



Service Bulletin

Warranty Information

Service Information

Bulletin No. 2003-12

Parts Information

OEM No. 2003-5

Circulate to:

Sales Manager

Accounting

Service Manager

Technician

Parts Manager

Propeller Failures and Guidelines - Outboards 2.5 through 250, Alpha, Bravo One, Bravo Two, Bravo Three Sterndrives Propellers

Models Affected

Model	Horsepower
Mercury/Mariner	2.5 through 250
Force	5 through 120
MerCruiser	120 through 525
All Mercury Marine Propellers	

Some propellers have failures caused by defects in materials or workmanship which are covered under warranty terms. Others have failures caused by conditions beyond the control of Mercury Marine. Many propellers only need the hub replaced. All Mercury Marine propellers carry a one year limited warranty against defects in materials and workmanship from the original date of sale. Following are the procedures and guidelines to follow when dealing with failed propellers.

Propeller Hubs

Warranty Failures

Replacement of round style rubber hub propellers due to factory defects in material or workmanship (hub not centered, tight spline, loose spline, etc.) is covered by the normal one year Mercury Marine limited warranty.

Replacement of Flo-Torq II and Flo-Torq III style propellers due to factory defects in material or workmanship (casting flaws, poor finish, etc.) is covered by the normal one year Mercury Marine warranty.

Non-Warranty Failures

Replacement of spun propeller hubs due to impact, prop failed by entanglement with foreign material, improper previous hub replacement, improper torque of propeller nut, etc., is not covered by Mercury Marine warranty.

Rehubbing Aluminum and Stainless Steel Propellers

Propellers with round style rubber hubs that fail within the one-year limited warranty time period and show no evidence of impact should have the complete propeller replaced.

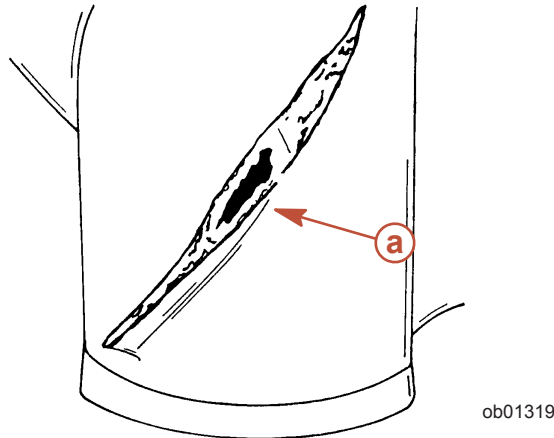
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Propellers with the Flo-Torq II or Flo-Torq III style hubs that fail within the one-year limited warranty time period and show no evidence of impact should have the hub replaced. Failed Flo-Torq II and Flo-Torq III style hubs must be returned to the appropriate Mercury Marine warranty center with a properly completed warranty claim.

Loss of Blades

The illustration below shows a propeller with loss of blade. This failure is a result of a casting void. This represents a true defect in material.

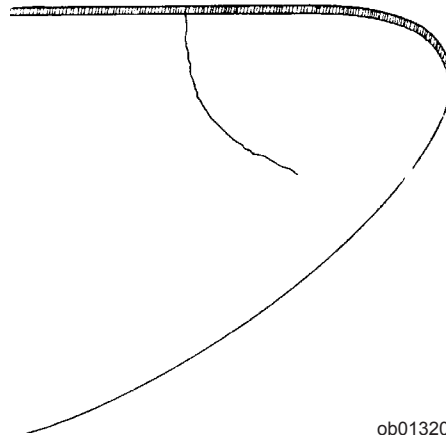


a - Casting void

Cracked Blades

Trailing Edge Blade Cracks

The illustration below shows a propeller blade with a blade failure. This failure is on the trailing edge and is a result of a fatigue crack. This type of fatigue failure starts at the trailing edge of the propeller blade and works its way to the leading edge. A possible warrantable condition exists if the blade does not show signs of a sharp notch type of nick, impacts, cup modifications and or improper repair.

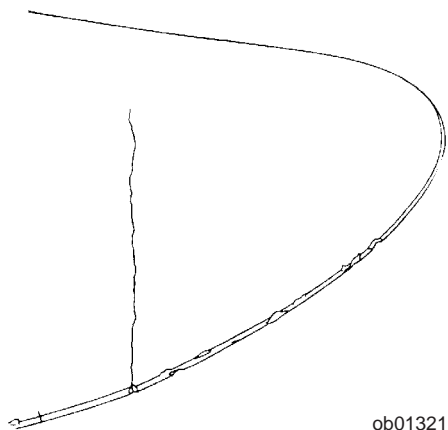


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Leading Edge Blade Cracks

The illustration below shows a propeller with a fracture line starting at the leading edge of the blade. Leading edge fatigue cracks are caused by impacts with objects in the water, often not even detected or observed by the boat operator. Small nicks on the leading edge, if left undressed, can cause fatigue cracks. Instructions for dressing small nicks on the leading edge are found in the **Propeller Installation Instructions Guide 90-830296004**. Fatigue cracks starting on the leading edge are not covered by Mercury Marine's limited warranty.



Warranty Information

All Mercury Marine propellers carry a one-year limited warranty against defects in materials and workmanship from the original date of sale. Submit a properly completed warranty claim and the propeller or repair bill to the appropriate Mercury Marine warranty center.

Claims for propellers that are sold with a Mercury or Mariner outboard require the engine serial number on the claim. Claims for propellers that are sold with a MerCruiser sterndrive require the engine serial number or the engine and sterndrive package serial number on the claim. Propellers sold loose require a copy of the bill of sale for the propeller purchased by the retail customer attached to the claim.

United States

Submit all claims for propeller repair or replacement to the appropriate factory warranty location. All propellers, Flo-Torq II and Flo-Torq III propeller hubs replaced under warranty must be returned to the appropriate factory warranty location with a copy of the warranty claim.

Outboard propeller claims are to be sent to:
Mercury Marine Outboard Warranty
W6250 Pioneer Road
Dock 9A – Warranty Receiving
Fond du Lac, WI 54935-1939
920-929-5884

MerCruiser propeller claims are to be sent to:
MerCruiser Products Warranty Receiving
3003 North Perkins Road
Stillwater, OK 74075
405-743-6539

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Canada

Propeller claims and stainless steel propellers only are to be sent to:
Mercury Marine Ltd.
2395 Meadow Pine Rd.
Mississauga, ON L5N7W6
905-816-4751

International

Tag and hold parts for inspection/disposal by a Marine Power International technical representative.

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