MERCURY MARINER

Service Bulletin

OEM No. 2004-10 **Bulletin No. 2004-10**

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

Official Recall Notification United States Federal Boat Safety Act 8/9.9 2005 Model Year FourStroke Tiller Tube Replacement

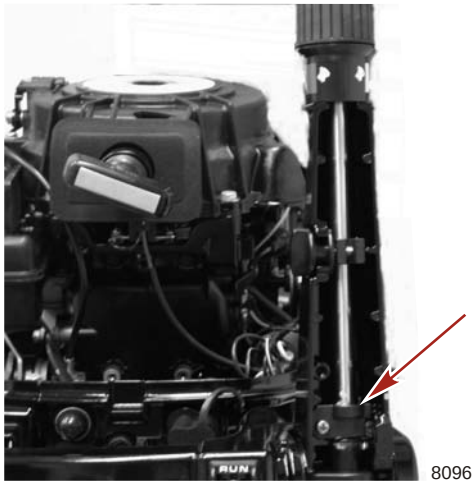
Models Affected

Models Covered	Serial Number Or Year
Mercury/Mariner 8/9.9 Hp FourStroke M, ML, EH, ELH, and MXL Models	Serial numbers 0R042475 through 0R053618

Situation

In some applications, the units identified previously are at risk for a failure of the throttle and/or shift function. As a result, Mercury Marine is conducting a Federal Boat Safety Act recall of all product at risk for a failure of this type.

Tiller Tube Replacement



8096

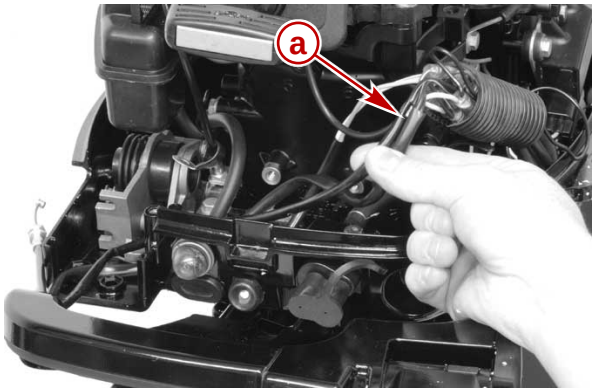
1. Remove cowl.

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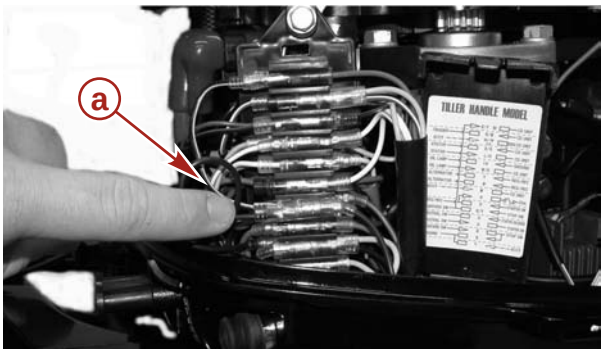
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2. Disconnect stop switch bullet connectors.



2922

Manual Start Wire Harness

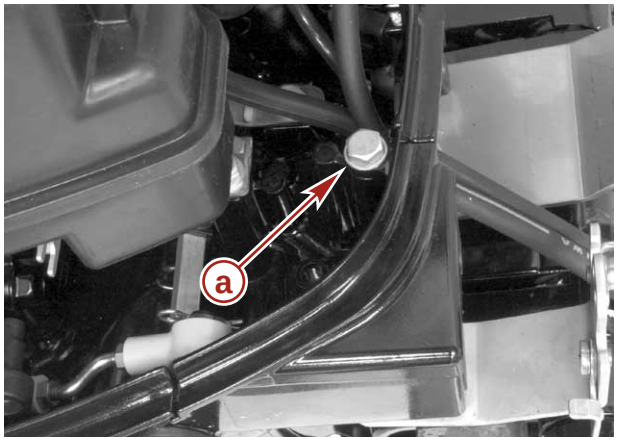


8100

Electric Start Terminal Box

a - Stop switch wires

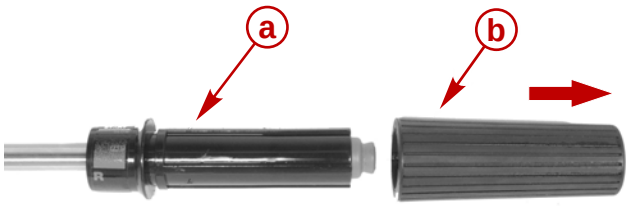
3. Remove the screw holding the rigging grommet retainer to the lower cowl. Remove the grommet retainer and grommet.

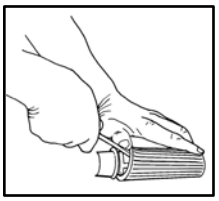


8102

a - Grommet retainer screw

4. Remove the rubber grip from the throttle handle. Use a flat tip screwdriver to pry/push the rubber grip off of the throttle handle.





2997

a - Throttle handle **b -** Rubber grip

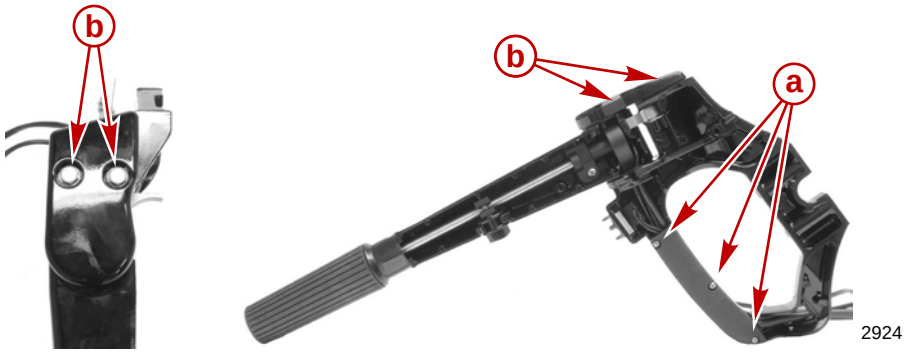
5. Remove 3 screws securing handle cover to bracket.

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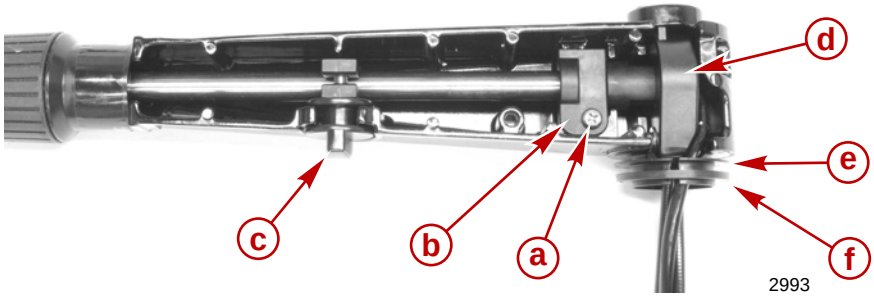
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6. Pull tiller handle stop switch wires through bracket.



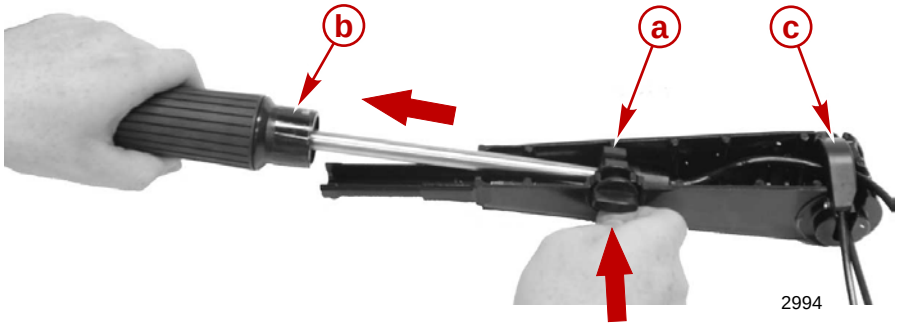
a - Handle cover screws
b - Bracket end cover screws

7. Remove screws from handle cover. It is not necessary to remove the bracket end cover.
8. Remove throttle shaft bracket.
9. Loosen throttle shaft friction control knob.



a - Throttle shaft retainer screw
b - Throttle shaft bracket
c - Friction knob and clamp assembly
d - Cable pulley housing
e - Washer
f - Bushing

10. Remove throttle handle while pulling throttle shaft and pushing on friction control knob.



a - Friction control knob
b - Throttle shaft/grip
c - Throttle cable pulley housing

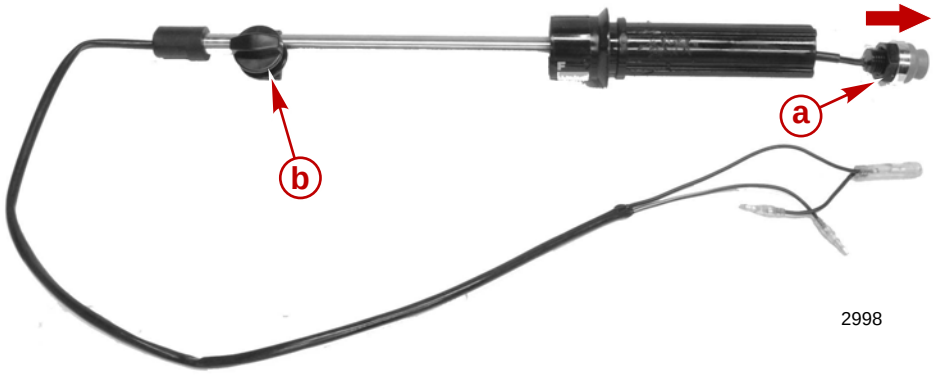
11. Remove tiller handle friction knob assembly.

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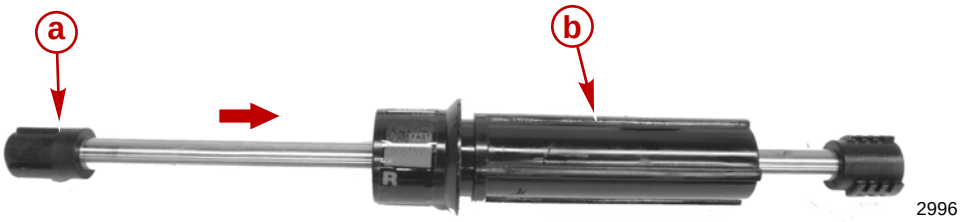
12. Remove stop button/wire harness assembly.



a - Stop button/wire assembly

b - Friction control knob and clamp

13. Remove tiller tube from handle.



a - Tiller tube

b - Throttle handle

14. Install new tiller tube (part number 803998003) and follow these directions in reverse order for installation.

Owner Notification

All registered owners with engine serial numbers 0R042475 through 0R053618 were sent letters as of August 31, 2004. This letter advised the customer to contact their dealer to set up an appointment for these repairs.

Part Interchangeability

Mercury Marine will supersede the current tiller tube part number to 803998003.

Dealer Parts Inventory or Dealer Outboard Inventory

USA CUSTOMERS

Return 803998001 throttle tubes in your inventory using the Mercury Precision Parts **under 30 days returns program**. You may use the form on the back of any parts and accessories packing list. Please note on the form that the return is part of Service Bulletin 2004-10. All returns must be sent freight prepaid to:
Mercury Marine
W6250-22A Pioneer Road
Fond du Lac, WI 54935

NON-USA CUSTOMERS

Return any 803998001 throttle tubes to the appropriate distribution center for credit. Follow the normal return parts procedure. Please make reference to Service Bulletin 2004-10.

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Parts Required

Qty.	Description	Part Number
1	Throttle tube	803998003

Repair Identification

- Engines reworked at the factory will have an orange dot designation on the outside of the box.
- New tiller handle 803998001 will be represented by gray colored ends versus the original color of black.

Warranty

Complete the warranty claim listing:

- Outboard Serial Number
- Qty. 1 of P/N 803998003 Tiller Tube Assembly
- Labor Rate 1.0 Hour
- Warranty Flat Rate Code SB10
- Part Code 809
- Fail Code 40

UNITED STATES AND CANADA

Complete/process the P&A claim via MercNET or return a warranty claim.

INTERNATIONAL

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

Parts Return Procedure

UNITED STATES AND CANADA

Return with Warranty Claim, except Alaska and Hawaii.

INTERNATIONAL

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

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Official Notification of Federal Boat Safety Act Recall

Dear Mercury Marine Customer:

Our records indicate that you are the owner of a Mercury/Mariner 8.0 or 9.9 horsepower FourStroke outboard. This family of outboard engines is currently involved in two product upgrades. One of the upgrades (the second upgrade) involves a potential safety issue, and as a result, that upgrade is being conducted pursuant to the Federal Boat Safety Act recall protocol.

FIRST UPGRADE: The first upgrade resolves a potential failure of the reverse hooks on the outboard. If the reverse hooks fail, the gearcase of the outboard will rotate up as reverse thrust is applied. This upgrade is being made to all 8.0 and 9.9 horsepower FourStroke outboards.

SECOND UPGRADE: The second upgrade (Federal Boat Safety Act Recall) resolves a potential failure of the throttle function, the shift function, or both. This upgrade applies only to 8.0 and 9.9 horsepower FourStroke outboards that are equipped with a tiller handle. If your outboard came from Mercury with no tiller handle (to allow for remote control operation), the throttle/shift upgrade does not apply to you.

WHAT YOU SHOULD DO

Contact your authorized Mercury Marine dealer and make arrangements for replacing the tiller tube and/or reverse hook components. If your outboard has a tiller handle, Mercury Marine recommends that you have the repairs performed prior to your next use of the outboard. The dealer will refer to Mercury Outboard Service Bulletins 2004-09 and/or 2004-10 for instructions. You will need to deliver your outboard to the dealer and present this letter.

WHAT WE WILL DO

We will reimburse the authorized dealer for the replacement of these components as outlined in Service Bulletin 2004-09 and/or 2004-10.

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

Sincerely,

Mercury Technical Service Department

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