

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

VariMAX Top Housing Replacement

Models Affected

Models Covered	Serial Number
966010010	9B831402-9B849927
966010020	
966010030	
966010040	
966010050	
966010060	
966010070	
966050010	
966050020	
966080020	
966080030	
966170710	
966170720	
966180810	
966180820	

Situation

VariMAX top housings may become heat sensitive in high ambient temperature conditions. The motor may turn on at low speed unexpectedly, remain on at the lowest speed setting or, in rare cases, turn off completely.

New, replacement top housings are available to address this issue. The new top housings are identified with a white mark on the black power cable as indicated in the following picture.

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.

NOTE: Do not attempt to service the top housing. Non-factory approved methods are unacceptable and the warranty claim will be denied.



A white mark on the black power cable indicates a replacement top housing

Parts Required

Refer to the chart below for part replacement or consult the Mercury Electronic Parts Catalog.

VariMAX Top Housing Part Number	Replacement
879364T29	Freshwater head assembly, 12V
879364T06	Freshwater head assembly, 24V
879364T07	Saltwater head assembly, 12V
879364T08	Saltwater head assembly, 24V

Correction Instructions

Top Housing And Column Disassembly

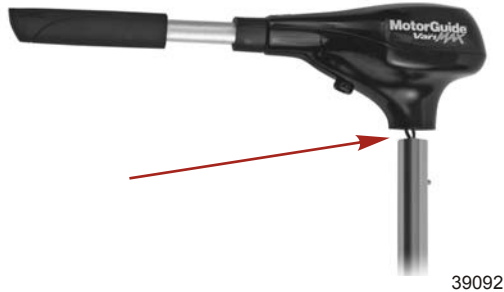
NOTE: When disassembling the top housing from the column, note the top housing orientation to ensure proper reassembly.

- Loosen the top housing retaining bolt with a 5 mm Allen wrench. Do not fully remove the retaining bolt.



Allen wrench

- Remove the top housing from the column. Do not remove the heat-sink grease on the motor.



Top housing removed from column

- Invert the top housing.

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.

4. Disconnect the motor control wires from the terminals.

NOTE: The image shows the motor control wires in the transom mount configuration.



Motor control wires
a - Black motor lead
b - Red motor lead

42364

Top Housing To Column Assembly

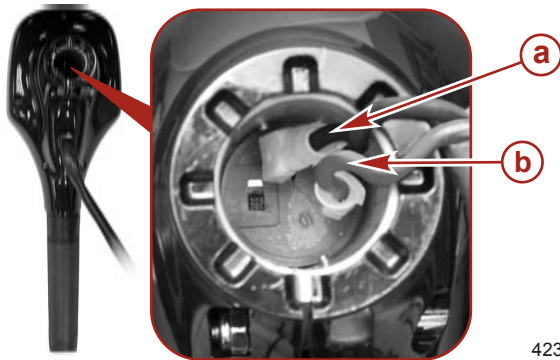
NOTE: When assembling the top housing to the column, ensure that the head assembly is oriented as it was before the motor was disassembled.

1. If necessary, apply a thin coat of heat transfer compound to the motor column on all saltwater models.

Tube Ref No.	Description	Where Used	Part No.
125	Heat Transfer Compound	Motor column	92-805701

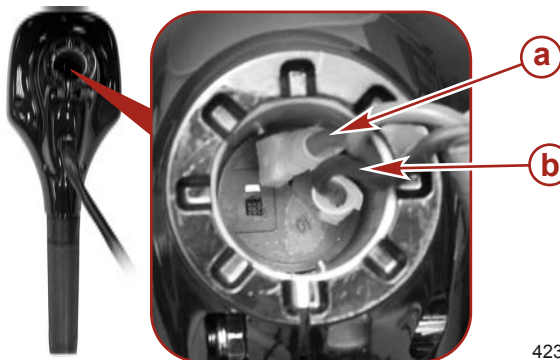
2. With the top housing inverted, connect the motor control wires to the correct terminals as shown.

NOTE: If necessary, use needle-nose pliers to securely connect each motor control wire to the respective terminal.



Transom mount motor configuration
a - Black motor lead
b - Red motor lead

42364



Bow or pontoon mount configuration
a - Red motor lead
b - Black motor lead

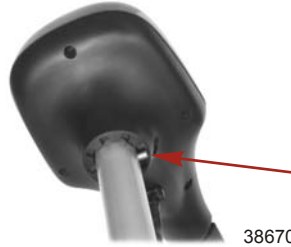
42366

3. Align the top housing with the lower unit.
4. Push the wires down into the column and place the top housing onto the motor column.
5. Engage the height pin.

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.

NOTE: If the top housing does not engage the height pin easily, recheck the motor control wires and terminals to ensure there is not a pinch. If necessary, twist the top housing (no more than four times) to help the wires down into the column.



Height pin

6. Tighten the top housing retaining bolt to specification.

Description	Nm	lb-in.	lb-ft
Top housing retaining bolt	8.5	75	–

Dealer Inventory

Rework all affected trolling motors within the suspect serial number range prior to customer delivery.

Owner Notification

The registered owners of the affected product will receive a letter from MotorGuide. This letter will explain the situation and request that they contact their nearest MotorGuide Service Center to set up an appointment to have their motor inspected and reworked, if necessary. The service will be performed at no cost to the customer. A copy of the letter is attached.

IMPORTANT: For all registered owners of bow mount motors, provide the customer a copy of the product registration provided by MercNET.

Warranty

MotorGuide will credit the dealer for the cost of parts and labor. Complete a warranty claim providing:

- Model and serial number of the trolling motor
- Proof of purchase
- Labor: 0.4 hours
- Warranty flat rate code: SB04 (Replace head and test)
- Part code: 855
- Failure code: 00

US and Canada

Complete and process the claim via MercNET or return a warranty claim form. Mail to:

Mercury Marine
P.O. Box 1939
Fond du Lac, WI 54936
Fax +1 920 929 5893

International

Follow instructions issued by the Marine Power International office or by an authorized Marine Power Distributor.

THE INFORMATION IN THIS DOCUMENT IS CONFIDENTIAL AND PROTECTED BY COPYRIGHT AND IS THE PROPERTY OF MERCURY MARINE.

This document is provided for the sole and exclusive use of the original recipient as prescribed by Mercury Marine and may not be distributed or copied, digitally or otherwise, without the prior written consent of Mercury Marine.

Dear MotorGuide Customer,

MotorGuide would like to thank you for purchasing a VariMax trolling motor. The new VariMax line continues to be well received in the market, and with the new variable speed technology, it helps keep people on the water longer than ever before! We hope you have enjoyed using your new VariMax product.

Unfortunately, we have identified a product issue that requires this communication. In extreme heat conditions, an electrical component issue could cause one of the following to occur:

1. The motor will not turn off, but will continue to run at the slowest speed setting;
2. The motor will automatically shut down (but will resume normal operation after a cool down period);
3. In more rare cases, the motor will turn on automatically to the lowest speed setting.

We understand the importance of your time on the water, and apologize for problems you may have already experienced, and for the inconvenience that this issue may cause you, but we want to ensure that your motor is inspected and upgraded as soon as possible.

What you should do:

Please contact your nearest MotorGuide Service Center to make arrangements to have the appropriate upgrades installed on your motor. A list of service locations is available at www.MotorGuide.com or by calling 1-920-929-5040. Please provide a copy of this letter to the Service Center.

What MotorGuide has done/will do:

MotorGuide has informed the MotorGuide service network of this issue (through MotorGuide Service Bulletin 2009-07) and they will have all the information needed to perform the necessary service work. MotorGuide will cover the costs of these repairs.

Again, we apologize for the inconvenience this may cause; however, we have taken this action to ensure that your time on the water will be enjoyable and trouble free. As a valued customer, your satisfaction with the performance of our products is our key concern. Please make arrangements to have your motor serviced as soon as possible.

If you no longer own this motor, please contact MotorGuide Customer Service at 1-920-929-5040 between 7:30 a.m. and 4:30 p.m. CST.

Sincerely,

MotorGuide Technical Service Department