



# Service Bulletin

Bulletin No. 2012-12

Circulate to:  Sales Manager  Accounting  Service Manager  Technician  Parts Manager

## 8/9.9 HP FourStroke Reverse Lock Hook Update

### Models Affected

Models Covered	Serial Number Or Year
8/9.9 HP FourStroke Manual Tilt Outboards	0R339082-0R507665

### Situation

Mercury Marine has received isolated complaints of the reverse lock hook becoming dislodged on the above mentioned outboards. When this occurs, the reverse lock hook cannot properly engage the tilt pin. If the engine is operated with this condition in forward gear the engine may tilt up during deceleration. If the engine is operated with this condition in reverse gear, the engine may tilt up and lose reverse thrust.

### Correction

Mercury Marine has determined that a reverse lock hook update kit must be installed on these engines. The update kit requires installation of reverse lock hook retaining clips. Instructions for installing the reverse lock hook retaining clips are included with the update kit.

### Dealer Outboard Inventory

Any affected engines in your dealer inventory within the serial number range listed above should also be addressed per this bulletin.

### Owner Notification

A letter and update kit will be sent to every registered owner of an affected outboard. The letter instructs the customer to install the reverse lock hook update kit on their engine. The letter also instructs the customer to take their engine and update kit to any Mercury Outboard authorized dealer for installation if they are not comfortable performing this update procedure. A copy of the customer letter is included with this service bulletin for your reference.

### Parts Required

Qty.	Description	Part Number
1	Reverse lock set clip	8M0075116

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## Warranty

Mercury Marine will credit the dealer for the cost of parts and labor.

Complete warranty claim listing:

- Complete warranty claim listing:
- Labor: 0.4 hour
- Warranty flat rate code: SB04
- Qty. 1, clip, reverse lock set – P/N 8M0075116
- Part code: 116
- Fail code: 00

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Dear Mercury Outboard Owner:

Thank you for your purchase of a Mercury FourStroke Outboard engine. 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 your outboard must have a reverse lock hook update kit installed.

**What is the condition?**

Mercury Marine has determined that the reverse lock hook may become dislodged. The outboard may experience a loss of reverse thrust. Mercury Marine has addressed the cause of this condition by making the appropriate changes to new outboards produced.

**What will Mercury Marine do?**

We have provided instructions to our dealers on the proper method of inspecting and repairing these outboards if required.

**What should you do?**

You may update your own engine by installing the reverse lock hook retaining clips on your engine. This update will take between 5 and 10 minutes to perform, and requires no tools or disassembly.

Please see the attached document contained in the update kit bag for the update procedure. You can also view a video of this procedure at <http://www.youtube.com/watch?v=10YI-q1JG4c&feature=youtu.be>

If you are not comfortable performing this update procedure, please contact your Mercury Outboard dealer and mention Service Bulletin 2012-12 to schedule an appointment to have this update performed on your outboard at no cost. Your dealer will be able to determine how long this update will take.

**Please present this notice and update kit to your dealer when you bring your engine 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