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## Official Recall Notification U.S. Federal Boat Safety Act

# Verado Steering Head Screw Torque Inspection

## Models Affected

Models Covered	Serial Number Range
L6 Verado 200–350	2B403255–2B443388

**NOTE:** Refer to the serial number table at the end of this bulletin to verify that the engine is affected.

## Scope

Worldwide

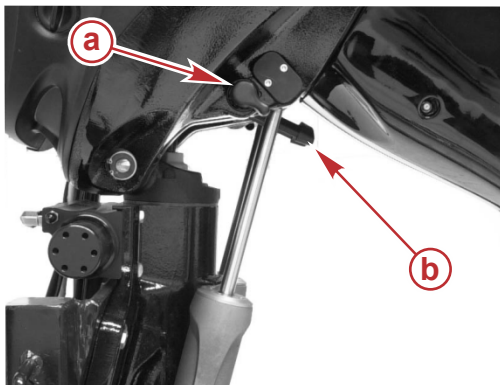
## Situation

The steering head fasteners may not have had the correct torque applied to them. This could lead to compromised steering performance which may lead to difficulty maintaining desired boat heading, and limitation and/or loss of boat control. The affected engines need to have the torque checked on the steering head screws. If insufficient torque is found, the fasteners need to be tightened to the proper torque of 122 Nm (90 lb-ft).

## Correction

The engine must be mounted on a boat or on an engine stand for this procedure.

1. Tilt the engine to its maximum tilt, leave the tilt lock disengaged for easy access to the steering head screws.



- a** - Tilt lock lever disengaged
- b** - Tilt lock bracket disengaged

63385

2. Check the torque on the rear steering head screws. The steering head screws are tightened at the factory to the proper torque in pairs across from each other.

**IMPORTANT:** If any of the rear steering head screws are not at the correct torque, all of the steering head screws must be properly tightened to the specified torque.

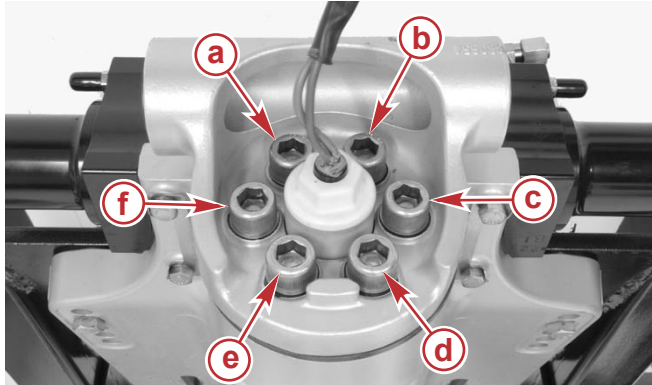
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## Verado Steering Head Screw Torque Inspection

**NOTE:** If the rear four steering head screws are found to be tightened to the proper torque and not loose, then there is no need to check the front two steering head screws.

Description	Nm	lb-in.	lb-ft
Steering head screw	122	-	90



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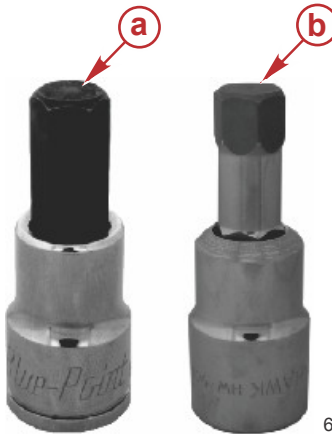
The pedestal and tilt pin have been removed to show clarity

- a** - Front steering head screw
- b** - Front steering head screw
- c** - Rear steering head screw
- d** - Rear steering head screw
- e** - Rear steering head screw
- f** - Rear steering head screw

(a)-(d)	Torque pair
(b)-(e)	Torque pair
(c)-(f)	Torque pair

- To be able to gain access to the front two steering head screws, a modification to a 12 mm hex tool must be made or obtained from Mercury to be able to clear the tilt tube.

**NOTE:** Access to the front steering head screws is limited due to interference with the tilt pin.



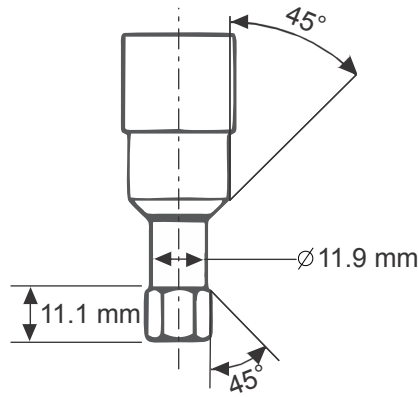
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- a** - Standard 12 mm hex tool
- b** - Modified 12 mm hex tool

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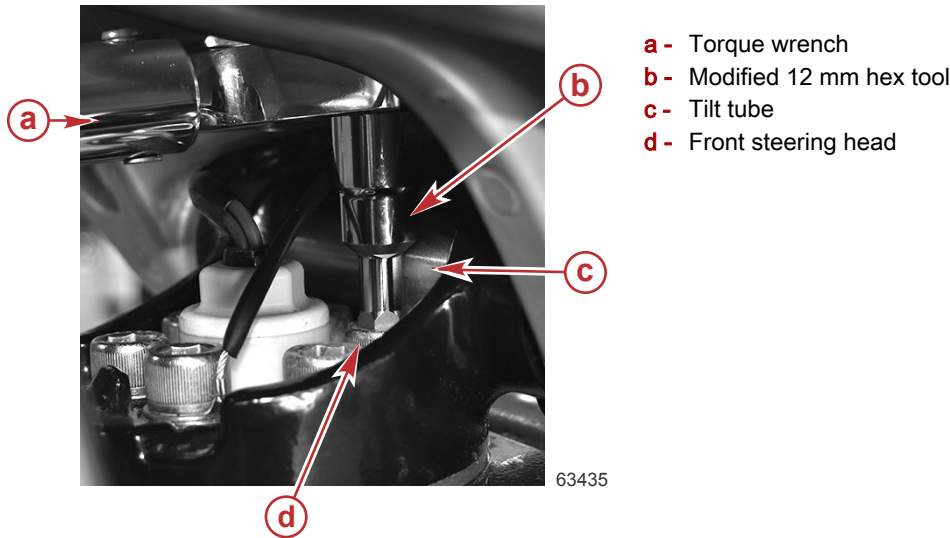
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4. The middle of the hex tool needs to be ground down to clear the tilt tube.



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The following image shows the modified 12 mm hex tool with a 1/2" drive torque wrench. The modified 12 mm hex tool is inserted in a front steering head screw and clears the tilt tube.



63435

## Owner Notification

A letter will be sent to every registered owner of a potentially affected outboard. The letter will advise the owner to take their outboard to any Mercury Marine authorized dealer for inspection or repair. Visit MercNET, contact Mercury Marine customer service, or your regional service center to determine whether repairs on a specific outboard within the affected serial number range has been completed. As a Mercury Marine dealer, you should contact known affected customers to advise them of this recall and schedule an appointment for the repair. A copy of the customer letter is attached.

## Parts Required

Qty.	Description	Part Number
1	12 mm hex tool	8M0132058

## Warranty

**United States and Canada:** Mercury Marine will credit the dealer for the cost of labor and parts. Submit a warranty claim through your normal warranty-processing channel, listing:

- Engine serial number
- Labor: 0.5 hour
- Warranty flat rate code: SB05
- Part code: 899

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## Verado Steering Head Screw Torque Inspection

- Failure code: 03
- Labor: 0.3 hour
- Tool modification labor code: SB03

**Outside the United States and Canada:** Follow the instruction issued by your local office or by your distributor.

## Serial Number List

2B403255	2B404166	2B404762	2B406104	2B407394	2B408771	2B409679	2B410807
2B403257	2B404167	2B404775	2B406130	2B407397	2B408841	2B409769	2B410881
2B403278	2B404171	2B404806	2B406173	2B407399	2B408845	2B409784	2B411002
2B403305	2B404186	2B404812	2B406177	2B407405	2B408929	2B409797	2B411012
2B403314	2B404200	2B404814	2B406178	2B407406	2B408945	2B409799	2B411020
2B403352	2B404202	2B404818	2B406179	2B407511	2B408950	2B409801	2B411043
2B403368	2B404203	2B404824	2B406320	2B407529	2B408980	2B409806	2B411074
2B403364	2B404204	2B404825	2B406322	2B407554	2B408989	2B409910	2B411201
2B403371	2B404207	2B404827	2B406323	2B407561	2B409030	2B410118	2B411320
2B403372	2B404210	2B404832	2B406368	2B407571	2B409098	2B410119	2B411327
2B403376	2B404213	2B404903	2B406450	2B407572	2B409099	2B410194	2B411356
2B403499	2B404235	2B404905	2B406468	2B407598	2B409101	2B410205	2B411379
2B403508	2B404266	2B404906	2B406500	2B407697	2B409102	2B410285	2B411380
2B403513	2B404281	2B404907	2B406618	2B407705	2B409105	2B410292	2B411395
2B403515	2B404284	2B404909	2B406626	2B407706	2B409106	2B410296	2B411399
2B403528	2B404286	2B404961	2B406630	2B407710	2B409111	2B410356	2B411467
2B403630	2B404287	2B405115	2B406643	2B407858	2B409113	2B410359	2B411486
2B403631	2B404406	2B405116	2B406645	2B407863	2B409114	2B410478	2B411487
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2B403658	2B404412	2B405242	2B406649	2B407890	2B409117	2B410509	2B411594
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## **NOTICE FOR RECALL UNDER THE U.S FEDERAL BOAT SAFETY ACT**

Dear Mercury Outboard Owner:

Thank you for your purchase of a Mercury Verado 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 be recalled under the Federal Boat Safety Act so that we can perform an inspection of the steering head screws.

### **What is the condition?**

Mercury Marine has identified a potential issue with the applied torque on your engine's steering head screws. The screws may not have been torqued correctly during manufacturing. This could lead to compromised steering performance which may lead to difficulty maintaining desired boat heading, and limitation and/or loss of boat control.

### **What will Mercury Marine do?**

Mercury will inspect and torque the steering head screws on your engine. We have provided instructions to our dealers on the proper method to inspect and properly torque these steering head screws if needed.

### **What should you do?**

Please contact your Mercury Outboard dealer and mention Outboard Service Bulletin 2017-10 to schedule an appointment to have this inspection and repair performed. Your dealer will be able to determine how long this repair will take.

**Please present this notice 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