

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

Single Engine 400R Verado Steering Cylinder

Models Affected

Models Covered	Serial Number Range
Single 400R Sport Master	2B245433 and below

Scope

Worldwide


Situation

Power steering cylinders on 400R Verado products were improved to increase the overall strength of the cylinder, starting with engine serial number 2B245434. On single-engine Sport Master (surfacing gearcase) applications, Mercury Racing has elected to update products built prior to the 2B245434 serial number.

On single-engine applications using the HD (dual water pickup) gearcase, the engine is mounted lower on the boat, and on multiengine applications the steering loads for the boat are displaced over two cylinders. The power steering cylinder is not being updated on single HD gearcase or multiengine applications.

Correction

Identify that you are working with a single-engine Sport Master application with the engine in the affected serial number range. Using MercNET, determine if there is an open fix campaign for this service bulletin that indicates if the product has not been updated at the factory or by another dealer. Replace the power steering cylinder with the improved cylinder, add the required power steering fluid, and bleed the air from the power steering system.

Tube Ref No.	Description	Where Used	Part No.
 138	Synthetic Power Steering Fluid SAE 0W-30	Power steering system	92-858077K01

Parts Required

Qty.	Description	Part Number
1	Power steering cylinder	8M0118141

Owner Notification

A letter will be sent to every registered owner of an affected Sport Master model 400R single-engine powered boat. The letter will advise the owner to take their boat to any Mercury authorized dealer for inspection and repair of their power package. As a Mercury dealer, you should also contact your affected customers to make them aware of this update and to schedule an appointment for the repair. A copy of the customer letter is attached to this bulletin.

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Single Engine 400R Verado Steering Cylinder

At the time this service bulletin was released, the fix campaign associated with this bulletin was tagged to all unregistered right-hand 20 in. and 25 in. Sport Master 400R engines within the serial number range. Many of those engines will be sold and registered as part of a multiengine application. If you find an open fix campaign on an engine used in a multiengine application, contact Mercury Technical Service and inform them the serial number is not on a single-engine application and the fix campaign can be closed. No further action is required.

Unregistered 30 in. or left-hand Sport Master models were not tagged with the fix campaign as these are not commonly used in single-engine applications. If working on a boat where one of these models is being used as a single-engine application and is in the serial number range, contact Mercury Technical Service to make arrangements to have the power steering cylinder replaced with the improved design.

Warranty

Mercury Marine will credit the dealer for the parts and labor. Complete a warranty claim listing:

- Engine serial number
- Part numbers and labor codes

400R Single Engine Applications

Flat Rate Code	Time	Description
CH72	0.4 hours	R/R steering cylinder
CH70	0.8 hours	Diagnose and bleed
CI90	0.2 hours	CDS/DDT hours of operation

- Part code: 814
- Failure code: 40

United States and Canada

Complete and process the claim via MercNET or return a warranty claim form. The power steering cylinder is to be returned with the warranty claim.

International

Follow the instructions issued by the Marine Power international office or by an authorized Marine Power distributor.

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Dear Mercury Outboard Customer,

Thank you for your purchase of a boat powered by a Mercury 400R outboard engine package. Mercury Marine and its entire team of employees are dedicated to continually providing superior product reliability, performance, and customer satisfaction. In line with those efforts, we have made design enhancements to your engine package, and certain repairs or updates may be necessary. Those repairs or updates, if necessary, will be performed by a Mercury dealer and are covered (at no cost to you) by the terms of your product warranty.

Situation

In order to provide the best possible durability, Mercury Racing has changed to a new power steering cylinder on the engine model you purchased. On boats with two, three, or four engines, a minimum of two power steering cylinders share the load. On single-engine boats, only one cylinder is used, and Mercury Racing has elected to update all single-engine 400R Sport Master Verado models to the later power-steering design. The 400R Verado outboard you own falls within the affected serial number range, but we cannot confirm if you have a single- or multiengine application. If you have a single-engine application, we highly recommend that you update your 400R outboard in order to ensure continued enjoyable boating. Please work with your dealer to arrange to have the engine inspected and updated if needed.

What You Should Do

Contact your authorized Mercury dealer and make arrangements to have the power steering cylinder inspected and, if necessary, replaced. The dealer will refer to Mercury Racing Outboard Service Bulletin 2016-04 for instructions and will determine by serial number if your engine was updated by Mercury Marine, your boatbuilder, or another dealer prior to you receiving this letter. If the update is necessary, you should then schedule a time to deliver your boat and this letter to the dealer.

If you experience difficulty locating a dealer to accomplish this work, please contact our Customer Contact Center at (920) 929-5040 between 7:30 AM and 4:30 PM CST for assistance, or use the dealer locator feature at www.mercurymarine.com.

If you have sold the engine or boat, we request that you contact our Registration department at (920) 929-5054 between 7:30 AM and 4:30 PM CST, or email us at registration_support@mercmarine.com to provide information regarding the new owner. Please refer to Mercury Racing Outboard Service Bulletin 2016-04 with your information.

What We Will Do

We have informed our dealers that this issue may exist, have advised them how to determine if your engine is eligible for the update, and how they must address the issue. There will be no cost to you to have this work performed.

We apologize for any inconvenience this campaign may cause you. We have taken this action to ensure that your boating experience will be enjoyable and trouble free.

Sincerely,

Mercury Service Department