



service bulletin

WARRANTY INFORMATION SERVICE INFORMATION
 PARTS INFORMATION

Bulletin No. 2004-01

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

PVC Fabric Failure (Brown and Sticky) Warranty Claim Guidelines for Inflatable Boats

Models Affected

Inflatable boats with serial number prefixes of USA / KR-USA.

Situation

Overexposure of the PVC fabric of these boats to UV light and harsh elements may reduce the integrity of the fabric causing it to turn brown and then sticky.

To ensure that warranty credit is given on a Mercury Inflatable, the guidelines below must be followed.

When returning skin samples due to a brown and sticky condition, two items are necessary to receive proper credit. Return a sample of this condition which includes a section of a seam along with the serial number which may be hidden. The serial number will be located in one of the following locations:

Model year 1997 and below will NOT have a hidden serial number. Only a sample of a seam that has the brown and sticky condition is required for credit.

Model years 1998-1999 have the hidden serial number located on the portside, bow area by the floor. Return a section of the skin that contains the hidden serial number along with a sample of a seam that is brown and sticky for proper credit.

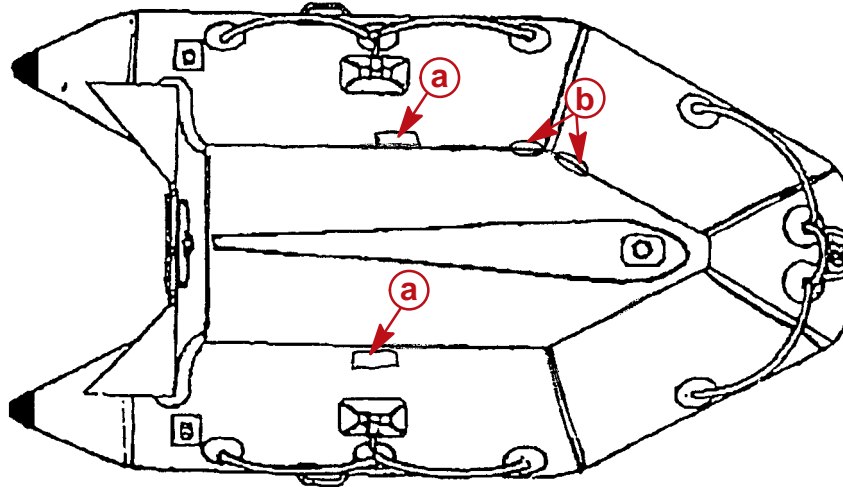
Model years 2000-Present have the hidden serial number on the inside of the tubes around the valves. Cut out a 6-inch circle around the valve and return with the sample of a seam that has the brown and sticky condition to receive proper credit.

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Warranty

If a hidden serial number cannot be located on the skin, please send entire skin back for credit. IF THE CORRECT SAMPLES DO NOT GET SENT BACK TO MERCURY MARINE, CREDIT WILL NOT BE GIVEN.



Hidden Serial Number Locations

a - Model Years 2000-Present

b - Model Years 1998-1999

Model Years 1997 and prior – No hidden serial numbers

*If skin was replaced prior, the serial number will be at one of the locations previously stated.

To receive credit on floorboards, slats and seats, a picture of each defective part needs to be returned with the claim.

United States – For technical service and pre-authorizations please contact Warranty Administration at (920) 929-5054 or (920) 929-5638. The fax number is (920) 907-6671. When asked to send items back for warranty inspections and reimbursement, please continue to send to:

c/o Mercury Inflatables
Attn: Warranty Dept.
W6250 Pioneer Rd.
P.O. Box 1939
Fond du Lac, WI 54936

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

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