

OEM No. 2005-02

Sterndrive No. 2005-03

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Mercury Racing Contact Information

Situation

Mercury Racing has a new technical service telephone number for dealers and OEM boat builders to use when calling Mercury Racing for technical support. There has also been confusion in the past as to which number to call at Mercury Racing for various types of support questions. The following contact information should clarify the various support center's expertise, providing better and faster service for your questions.

CONTACT INFORMATION

Department	Phone Number	Fax Number	Requesting Information For Mercury Racing:
Sales/OEM Boat Builder, Dealer, and Consumer.	866-637-2234	920-921-6533	Parts orders/inquiries, engine and drive sales ordering or inquiries
Government Sales	866-408-6372	920-924-1488	All government sales information
Marketing	920-924-2032	920-921-6533	All marketing information
Consumer Technical Service	920-924-2088	920-924-2096	Technical service questions for outboard, sterndrive and accessory products.
Dealer/OEM Boat Builder Technical Service	920-907-3800 You will be prompted to press "1" if you are a dealer and "2" if you are an OEM boat builder.	920-924-2096	Technical service and warranty questions for outboard, sterndrive and accessory products.
Propeller Sales and Service	920-924-2034, 2037 and 2082	920-921-6533	Propeller application, sales or custom propeller modification

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BENEFITS OF THE NEW SERVICE LINE FOR DEALERS AND OEM'S

The new dealer/OEM boat builder telephone number is proprietary and should be used exclusively by authorized dealer/OEM personnel. The purpose of the new line is to help provide our dealer/OEM network with increased access and response to technical service and warranty issues for Mercury Racing Products. Please be aware that if this new number is given to consumers, the increased call volume will defeat its purpose of providing improved response to the dealer/OEM.

Consumers should use the consumer phone number provided in this bulletin and in the owner's manual included with their product. Also, consumers should address their service concerns with their Dealer/OEM boat builder prior to calling Mercury Racing. Mercury Racing service specialists are limited in the services that they can provide consumers.

CALL/CONTACT PREPARATION

Prior to calling or faxing any of the above listed numbers, be prepared to give the following information. Include this information on your fax or in a voice message if your call cannot be answered by an agent.

- Personal and business name
- Dealer/OEM boat builder account number
- Product serial number if applicable
- Hours on product if applicable
- Nature of the call

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