



service bulletin

No. 98-2

Official Notification Federal Boat Safety Act Over Torque of Flywheel Bolt - 20/25 (2-Stroke) & 20 Jet

Models Affected

MERCURY/MARINER

1998 20/25 (2-Stroke) & 20 Jet

USA S/N 0G683156 thru 0G686362

Belgium Production is NOT affected.

The outboards listed, may have been assembled with a torque level on the flywheel bolt that is too high. The higher torque was caused by a plating change (gold in color changed to gray) on the washer under the flywheel bolt, which reduced the friction under the bolt head. The flywheel bolt could have been over stressed which can cause a fracture, resulting in the possible loss of the flywheel. These units **MUST HAVE** both the flywheel bolt and washer replaced prior to operation.

Owner Notification

A letter will be sent to every registered owner of an affected outboard. The letter will advise the owner to return their outboard to their selling dealer or any authorized dealer for replacement of the flywheel bolt and washer. A copy of the letter is included with this Service Bulletin.

Repair Identification

Outboards within the serial number range listed that have been reworked at the factory are identified by:

- A blue dot sticker applied on the outboard serial number label of the shipping carton.

Dealer Outboard Inventory

Affected outboards in dealer inventory **MUST BE** re-worked prior to customer delivery. Outboards within the listed serial number range that have a gold colored washer do not require repair. Outboards outside this serial number range are not in need of repair regardless of washer color.

Service Parts Stock

Flywheel washers (P/N 12-86496) may be of mixed stock (Gold or Gray) and both are serviceable when the flywheel bolt is torqued to the new specification of 50 lb. ft. (67.8 N·m).

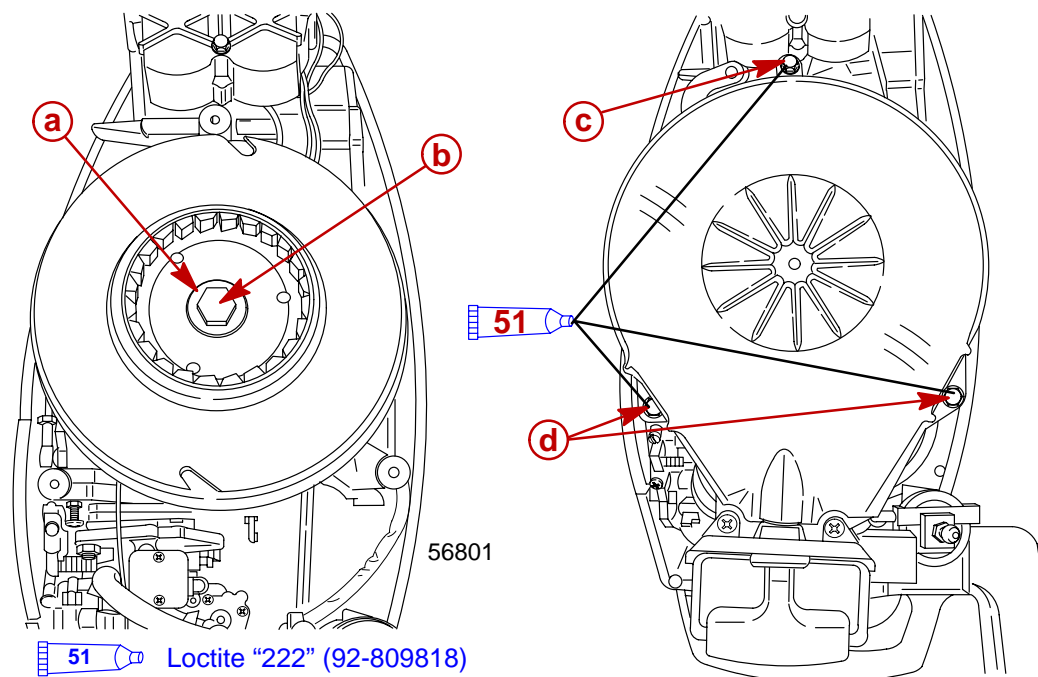
NOTE: Please mark flywheel bolt torque change where listed in the outboard service manual. New flywheel bolt torque is to be used with either washer.

57.5 lb. ft. (78 N·m)	➔	50 lb. ft. (67.8 N·m)
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Correction

IMPORTANT: Refer to outboard service manual for proper flywheel bolt replacement procedures.

1. Remove manual starter. Remove and discard flywheel bolt and washer.
2. Secure flywheel using new flywheel bolt/new washer. Torque bolt to 50 lb. ft. (67.8 N·m).
3. Re-Install manual starter. Apply Loctite 222 (p/n 92-809818) to threads of (3) mounting bolts and torque bolts to 110 lb. in. (12.4 N·m).



- a - Washer
- b - Flywheel Bolt
- c - Bolts - M6x35
- d - Bolt (2) M5x20

Warranty

Complete a warranty claim listing:

- Outboard serial number(s)
- Qty 1 p/n 10-97359A1 Flywheel Bolt
- Qty 1 p/n 12-86496 Washer
- One half (0.5) hour labor
- Warranty Flat Rate Code: NJC
- Failure Code: 409-40

USA and CANADA: Complete/process claim via Midas or return a warranty claim form. Discard bolt and washer removed.

INTERNATIONAL: Follow instructions issued by Marine Power International office or by your distributor.



W6250 PIONEER ROAD
P.O. BOX 1939
FOND DU LAC, WI 54936-1939 U.S.A.

PHONE (920) 929-5000 ■ FAX (920) 929-5060

Dear Customer:

Our records indicate that you are the owner of an outboard engine included in a recall being conducted in accordance with the Federal Boat Safety Act. The flywheel bolt could break and allow the flywheel to separate from the engine while revolving at high speed. This is a hazardous situation that must be taken care of before you again operate your engine.

DO NOT OPERATE YOUR ENGINE UNTIL THESE REPAIRS ARE DONE

NOTE: *If your boat currently is in storage, it is permissible to have the repairs performed when the boat is removed from storage. The repairs **must** be completed before you use the engine again.*

WHAT YOU SHOULD DO

Contact your authorized dealer, preferably the one who sold you the engine, and make arrangements to deliver your engine to the dealer to have the necessary repairs performed. The reverse side of this letter is a pre-printed recall claim form covering the service.

WHAT WE WILL DO

The dealer will perform the repairs at no charge to you. We will reimburse the dealer upon receipt of the claim form.

Please make arrangements to have this work done as soon as possible. We apologize for inconveniencing you but we are taking action in the interest of your safety and satisfaction.

Sincerely,
Bob Kachelek
U.S. Service

Ralph Lawson
Canadian Service



WARRANTY CLAIM

MERCURY MARINER MERCUISER FORCE QUICKSILVER

DATE RECEIVED
AM _____ PM _____

DATE PROMISED
AM _____ PM _____

ENGINE SERIAL NUMBER

CUSTOMER NAME		DEALER CODE	
ADDRESS		DEALER NAME	
CITY, STATE, ZIP		DEALER ADDRESS	
MODEL / SERIAL NUMBER		CITY, STATE, ZIP	
DATE OF SALE	ORDER NUMBER	LABOR RATE	
DESCRIPTION OF FAILURE Flywheel Nut & Washer Replacement Refer to Service Bulletin 98-2			
FAILURE CODE 409-40	FAILURE CODE DESCRIPTION Flywheel - Fix Program	NOTE: WARRANTY CLAIM MUST BE RECEIVED WITHIN 30 DAYS OF REPAIR DATE TO BE CONSIDERED FOR APPROVAL	PRE-AUTHORIZATION NUMBER ENTER DATE

PRODUCT (CHECK ONE ONLY) <input checked="" type="checkbox"/> OUTBOARD <input type="checkbox"/> STERNDRIVE <input type="checkbox"/> INBOARD <input type="checkbox"/> INFLATABLES <input type="checkbox"/> JET <input type="checkbox"/> QUICKSILVER P&A (ATTACH RECEIPT) <input type="checkbox"/> OTHER - SPECIFY _____	DATE FAILED	
	DATE REPORTED	
	DATE REPAIRED	
	HOURS USED	
	BOAT TYPE	
	H.I.N.	

REPAIR PARTS IDENTIFICATION				LABOR PERFORMED PER FLAT RATE MANUAL				
QTY	PART NUMBER	PART DESCRIPTION	LIST PRICE	TOTAL	CODE	DESCRIPTION	HOURS	DOLLARS
1	10-97359A1	Screw			NJC		0.5	
1	12-82496	Washer						

TOTAL LABOR	
TOTAL PARTS	
SUB TOTAL	
TAX	
SUBLET LABOR (RECEIPT ATTACHED)	
FREIGHT (ATTACH RECEIPT IF OVER \$10.00)	
GRAND TOTAL	

FOR FACTORY USE ONLY

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE AND GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE UNIT AS NECESSARY FOR TESTING AND/OR INSPECTION.

_____ **CUSTOMER AUTHORIZATION**