

WARRANTY INFORMATION SERVICE INFORMATION

New Service Department Phone Number For Mercury Racing

Purpose/New Number

To reduce the number of calls going into service's voice mail and improve response time to voice mail messages. The new phone number for Mercury Racing Service or Warranty related items is **(1-920-924-2088)**.

Benefits

- Centralized voice mail system that allows all service technicians to retrieve messages.
- Single phone number to remember when calling Mercury Racing service department.
- Increased caller options: Caller will be given the choice of holding for Mercury Racing service personnel or leaving a message on voice mail.
- Centralized system allows any available service technician to answer the incoming call which should reduce the number of calls going into individual voice mail boxes.

Placing Service Department Call

When calling the Mercury Racing service department, please be prepared to provide the following information.

- Name
- Dealer/OEM number/race account number
- Engine serial number
- Nature of the problem

Technical Service Information Provided For Mercury Racing Products*

- Warranty approvals/concerns
- Troubleshooting, technical information and maintenance

*For technical information on Mercury products not manufactured at Mercury Racing, please notify the appropriate outboard or MerCruiser division.

Reminder

Mercury Racing service department's purpose is to provide assistance for maintaining and repairing of Mercury Racing product. We are not equipped to accurately respond to questions concerning modifications of our or other manufactures product.

Procedure When Calling Mercury Racing Technical Assistance Department

