MERCURY
MARINER
MERCURY Sport Jet

service information

☐ ADVISORY
☑ BULLETIN

No. 2001-15

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

Rocker Arm Failure Outboard Replacement – 30/40 & 40/50/60 Four Stroke

Models Affected

MERCURY/MARINER

2002 30/40 (3 Cylinder) Carburetor Manual Start Models
USA 0T426390 thru 0T439651

2002 30/40 (3 Cylinder) Carburetor Electric Start Models
USA 0T427354 thru 0T439651

2001/2002 40/50/60 (4 Cylinder) Carburetor and EFI Models
USA 0T291864 thru 0T439549

Complete outboards within the serial number range listed in this bulletin, new or used, will be replaced due to a soft rocker arm in the cylinder head. Outboards not within the serial number range can be sold and operated.

Owner Notification

A letter will be sent to every registered owner to contact their selling dealer for replacement. A copy of the letter is included with this Service Information Bulletin.

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SERVICE PARTS STOCK

Return any of the below listed rocker arms (bagged parts) or unused cylinder head assemblies (boxed) in your inventory with a warranty claim. Please note on the claim that the return is part of Service Information Bulletin 2001–15.

USA – Return to:
Mercury Marine
Attn: Parts Goods – Service Information Bulletin 2001–15
W6250–22A Pioneer Road
Fond du Lac, WI 54935

Canada – Return parts to your appropriate distribution center.

International – Follow instructions issued by the Marine Power International office or by your distributor.

Part Number	Description
87568T1	Cylinder Head (Electric) 30/40 (3 Cylinder)
877568T2	Cylinder Head (Manual) 30/40 (3 Cylinder)
877568T7	Cylinder Head (Manual) 30/40 (3 Cylinder)
857082A5	Cylinder Head (Electric) 40/50/60 (4 Cylinder)
858272A1	Rocker Arm

CORRECTION

Identify Outboards into two groups:

1. New Outboard(s) In the Original Shipping Carton – New Outboards. New product that is still in the original shipping carton.
2. New Display or Used Outboards Out of the Shipping Carton – New or Used. This pertains to outboards on display, mounted on a boat, and in the customer possession (new or used).

USA

Contact the Mercury Marine Outboard Technical Service Department at 920–929–5884 or send a completed QuickFax form (90–821655) to 800–842–4550 with model and serial number(s). State that replacement is required and refer to Service Information Bulletin 2001–15.

A Return Authorization (RA) will be completed at Mercury Marine.

An order for replacement outboard(s) will be generated.

Replacement outboard(s) will be shipped and invoiced.

New Outboard In the Original Shipping Carton

- Two white return labels will be generated and faxed/sent to the dealer. The label will contain shipping address, returned outboard serial number, and RA number.

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New Display or Used Outboard Out of the Shipping Carton

- Two yellow colored return labels will be generated and sent to the dealer. The label will contain shipping address, returned outboard serial number, and RA number.
- When the new outboard arrives, remove it from the carton and install it. Reuse the original supplied attaching hardware (steering link arm, remote control cables, fuel line, and mounting hardware) already installed on the boat.
- Rebox the outboard to be returned in the shipping carton. Carefully secure the outboard in the carton to prevent return shipping damage. Retain the new attaching hardware with the shipping carton.

Apply the return shipping labels to the return outboard carton appropriately. Apply one label on the end next to the serial number and one label on the side next to the serial number. DO NOT cover the existing serial number, as it is needed for reference. This will ensure proper delivery and, most important, proper credit.

Ship the returned outboard(s) as soon as possible, freight collect, via Roadway Express. Phone 1–800–872–5225 for shipping instructions. Advise them it is a return to Valley Logistic. Also, provide the serial number(s) and the Return Authorization number.

Ship to:
Valley Logistics
247 Kohlman Road
Fond du Lac, WI 54937

Credit will be issued at the cost of the new replacement outboard on receipt of the returned outboard at a Mercury Marine facility. It is important that the carton be labeled clearly and accurately, especially the RA #, to ensure proper credit.

Canada

Contact the Mississauga Service Department, preferably by Q.S.O.S. FAX or call–905–567–6372 Outboard Technical Service with model and serial number. A decision will be made to replace or repair the unit. If replacement is agreed, a Return Authorization (RA) will be completed by Mercury Marine and shipping instructions will be provided.

International

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

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WARRANTY

USA – Mercury Marine will replace outboard(s) listed in the bulletin and reimburse the dealer for the cost of parts, labor, and shipping for one year from the issuance of this bulletin. Please note the month and year located at the lower left corner of the front page of this document.

Canada – Mercury Marine will replace or repair the outboard(s) listed in the bulletin and reimburse the dealer for the cost of parts, labor, and shipping for one year from the issuance of this bulletin. Please note the month and year located at the lower left corner of the front page of this document.

International – Mercury Marine will replace or repair the outboard(s) listed in the bulletin and reimburse the dealer for the cost of parts, labor, and shipping for one year from the issuance of this bulletin. Please note the month and year located at the lower left corner of the front page of this document. Contact your international office for instructions.

Complete warranty claim listing:

Outboard serial number

Return Authorization (RA) Number.

Two and one half (2.5) hours labor. Outboard Out of the Shipping Carton.

One half (0.5) hour labor. Outboard In the Original Shipping Carton.

Warranty Flat Rate Code – SB30=3.0.

Part Code – 425.

Failure Code – 00.

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June 25, 2001

Dear Valued Mercury Customer:

SUBJECT: ROCKER ARM FAILURE OUTBOARD REPLACEMENT

Mercury Marine has determined that a limited number of four stroke outboards were assembled using a valve train component known as a rocker arm that did not meet our specifications. As a result, some customers may experience premature wear of valve train components which could render the outboard inoperable. Your engine falls into the serial number range that we have identified to be associated with the suspect rocker arms.

Mercury Marine has decided to replace your complete outboard motor with a new one as a precautionary measure. Replacement of your complete outboard may seem to be an extraordinary measure, but Mercury Marine has deemed it is the most appropriate way to minimize your inconvenience and assure you that only the finest quality outboard is powering your boat.

WHAT YOU SHOULD DO

Contact your authorized dealer, preferably the one who sold you the outboard, and make arrangements for replacement. The dealer will refer to Mercury Outboard Service Information Bulletin 2001–15 for instructions. After making arrangements with the dealer, deliver your outboard — and your boat, if the engine is rigged on a boat — to the dealer and present this letter.

NOTE: *If your boat is in storage, you may want to wait until you remove it from storage to have the replacement performed.*

WHAT WE WILL DO

We will reimburse the authorized dealer for the replacement of your outboard, which includes the cost to de–rig your current engine and rig the new engine on your boat. The three–year factory limited warranty on the new outboard will begin when the dealer notifies Mercury Marine that the engine replacement and installation is complete.

We apologize for the inconvenience this recall has caused you; however, we have taken this action to ensure that your boating experiences will be safe and enjoyable.

Sincerely,

Mercury Technical Service Department

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