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Official Recall Notification U.S. Federal Boat Safety Act

400R Steering Head Screw Torque Inspection

Models Affected

Models Covered	Serial Number Range
L6 Verado 400R	2B404572-2B443379

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

Scope

Worldwide

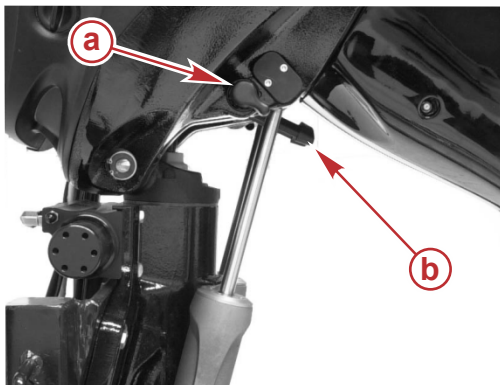
Situation

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.

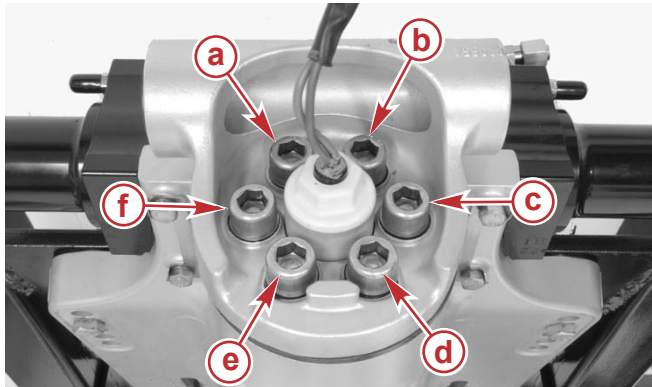
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400R Steering Head Screw Torque Inspection

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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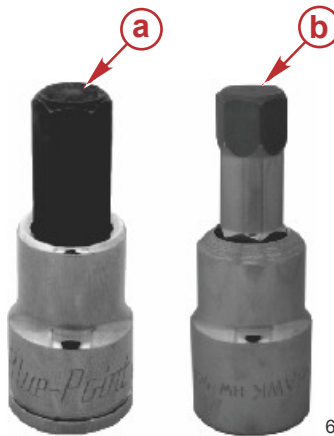
The pedestal and tilt pin have been removed to show clarity

- 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.



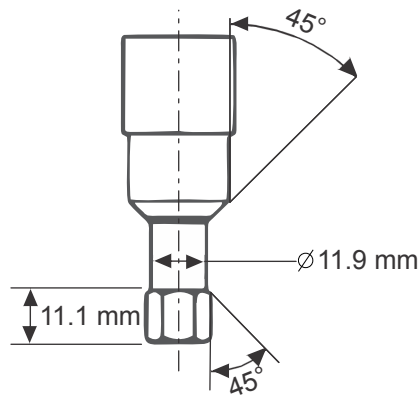
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- a** - Standard 12 mm hex tool
- b** - Modified 12 mm hex tool

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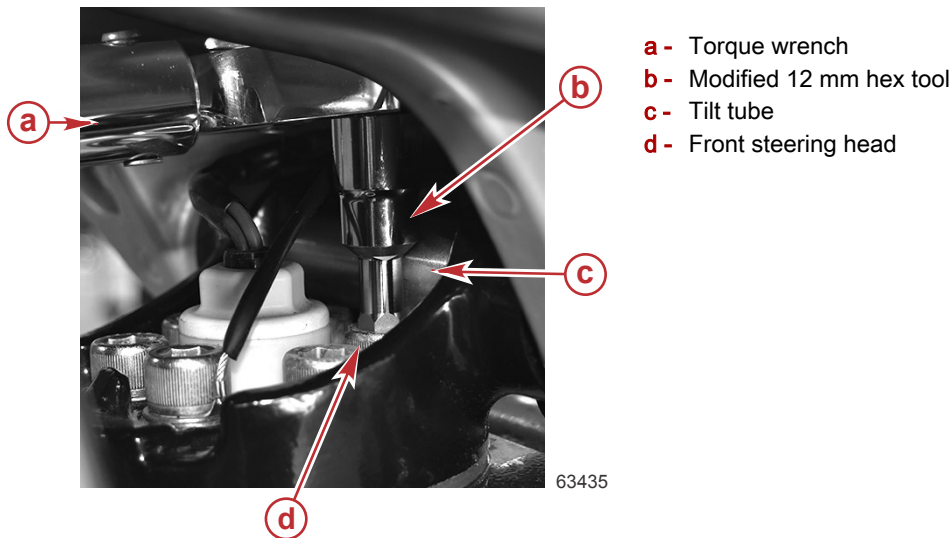
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4. The middle of the hex tool needs to be ground down to clear the tilt tube.



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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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400R 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

2B404572
2B408143
2B408446
2B408980
2B408989
2B409784
2B410664
2B414427
2B414429
2B414567
2B414541
2B415204
2B415206
2B415207
2B415283
2B415329
2B415522
2B415744
2B416683
2B417288
2B418443
2B418452
2B420937
2B421071
2B421073
2B421817
2B442624
2B442621
2B443312
2B443379

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NOTICE FOR RECALL UNDER THE U.S FEDERAL BOAT SAFETY ACT

Dear Mercury Racing Outboard Owner:

Thank you for your purchase of a Mercury Verado Racing 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 Racing 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 Racing Outboard dealer and mention Racing Outboard Service Bulletin 2017-06 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 Racing 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