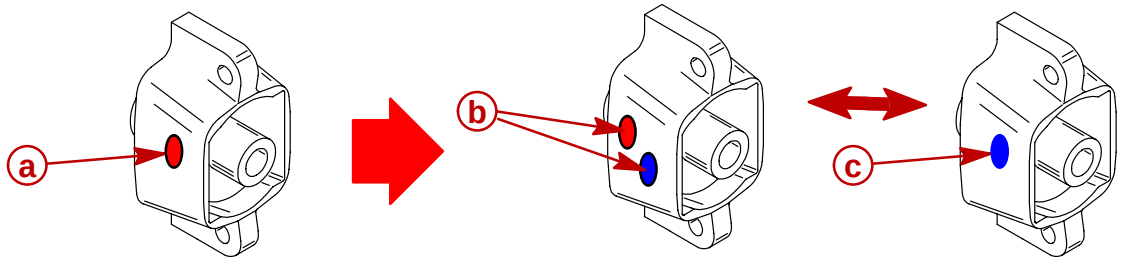


a - Black Dot Sticker

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provided by http://www.crowleymarine.com

Part Identification

The new replacement upper motor mounts are identified by both a blue and a red or a single blue paint dot located on the driveshaft housing side of each motor mount housing.



a - Mount with single red paint dot - MUST be replaced (p/n 835410)
b - Mount with both a red and a blue dot - good mount (p/n 835410T)
c - Mount with single blue dot - good mount (p/n 835410T)

Dealer Outboard Inventory

Affected outboards in dealer inventory **MUST BE** re-worked prior to customer delivery.

Service Parts Stock

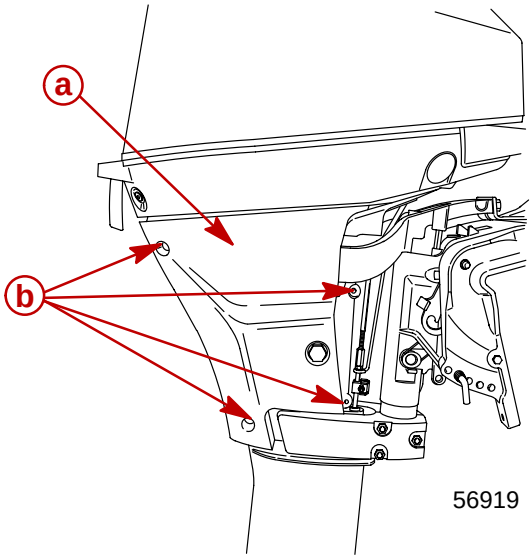
Return all p/n 835410 Upper Motor Mounts (bagged parts) to Mercury Marine for credit.

Correction

NOTE: *Change one mount at a time.*

1. Remove driveshaft housing covers (4 bolts and nuts).

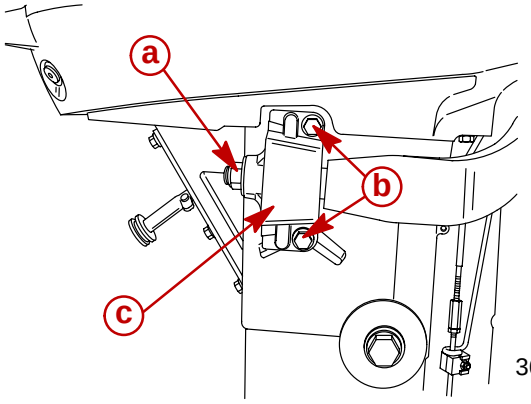
NOTE: To aid in removal of bolts, a small straight screwdriver should be placed in nut pocket to prevent turning of nuts.



a - Driveshaft Housing Covers
b - Bolts (4), Nuts (4)

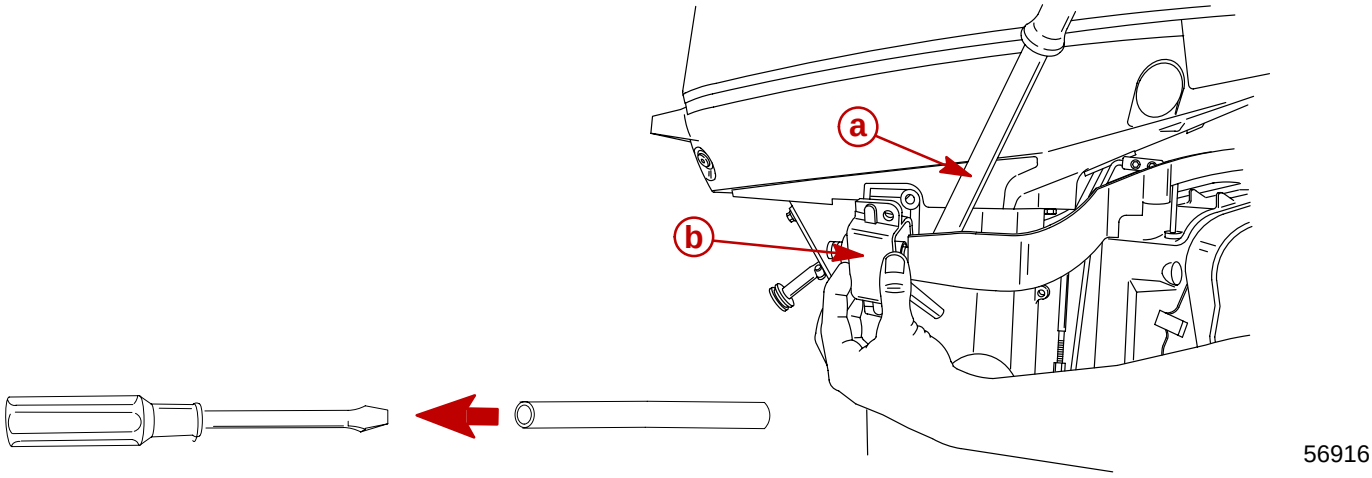
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2. Remove two (2) bolts (M8x.98) from upper mount.
3. Remove nut and washer from swivel head stud.



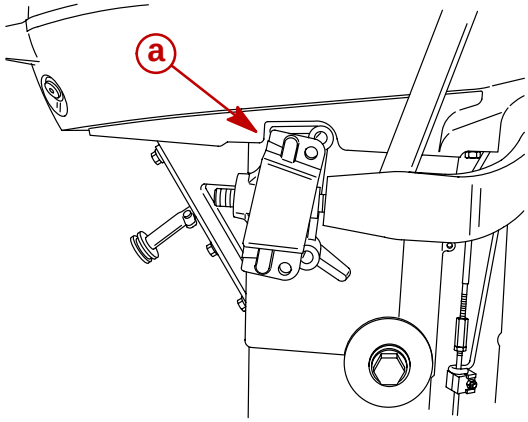
a - Nut and Washer
b - Bolts (2)
c - Upper Mount

4. Slide a piece of rubber hose over a screwdriver to prevent paint damage on outboard components. Pry up on lower cowl pan. Slide mount off of stud.



a - Rubber Padded Bar
b - Mount

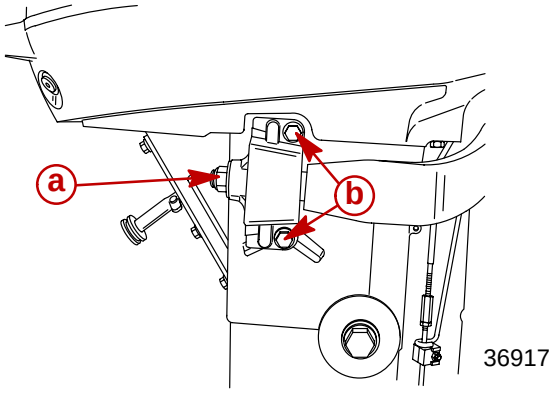
5. Pry up on lower cowl pan to slide new mount over stud just enough to pass over top lip on lower cowl pan. Remove pry bar. Push down on top of outboard (to seat mount). Mount should align into place.



a - Lip on Lower Cowl Pan

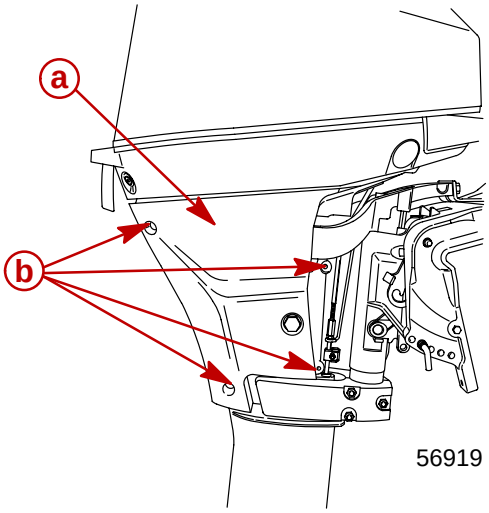
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6. First replace two (2) bolts (M8x.98) into mount and then replace washer and nut.
7. Torque two (2) bolts to 15 lb. ft. (20.3 N·m).
8. Torque nut to 32.5 lb. ft. (44 N·m).



a - Nut and Washer - Torque to 32.5 lb. ft. (44 N·m)
b - Bolts (2) Torque to 15 lb. ft. (20.3 N·m)

9. Install driveshaft housing covers (4 bolts and nuts).



a - Driveshaft Housing Covers
b - Bolts (4), Nuts (4) Torque Bolts and Nuts to 30 lb-in. (3.4 Nm)

Parts Required

Qty. 2 p/n 835410T Upper Motor Mount

Warranty

Complete a warranty claim listing:

- Outboard serial number(s)
- Qty 2 p/n 835410T Upper Motor Mount
- One half (0.5) hour labor
- Warranty Flat Rate Code: CD24
- Failure Code: 408-40

USA and CANADA: Complete/process claim via Midas or return a warranty claim form. Discard upper motor mounts from disassembly.

INTERNATIONAL: Follow instructions issued by Marine Power International office or by your distributor.

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MERCURY MARINE

W6250 PIONEER ROAD
P.O. BOX 1939
FOND DU LAC, WI 54936-1939 U.S.A.

PHONE (920) 929-5000 ■ FAX (920) 929-5060

Dear Customer:

Our records indicate that you are the owner of a 9.9 or 15 horsepower 4-stroke outboard engine included in a recall being conducted in accordance with the requirements of the Federal Boat Safety Act.

The potential problem is with the motor mounts. They could separate and allow the engine to fall off of the boat.

DO NOT OPERATE YOUR ENGINE UNTIL THESE REPAIRS ARE DONE

WHAT YOU SHOULD DO . . .

Contact your authorized dealer, preferably the one who sold you the engine, and make arrangements to deliver your boat to the dealer to have the necessary repairs performed. The reverse side of this letter is a pre-printed recall form covering the service.

WHAT WE AND YOUR DEALER WILL DO . . .

The dealer will perform the repairs at no charge to you. We will reimburse the dealer upon receipt of the claim.

Please make arrangements to have this work done as soon as possible. We apologize for inconveniencing you, but we are taking this action in the interest of your safety and satisfaction.

Sincerely,

Bob Kachelek	Ralph Lawson
U.S. Service	Canadian Service

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MERCURY MARINE

MERCURY MARINER MERCRUISER FORCE QUICKSILVER

WARRANTY CLAIM

DATE RECEIVED AM ____ PM ____

DATE PROMISED AM ____ PM ____

ENGINE SERIAL NUMBER

CUSTOMER NAME	DEALER CODE
ADDRESS	DEALER NAME
CITY, STATE, ZIP	DEALER ADDRESS
MODEL / SERIAL NUMBER	CITY, STATE, ZIP
DATE OF SALE	ORDER NUMBER / LABOR RATE

PRODUCT (CHECK ONE ONLY)

- ☐ OUTBOARD
- ☐ STERNDRIVE
- ☐ INBOARD
- ☐ INFLATABLES
- ☐ JET
- ☐ QUICKSILVER P&A (ATTACH RECEIPT)
- ☐ OTHER - SPECIFY _____

DATE FAILED

DATE REPORTED

DATE REPAIRED

HOURS USED

DESCRIPTION OF FAILURE: Upper Motor Mounts Replacement per SB 98-014

BOAT TYPE

H.I.N.

FAILURE CODE	FAILURE CODE DESCRIPTION	NOTE: WARRANTY CLAIM MUST BE RECEIVED WITHIN 30 DAYS OF REPAIR DATE TO BE CONSIDERED FOR APPROVAL.	PRE-AUTHORIZATION NUMBER	ENTER DATE
408-40	Motor Mounts-Fix Program			

REPAIR PARTS IDENTIFICATION

QTY	PART NUMBER	PART DESCRIPTION	LIST PRICE	TOTAL
2	835410T	Upper Motor Mount		

LABOR PERFORMED PER FLAT RATE MANUAL

CODE	DESCRIPTION	HOURS	DOLLARS
CD24	Upper Mounts	0.5	

TOTAL LABOR	
TOTAL PARTS	
SUB TOTAL	
TAX	
SUBLET LABOR (RECEIPT ATTACHED)	
FREIGHT (ATTACH RECEIPT IF OVER $10.00)	
GRAND TOTAL	

FOR FACTORY USE ONLY

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE AND GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE UNIT AS NECESSARY FOR TESTING AND/OR INSPECTION.

CUSTOMER AUTHORIZATION

01A1D101 - 04/12/93

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