FORCE Outboards

service bulletin

No. 97-15

Engine Shipping Damage and Missing Parts

The incidence and high costs of damage and missing parts is a continued concern. Manufacturing quality controls and random packaging audits show that virtually all damage and parts missing from engine cartons occurs after the engine is shipped from Mercury Marine.

Mercury Marine continues to work to improve packaging to prevent damage. However, packaging alone cannot prevent damage from severe mishandling. Please observe the following guidelines for shipping, handling and storage of engines and for repairing damaged parts and replacing missing parts.

Shipping, Handling And Storage Responsibilities

- Mercury Marine is responsible for shipping carton adequacy and for not shipping products in obviously damaged cartons.
- Trucking companies are responsible for shipping damage on engines shipped from Mercury Marine to Boat Builders and Dealers.
- Boat Builders are responsible for shipping damage on engines shipped from the Boat Builder to Dealers.
- Dealers are responsible for shipping damage on engines transported by Dealers from Mercury Marine locations.
- Engines must be shipped and stored indoors in the upright orientation as indicated by the arrows on the carton.
- Engines must be carefully off-loaded to prevent damage. Fork-lift handling equipment is required to assure safe handling and prevent engine damage.
- Dealers and Boat Builders are responsible for inspecting the condition of cartons upon receipt, for noting any damage observed on the Delivery Receipt, and for accepting or refusing delivery of engines.
- Dealers are required to set-up and demonstrate the engine to the customer at the time of delivery. Physical condition should be checked and acceptance noted on the Customer Delivery Inspection Checklist. Warranty claims will not be accepted for engines sold in the box, as this practice is strictly prohibited.

NOTE: *The Checklist has recently been changed to include a specific check of physical condition.*

provided by http://www.crowleymarine.com

Claims For Shipping Damage

If the carton is damaged or not in the proper orientation when delivered by the trucking company, the Dealer can either accept or refuse the engine.

ACCEPTED DELIVERY (WITH CARTON DAMAGE OR INCORRECT ORIENTATION)

1. Accept the engine(s) and note the carton damage or orientation problem on the **Delivery Receipt**, by engine serial number, before signing the document.
2. Immediately inspect the engine and determine a repair parts and labor estimate.
3. If repair parts and labor is less than $250.00 (US), order the parts directly from Quicksilver, complete the repairs and submit a warranty claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
4. If repairs are more than $250.00 US, request repair parts and labor, by completing and sending a Service Quick-fax (page 3) and a copy of the **Delivery Receipt**. Mercury Service will order the parts, pre-authorize labor, send a pre-authorized Warranty Claim form, and provide any additional instructions.
5. Complete the repairs and return the pre-authorized Warranty Claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
6. Mercury Marine will pursue a shipping claim to recover repair costs.

REFUSED DELIVERY

1. Refuse delivery of the engine and inform the trucking company driver of the damage.
2. Order another engine to replace the refused engine from Mercury Sales or the Boat Builder.

CONCEALED DAMAGE

If the carton was in good condition when delivered by the trucking company but engine damage was found later, Mercury Marine or the Boat Builder, may be able to claim concealed damage.

1. Determine a parts and labor repair estimate, hold the carton and all packing materials for further instructions.
2. If repair parts and labor is less than $250.00 (US), order the parts directly from Quicksilver, complete the repairs and submit a Warranty Claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
3. If repairs are more than $250.00 US, request repair parts and labor, by completing and sending a Service Quick-fax (page 3) and a copy of the **Delivery Receipt**. Mercury Service will order the parts, pre-authorize labor, send a pre-authorized Warranty Claim form, and provide any additional instructions.
4. Mercury Marine may pursue a shipping claim to recover repair costs.

NOTE: *Inspection of the damage and the carton and packaging materials may be required by the trucking company.*

CLAIMS FOR MISSING PARTS

Dealers are to order parts missing from the engine or accessory cartons directly from Quicksilver. Complete and send a QuickFix Request fax (page 4). Quicksilver will order and ship the parts on a no-charge basis. The accessory installation instructions and the engine parts bag includes a parts list to help identify missing parts.

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QuickFax
Service Fax Form

Mercury/Mariner/Force Service – USA	MerCruiser Service – USA	Service – Canada Miss. FAX #905-270-8334
QuickFax: 800-842-4550	**QuickFax: 800-245-8794**	**QuickFax: 800-663-8334**

Please use this convenient form to request service assistance. Information below is required to help us respond to your request.

Number of Pages Being Faxed_____

Dealer / OEM Name_____ **Dealer / OEM #**_____

Phone No._____ **Fax No.**_____ **Contact Person**_____

Serial No._____ **Model No.**_____ **Horsepower/Liters**_____

Owner's Name_____ **Date of Purchase**_____ **Hours Used**_____

Boat Manufacturer_____ **Boat Length**_____ **Prop Size**_____ **W.O.T. RPM**_____

Description of Problem (WHen does problem occur? What RPM? How often?)**:** _____

Tests Performed/Readings (Ignition, DVA, Pressures, Engine RPM, etc.)**:** _____

Suspected Cause of Problem (Disassemble if this is an Internal Engine or Lower Unit problem)**:** _____

List Any Repairs Already Performed and Parts Replaced: _____

Action Requested (Warranty/QGuard/Preauthorization, Advice, Information Only, Other)**:** _____

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QUICKSILVER
MARINE PARTS AND ACCESSORIES

QUICKFIX REQUEST

Please use this convenient form to tell us about any problems you have experienced on an order. Information below is required to process your request.

USA QUICKFIX FAX NUMBER 800-457-8736
CANADA QUICKFIX FAX NUMBER 800-217-6517

Dealer / OEM # _____ Date _____

Dealer / OEM Name _____ Phone _____

Contact Person _____ Fax _____

Engine Model _____ Serial # _____

Order # _____ Part # _____

Part Description _____

Date code on part package _____
(located on label below part number)

Please respond by: ❑ Fax ❑ Phone ❑ No response needed

❑ Part does not fit - (Has correct part number been ordered?)

❑ Shortage or picking error - (Have you double checked inside carton?)

❑ Kit shortage or incorrect packaging

❑ Parts bag is missing

❑ Owner's packet is incomplete
Please send: ❑ Warranty Card ❑ Owner's Manual ❑ Both

Comments: _____

_____

_____

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_____

If faxing a parts order, please use Fax Order Form 90-822177 2

To order more Quickfix forms at no charge - use part number 90-852006

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