

# 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.

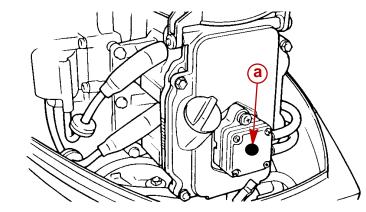
#### **Owner Notification**

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:

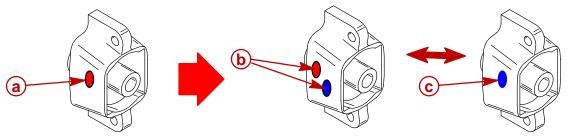
- A black dot sticker applied on the outboard serial number label of the shipping carton.
- A black dot sticker applied on the fuel pump cover.
- Use MIDAS Product History, to determine if this fix campaign 1998-014 is "OPEN" or has been "COMPLETED".



a - Black Dot Sticker

#### **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**

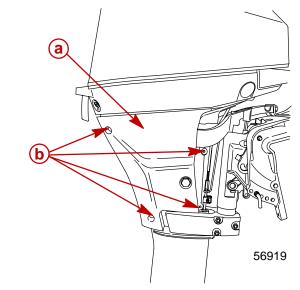
Return all p/n 835410 Upper Motor Mounts (bagged parts) to Mercury Marine for credit.

#### Correction

NOTE: Change one mount at a time.

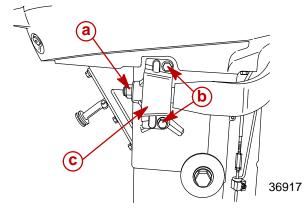
1. Remove driveshaft housing covers (4 bolts and nuts).

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

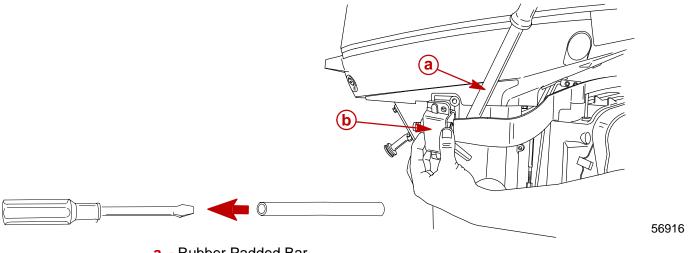


- a Driveshaft Housing Covers
- **b** Bolts (4), Nuts (4)

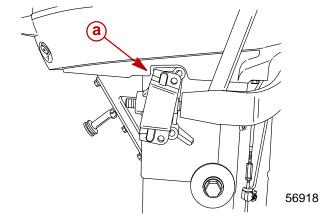
- 2. Remove two (2) bolts (M8x.98) from upper mount.
- 3. Remove nut and washer from swivel head stud.



- 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.



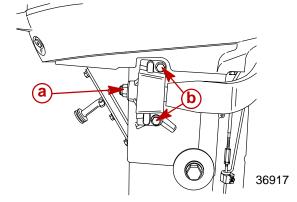
- a Rubber Padded Bar
- **b** Mount
- 5. Pry up on lower cowl pan to slide new mount over stud just enough to pass over top lip on lower cowl pan. Remove pry bar. Push down on top of outboard (to seat mount). Mount should align into place.



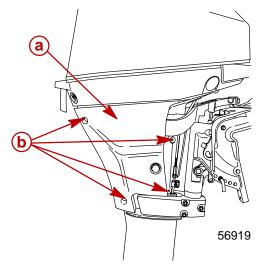
a - Lip on Lower Cowl Pan

#### UPPER MOTOR MOUNT REPLACEMENT - 9.9/15 (4-STROKE)

- 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.



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 U.S. Service

Ralph Lawson Canadian Service

#### WARRANTY CLAIM

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CUSTOMER NAME			DEALER CODE								PRODUCT (CHECK ONE ONLY	,	DATE FAILED
											OUTBOARD	DATE REPORTED	
ADDRESS		DEALER NAME							STERNDRIVE			DATE REPAIRED	
CITY, STA	TE, ZIP	DEALER ADDRESS							INBOARD			DATE NEI AIRED	
											INFLATABLES		HOURS USED
MODEL / SERIAL NUMBER			CITY, STATE, ZIP								JET		L
DATE OF SALE			ORDER NUMBER LABOR RATE					QUICKSILVER P&A (ATTACH RECEIPT)					
										OTHER - SPECIFY			
DESCRIPTION	OF FAILURE Upper Mc	otor Mounts Replace	ment per SB 98	3-014						BOAT	TYPE		
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FAILURE COD		TY CLAIM MUST BE RE- 30 DAYS OF REPAIR	Y CLAIM MUST BE RE- PRE-AUTHORIZATION NUMBER ENTER DATE 30 DAYS OF REPAIR SIDERED FOR APPROVAL										
408-40				I			l		$\overline{}$				
		REPAIR PARTS IDE									ERFORMED PER		DOLLARS
QTY	PART NUMBER	PART DESCR		LIST PRI	2E		TOTAL	1				HOURS	DOLLARS
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GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE UNIT AS NECESSARY FOR TESTING AND/OR INSPECTION.								ļ.					
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