

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Official Recall Notification U.S. Federal Boat Safety Act - Power Steering Tilt Helm

Scope

Worldwide

Situation

Mercury Marine has learned that there may be an issue with certain tilt steering mechanisms. The retaining pin for the steering knuckle may be loose which may result in a loss of steering. As a result, a Federal Boat Safety Act Recall of the at risk tilt steering mechanisms is being conducted. Because the recall is not focused on engines, there is no engine serial number range to exactly identify the product that requires the recall. As a result, at risk units must be identified by an inspection of the products that might contain the issue.



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Models Affected

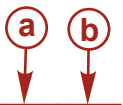
Models Covered	Part Number
Mercury/Mariner Power Steering Tilt Helm	8M0001585 8M0001589 8M0030272 8M0030273 8M0056140 8M2010913 892516K51 892516K52 892516K53 892516K61 892516K62 892516K63 892560K31 892560K32 892560K35 892560K53 892560K54 892560K56 895818K12 895819K12

Mercury component box date code range: 19-March-12 through 15-June-12.

Tilt helm mechanism date code range: 41379-112 (11th week of 2012) through 41379-222 (22nd week of 2012).

Boats to inspect that might have a power steering helm at risk for failure.

All Verado powered boats, all 135 through 300 horsepower OptiMax multi engine powered boats and all 150 FourStroke multi engine powered boats with Mercury power steering with a tilt helm mechanism with a corresponding hull identification number (HIN) having C2 to G2 in the ninth and tenth position in conjunction with 12 in the eleventh and twelfth position. If the boat and engine combination meets the above criteria, the tilt helm mechanism needs to be inspected and replaced as necessary.



 US ABC45678A405 H2467 37412

- a** - Month and year of certification or manufacture
- b** - Model year

A–January	G–July
B–February	H–August
C–March	I–September
D–April	J–October
E–May	K–November
F–June	L–December

Inspection/Correction

Remove the steering wheel nut cover to expose the end of the steering shaft. Inspect for a green dot on the end of the steering shaft.

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You may not have to remove the steering wheel to see the end of the shaft.



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If a green dot is present, no further inspection is needed. The helm has already passed inspection at the factory. If no green dot is present, remove the steering wheel and the rubber seal.



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Remove the three (3) screws.



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Remove the outer cover.



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Locate and inspect the date code on top of the tilt mechanism.

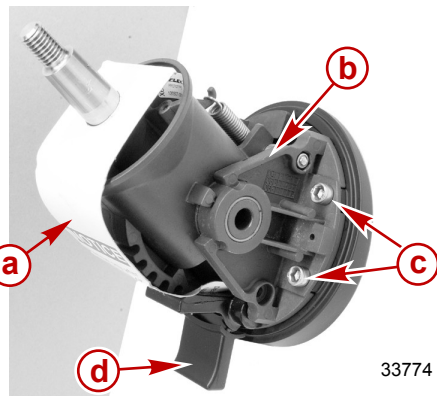


51114

Date code

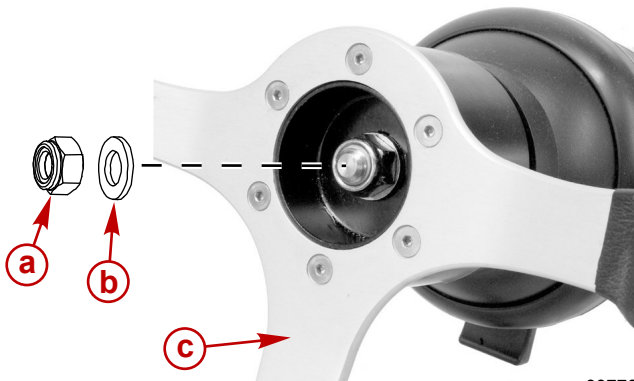
If the date code is not in the affected date range, place a green dot on the end of the steering shaft and reassemble.

Description	Nm	lb-in.	lb-ft
Screw (M6 x 16)	9	80	—



33774

- a - Notice tag - remove after installation
- b - Tilt mechanism
- c - Screw (M6 x 16) (4)
- d - Tilt tab - face down



33776

- a - Locknut (19 mm hex)
- b - Flat washer
- c - Steering wheel

Description	Nm	lb-in.	lb-ft
Locknut (19 mm hex)	19.8	176	14.6

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If the unit is within the affected date range and no green dot is present, replace the tilt mechanism with part number 8M0073155 which includes the tilt helm, fasteners, and the instruction sheet.

Remove the two (2) Philips head screws.



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Remove the four (4) M5 Allen screws.



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NOTE: Return the tilt mechanism with warranty claim.

Follow the installation instructions included with the new replacement tilt helm.

On the replacement tilt mechanism, there should be a green dot on the end of the steering shaft.

Repair Identification

Mercury Marine has inspected all inventories of the affected units under Mercury Marine's control. A green dot has been placed on the part number labels and on the end of the steering shaft to identify the inspection. If the green dot is not on the label and shaft, inspect the tilt helm mechanism for the affected date code range.

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A green dot will be on the kit label if the unit has been inspected.



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A green dot will be on the tilt helm mechanism label if the unit has been inspected.



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A green dot will be on the end of the tilt helm shaft if the unit has been inspected.



Dealer and OEM Parts Inventory

Part numbers listed in the **Models Affected** subject area should be inspected for the green dot and date codes listed.

Date Code on Packaging



Mercury box dates after 14-June-12 do not need inspection.

Return for credit

USA customers: Inspect any power steering kits with tilt helm mechanisms for a green dot on the part number label. If none is found, inspect power steering tilt helm box for a green dot on the part number label. If none is found, inspect the tilt helm mechanism for a green dot on the steering shaft. If none is found, inspect the date code label for the affected date range. If date code is in the affected date range, replace the tilt helm mechanism and return the affected unit using the Mercury Precision Parts UNDER 30 DAYS RETURNS PROGRAM. You may use the form on the back of any parts and accessories packing list. Please note on the form that the return is part of Service Bulletin 2012-06 or OEM bulletin 2012-03. All returns must be sent freight prepaid to: Mercury Marine, Attn: Return Goods – Outboard Service Bulletin 2012-06 or OEM bulletin 2012-03.

Warranty

Normal Warranty

Complete warranty claim listing:

- Outboard serial number or serial numbers
- Qty and part number of units returned

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- Labor: 0.5 hour for inspection only
- Labor: 0.5 hour for inspection and replacement of tilt helm assembly
- Warranty flat rate code: SB05
- Part code: 822
- Failure code: 00

Owner Notification

A letter will be sent to every registered owner of an affected boat. The letter will advise the owner to return their boat to their selling dealer or any Mercury Marine authorized dealer for inspection/replacement of the tilt helm. Mercury Marine dealers should also contact their customers to make them aware of this recall and to schedule an appointment for this repair. A copy of the customer letter is attached.

United States and Canada

Return any affected tilt helm to the Mercury Outboard warranty department.

International

Follow instructions issued by your Marine Power International office or by your distributor.

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Official Notification of Federal Boat Safety Act Recall

Dear Mercury Outboard Owner

Thank you for your purchase of a Mercury powered boat. Mercury Marine is dedicated to providing superior product reliability and customer satisfaction. As part of our commitment to superior customer satisfaction, we have determined that it is necessary to inspect the power steering tilt helm on your boat, if so equipped. If your boat does not have a tilt helm, please disregard this notice.

There may be isolated cases of the pivot pin within the tilt helm moving out of position, which could cause a loss of steering. Under the **Federal Boat Safety Act**, we need to inspect your tilt helm.

What is the condition?

Mercury Marine has determined that the tilt helm may lock up which may lead to a loss of steering control. Mercury Marine has identified the cause of this condition and has made the appropriate changes to new product produced.

What will Mercury Marine do?

Our dealers will perform an inspection of your power steering tilt helm mechanism to determine if the unit requires replacement. Mercury Marine has provided instructions to our dealers on the proper method of replacing the power steering tilt helm mechanism if required.

What should you do?

If you are unsure of your steering system's configuration, please contact your Mercury dealer and mention Outboard Service Bulletin 2012-06 to schedule an appointment for inspecting and possible repair of the power steering tilt helm.

Your dealer will be able to determine how long this inspection/correction will take. Work with your dealer to have this inspection performed, but you should make the service arrangement as soon as possible.

Please present this notice to your dealer when you bring your boat in for your service appointment.

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

Please contact your Mercury Outboard dealer or call Mercury Outboard Customer Service at 1-920-929-5040 between 7:30 AM and 5:30 PM CST.

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

Thank you for boating with Mercury Marine.
Mercury Marine Service