



Service Bulletin

Bulletin No. 2017-17

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Power Tilt Wire Harness—15/20 HP FourStroke

Models Affected

Models Covered	Serial Number Range
15/20 HP FourStroke carburetor models	0R721384–0R825375

Scope

Worldwide

Situation

Mercury Marine has identified a potential problem with the power supply wire routing for the power tilt solenoids. The 12-volt power supply shunt wire between the up and down solenoid may contact the mounting bracket located on the lower cowl. Contact with the mounting bracket could abrade the insulation and energize the lower cowl.

NOTE: *If the outboard does not have power tilt installed, the engine is not affected by this service bulletin.*

Dealer Inventory

Inventory that is within the affected range must have the wire replaced and properly secured as shown, prior to delivering the outboard to the customer.

Owner Notification

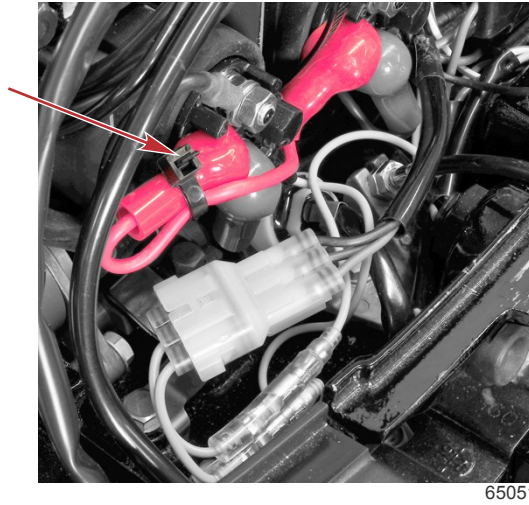
A customer letter will be mailed to all registered owners of a potentially affected outboard. The letter will advise the owner to take their outboard to any Mercury Marine authorized dealer for repair. Visit MercNET, contact Mercury Marine customer service, or contact your regional service center to determine whether repairs on a specific outboard within the affected serial number range have been completed. As a Mercury Marine dealer, you should contact the customers affected by the serial number range to advise them of this recall and schedule a service appointment. A copy of the customer letter is included with this bulletin.

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Inspection

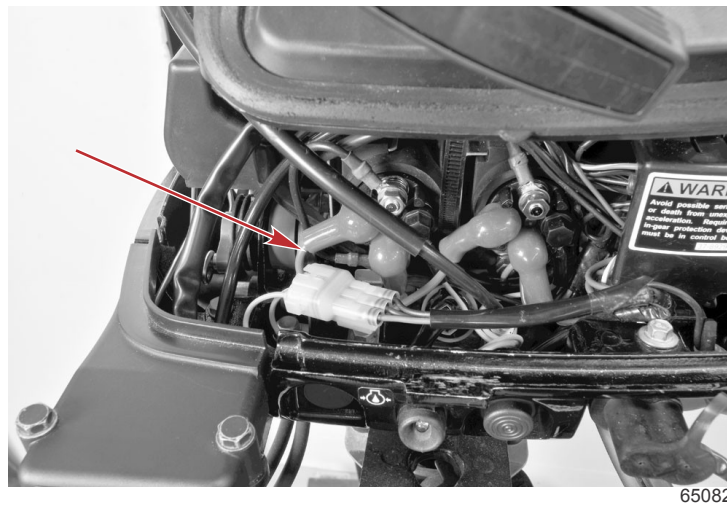
Outboards that have been reworked at the factory, or by a dealer, will have the 12-volt power supply red shunt wire secured with a cable tie. Refer to the following illustration.



Corrected shunt wire secured with cable tie

Correction

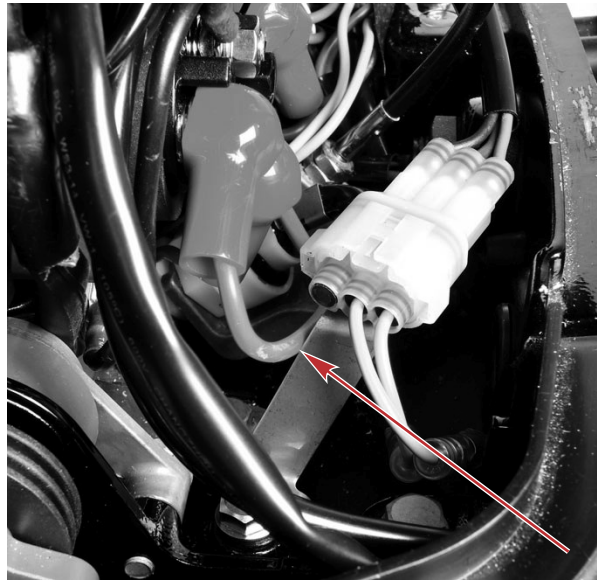
1. Locate the red shunt wire that is connected between the up and down solenoid.



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2. Inspect if the red shunt wire has made contact with the metal bracket.



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3. If the insulation has been abraded through and the wire core has made contact with the metal bracket, the insulation will be melted. If you encounter a red shunt wire with melted insulation, you must inspect all wire harnesses for damage. If there is damage beyond the red shunt wire, contact Mercury Marine Technical Service or your regional service center.



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Example of melted insulation

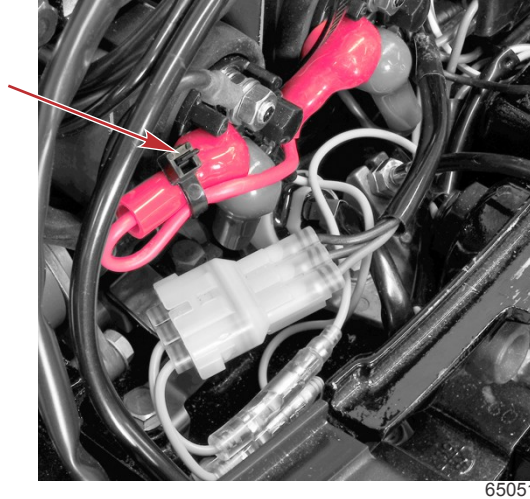
4. Remove and replace the red shunt wire regardless of its visual condition.
 - a. Remove the insulator boots from the red shunt wire.
 - b. Push the new wire through the power wire insulator boot on both ends of the wire.
 - c. Secure the wires to the solenoids.

NOTE: Refer to the appropriate service manual for the proper torque specifications.

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- d. Route the red shunt wire over the down solenoid red insulator boot and secure the shunt wire with a cable tie. Refer to the following illustration.



Shunt wire secured with cable tie

Part Required

Quantity	Description	Part Number
1	Shunt wire	898101175

Warranty

Mercury Marine will credit the dealer for the cost of parts and labor. Submit a warranty claim through your normal warranty processing channel. Be sure to reference Mercury Outboard Service Bulletin 2017-17 in the claim text.

Complete the warranty claim, listing:

- Outboard serial number
- Flat rate code: SB03 (0.3 hours)
- Part failure code: 102
- Failure code: 00
- Part number: 898101175—harness

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Dear Customer,

Thank you for purchasing a Mercury Marine 15/20 HP FourStroke outboard. We are dedicated to providing a superior product of outstanding quality and reliability. On rare occasions such as this, fulfilling that commitment may require an additional step after you have taken ownership of the product. We have discovered and wish to address an issue that requires attention. Please see the information below, contact your dealer or service center, and accept our apology for any inconvenience this recall may cause.

What is the condition?

The outboard must have the power tilt solenoid wire routing inspected. The routing of the wire may have been installed incorrectly, allowing the wire to contact a bracket connected to the lower cowling. This contact with the bracket may abrade through the insulation and energize the lower cowl. This may cause an odor, smoke, or in rare cases, a fire.

What will Mercury Marine do?

We have provided instructions to our dealers on the upgrade to be performed on your outboard. This update will be performed at no charge to you.

What should you do?

Contact your Mercury Marine outboard dealer to arrange a service appointment. When scheduling your service appointment mention Mercury Outboard Service Bulletin 2017-17.

Please present this notice to your Mercury Outboard dealer when you bring your engine in for servicing.

What if you have other questions or if you no longer own this engine?

Please contact your Mercury Outboard dealer or call:

Mercury Marine—US, Canada	920 929 5040
Australia, Pacific	+ 61 3 9791 5822
Europe, Middle East, Africa	+ 32 87 32 32 11
Mexico, Central America, Caribbean, South America	+ 1 954 744 3500
Japan	+ 072 233 8888
Asia, Singapore	+ 65 65466160

We have sent this notice in the interest of your continued satisfaction with our product, and we sincerely regret any inconvenience this recall may cause you.

Mercury Marine Service