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Tour Sonar Leak Puck Repair

Models Affected

NOTE: Identify the model number first and then reference the serial number range.

Models Covered	Serial Number
930010210	9B386696–9B386705
	9B386727–9B386728
	9B638570–9B638576
	9B647138–9B647163
	9B648753–9B648763
	9B650538–9B650567
	9B653510–9B653521
	9B828292–9B828308
	9B828415–9B828438

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Models Covered	Serial Number
9BT42GCAF	9B638528-9B638557
	9B643336-9B643340
	9B646786-9B646798
	9B647396-9B647409
	9B647568-9B647618
	9B648139-9B648172
	9B648365-9B648428
	9B648733-9B648752
	9B649241-9B649254
	9B649730-9B649747
	9B649817-9B649848
	9B649927-9B649990
	9B650024-9B650029
	9B650220-9B650231
	9B650569-9B650608
	9B650977-9B651002
	9B651067-9B651088
	9B651404-9B651427
	9B651875-9B651912
	9B652098-9B652109
	9B652142-9B652145
	9B652278-9B652325
	9B652987-9B653022
	9B653582-9B653625
	9B828082-9B828114
	9B828237-9B828260
	9B828347-9B828369
	9B828447-9B828522
	9B828591-9B828626
	9B828791-9B828912
9B828995-9B828995	
9B829034-9B829106	
9B829195-9B829231	
9BT42ZCAM	9B638953-9B638955
	9B648123-9B648137
	9B828173-9B828175
	9B828579-9B828590

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Models Covered	Serial Number
9BT52GCAF	9B638558-9B638569
	9B648107-9B648122
	9B649166-9B649168
	9B649228-9B649236
	9B650031-9B650044
	9B650232-9B650252
	9B650609-9B650641
	9B651508-9B651519
	9B653023-9B653034
	9B653626-9B653637
	9B828118-9B828123
	9B828225-9B828236
	9B828543-9B828578
	9B828915-9B828938
	9B829110-9B829121
9BT62HCAF	9B643342-9B643342
	9B648094-9B648106
	9B649054-9B649061
	9B649162-9B649165
	9B649749-9B649766
	9B650254-9B650263
	9B650643-9B650646
	9B651055-9B651066
	9B828115-9B828117
	9B828314-9B828314
	9B828370-9B828372
	9B828523-9B828542

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Models Covered	Serial Number
9BX43GCAF	9B638577-9B638600
	9B638933-9B638944
	9B646731-9B646759
	9B647619-9B647658
	9B647889-9B647931
	9B648018-9B648039
	9B648429-9B648453
	9B649106-9B649138
	9B649993-9B650022
	9B650177-9B650219
	9B650647-9B650669
	9B650784-9B650810
	9B650867-9B650906
	9B651003-9B651054
	9B651119-9B651136
	9B651661-9B651688
	9B651913-9B651948
	9B653035-9B653068
	9B828194-9B828217
	9B828309-9B828313
	9B828641-9B828740
	9B828939-9B828980
	9B829041-9B829052
9B829247-9B829277	
9BX43ZCAM	9B638945-9B638952
	9B647839-9B647852
	9B828741-9B828752
	9B829083-9B829091
	9B829172-9B829179
9BX53GCAF	9B602514-9B602525
	9B646760-9B646771
	9B647561-9B647567
	9B647853-9B647888
	9B648082-9B648093
	9B651949-9B651972
	9B653330-9B653341
	9B828753-9B828786
	9B829124-9B829139
	9B949762-9B949762

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Models Covered	Serial Number
9BX63HCAF	9B646773–9B646785
	9B828982–9B828994
	9B829014–9B829031

Situation

The epoxy seal around the sonar puck may develop a leak path causing possible water ingestion on Tour Edition-transducer equipped motors.


The factory will ship the new magnet housings. New magnet housings are identified with a green/gray dot applied to the back of the transducer.


NOTE: Do not attempt to service the magnet housing. Non-factory approved methods are unacceptable and claim will be denied.

Correction

1. Replace magnet housing. Use the following chart for the correct magnet housing replacement or consult the Mercury Electronic Parts Catalog. Reference service manual (90-MXC6032) for disassembly and assembly instructions of the lower unit.
2. Inspect for possible damage in other components and install/add parts to claim, call Tech support if needed; example:
 - a. Brush card: Examine the brush card for shorts or excessive brush wear.
 - b. SE module: Examine for buildup of sludge around the pins that connect it to the brush card. This could short the pins together causing a constant on or high speed condition. Visually examine the SE module for signs of water damage. Prolonged submersion in contaminated water could indicate possible water damage.
 - c. Armature: Check for shorts and opens.

NOTE: Clean and dry the column threads. Apply Loctite Primer to the threads of the column, then apply Loctite 271 (red) covering the first half of the threads, all the way around the column threads. Wipe off excess Loctite. Torque column threads to specifications.

Tube Ref No.	Description	Where Used	Part No.
 117	Loctite 7649 Primer N	Column threads	92-809824

Tube Ref No.	Description	Where Used	Part No.
 7	Loctite 271 Threadlocker	First half of column threads	92-809819

Description	Nm	lb. in.	lb. ft.
Column threads	47.5		35

Model	Part	Magnet Housing	Kit
36 volt, 105 lb.	Housing with puck	M899492T	Seal Kit MXC6021
24 volt, 82 lb.	Housing with puck	M899499T	Seal Kit MXC6021
24 volt, 70 lb.	Housing with puck	M899497T	Seal Kit MXC6021

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Dealer Inventory

All affected trolling motors in the dealer's inventory within the suspect serial number range should be reworked prior to customer delivery.

Owner Notification

All registered owners of product within the affected serial number range will receive a letter from MotorGuide. This letter will explain the situation and request that they contact their nearest MotorGuide Service Center to set up an appointment to have their motor inspected and reworked, if necessary. The service will be performed at no cost to the customer. A copy of the letter is attached.

Warranty

Complete warranty claim providing:

- Model and serial number of the trolling motor
- Proof of purchase
- Labor: 1.8 hours
- Warranty flat rate code: SB10 and SB08 (Magnet housing with puck, seal kit, clean water leak, diagnostic/test)

If necessary:

SB04 (SE module)

SB03 (Brush card)

SB03 (Armature)

SB08 (Lower unit)

- Part code: 853
- Failure code: 00

US AND CANADA

Complete and process the claim via MercNET or return a warranty claim form. Mail to:
Mercury Marine
P.O. Box 1939
Fond du Lac, WI 54936
Fax +1 920 929 5893

INTERNATIONAL

Follow instructions issued by the Marine Power International office or by an authorized Marine Power Distributor.

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Dear MotorGuide Customer,

MotorGuide would like to thank you for purchasing one of our Tour Sonar Series Trolling Motors. Unfortunately, due to a manufacturing issue, a defect may cause the seal to leak at the transducer puck. Your trolling motor may be affected.

We understand how important your time on the water is and apologize for any problems you may have already experienced and want to insure that we get your motor inspected and upgraded, if necessary.

What to do:

Please contact your nearest MotorGuide Service Center to make arrangements to have your motor inspected and an appropriate repair made. A list of service locations is available at www.MotorGuide.com or by calling 1-920-929-5040. Please provide a copy of this letter to the Service Center. MotorGuide will cover the costs of the repairs as outlined in Service Bulletin 2008-02R1.

We apologize for any inconvenience this may have caused you; however, we have taken this action to ensure that your time on the water will be enjoyable and trouble free. Please make arrangements to have your motor serviced as soon as possible. MotorGuide apologizes again for any inconvenience and will extend your warranty coverage by one additional year after your motor has been serviced. This coverage will be updated in our computer system by serial number and no action is required by you. As a valued customer, your satisfaction with the performance of our products is our key concern.

If you have any other questions, or if you no longer own this motor, please contact your MotorGuide Service Center or call 1-920-929-5040 between 7:30 a.m. and 4:30 p.m., CST.

Sincerely,

MotorGuide Technical Service Department