

## Engine Shipping Damage and Missing Parts

### NOTICE

This bulletin updates Mercury/Mariner Service Bulletin 97-19 and Force Service Bulletin 97-15.

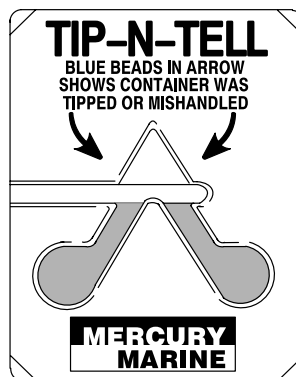
### Models Affected

The incidence and high costs of damage and missing parts is a continued concern. Manufacturing quality controls and random packaging audits show that virtually all damage and parts missing from engine cartons occurs after the engine is shipped from Mercury Marine. Mercury Marine continues to work to improve packaging to prevent damage and missing parts. However, packaging alone cannot prevent damage from mishandling.

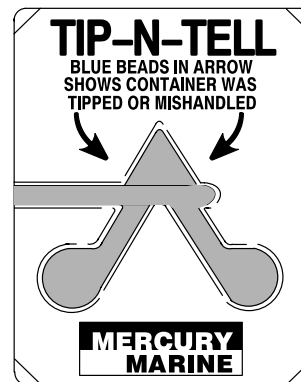
### Tip-Over Indicator

Mercury Marine will be applying a tip-over indicator on V6 outboard shipping cartons starting in December of 1998. In the near future, the tip-over indicator may be expanded to other outboard models. This indicator is called a TIP-N-TELL and will reveal if the shipping carton has been tipped over during shipment. Any blue beads in the arrow means the carton has been tipped over (activated).

Not Activated

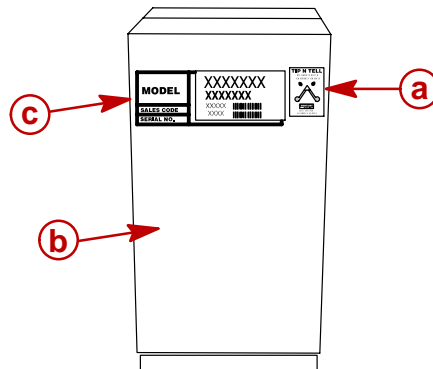


Activated



**CAUTION**

The Mercury Marine logo must appear on the TIP-N-TELL. A TIP-N-TELL without the Mercury Marine logo indicates that the indicator has been replaced. Immediate inspection of the engine is required.



- a - Tip-Over Indicator
- b - Power Head End of Shipping Carton
- c - Shipping Label

## Shipping, Handling And Storage Responsibilities

- Mercury Marine is responsible for shipping carton adequacy and for not shipping products in obviously damaged cartons.
- Mercury Marine is responsible for shipping damage on engines shipped directly from Mercury Marine to Boat Builders and Dealers.
- Boat Builders are responsible for shipping damage on engines shipped from the Boat Builder to Dealers.
- Dealer's are responsible for shipping damage on engines shipped to other dealers or to boat builders.
- Dealers are responsible for shipping damage on engines transported by Dealers from Mercury Marine locations or boat builder locations.
- Engines must be shipped and stored indoors in the orientation indicated by the arrows on the carton.
- Engines must be carefully off-loaded to prevent damage. Proper handling equipment, such as a forklift, is required to assure safe handling and to prevent engine damage.
- Dealers and Boat Builders are responsible for inspecting the condition of cartons upon receipt, noting any damage observed on the Delivery Receipt, and accepting or refusing delivery of engines.
- Dealers are required to set-up and demonstrate the engine to the customer at the time of delivery. Physical condition should be checked and acceptance noted on the Customer Delivery Inspection Checklist. Warranty claims will not be accepted for engines sold in the box, as this practice is strictly prohibited.

**NOTE:** The Checklist has recently been changed to include a specific check of physical condition.

## Refusing Delivery From Trucking Company

The dealer may refuse the engine from the trucking company if any of the following conditions exist:

1. The carton is damaged.

2. The carton is not in the proper shipping orientation.
3. The tip-over indicator has been activated.
4. The tip-over indicator is removed or has been tampered with (Mercury Marine logo is missing from tip-over indicator).

If the dealer refuses delivery:

- a. Inform the trucking company driver of the damage.
- b. Order another engine to replace the refused engine from Mercury Sales or the Boat Builder.

## Claims For Shipping Damage

### ACCEPTED DELIVERY (WITH CARTON DAMAGE, INCORRECT ORIENTATION, INDICATOR SHOWING THAT TIP-OVER HAS OCCURRED, OR TIP-OVER INDICATOR IS REMOVED/TAMPED WITH)

1. **Accept** the engine(s) and note the carton damage, orientation problem, tip-over condition, or if the tip-over indicator has been removed/tampered with on the **Delivery Receipt**, by engine serial number, before signing the document.
2. **Immediately inspect the engine and determine a repair parts and labor estimate.**
3. If repair parts and labor is less than \$250.00 (US), order the parts directly from Quicksilver, complete the repairs and submit a warranty claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
4. If repairs are more than \$250.00 US, request repair parts and labor, by completing and sending a Service Quick-fax (page 5) and a copy of the **Delivery Receipt**. Mercury Service will order the parts, pre-authorize labor, send a pre-authorized Warranty Claim form, and provide any additional instructions.
5. Complete the repairs and return the pre-authorized Warranty Claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
6. Mercury Marine will pursue a shipping claim with the carrier to recover the repair costs.

## Concealed Damage

If the carton was in good condition when delivered by the trucking company but engine damage was found later, Mercury Marine or the Boat Builder, may be able to claim concealed damage.

1. Immediately notify the trucking company of the damage. Note the date and the name of the person that the damage was reported to on the **delivery receipt**.
2. Determine a parts and labor repair estimate, hold the carton and all packing materials for further instructions.
3. If repair parts and labor is less than \$250.00 (US), order the parts directly from Quicksilver, complete the repairs and submit a Warranty Claim to Mercury Marine, with a copy of the **Delivery Receipt**, and all damaged parts, except decals.
4. If repairs are more than \$250.00 US, request repair parts and labor, by completing and sending a Service Quick-fax (page 5) and a copy of the **Delivery Receipt**. Mercury Service will order the parts, pre-authorize labor, send a pre-authorized Warranty Claim form, and provide any additional instructions.
5. Mercury Marine may pursue a shipping claim to recover repair costs.

**NOTE:** *Inspection of the damage and the carton and packaging materials may be required by the trucking company.*

## **Delivery To Customer**

Warranty claims for shipping damage will not be accepted after the engine has been delivered to the customer without pre-authorization. Follow the instructions previously listed to resolve shipping damage problems.

## **Claims For Missing Parts**

Dealers are to order parts missing from the engine or accessory cartons directly from Quick-silver. Complete and send a QuickFix Request fax (page 6). Claim missing parts on a Midas or paper warranty claim.

# QuickFax

## Service Fax Form

Mercury/Mariner/Force  
Service – USA  
QuickFax: 800-842-4550

MerCruiser  
Service – USA  
QuickFax: 800-245-8794

Service – Canada  
Miss. FAX #905-270-8334  
QuickFax: 800-663-8334

Please use this convenient form to request service assistance. Information below is required to help us respond to your request.

Number of Pages Being Faxed \_\_\_\_\_

Dealer / OEM Name \_\_\_\_\_ Dealer / OEM # \_\_\_\_\_

Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_ Contact Person \_\_\_\_\_

Serial No. \_\_\_\_\_ Model No. \_\_\_\_\_ Horsepower/Liters \_\_\_\_\_

Owner's Name \_\_\_\_\_ Date of Purchase \_\_\_\_\_ Hours Used \_\_\_\_\_

Boat Manufacturer \_\_\_\_\_ Boat Length \_\_\_\_\_ Prop Size \_\_\_\_\_ W.O.T. RPM \_\_\_\_\_

Description of Problem (WHen does problem occur? What RPM? How often?):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tests Performed/Readings (Ignition, DVA, Pressures, Engine RPM, etc.):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suspected Cause of Problem (Disassemble if this is an Internal Engine or Lower Unit problem):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List Any Repairs Already Performed and Parts Replaced:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action Requested (Warranty/QGuard/Preauthorization, Advice, Information Only, Other):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# QUICKFIX REQUEST

Please use this convenient form to tell us about any problems you have experienced on an order. Information below is required to process your request.

<b>USA QUICKFIX FAX NUMBER 800-457-8736</b>
<b>CANADA QUICKFIX FAX NUMBER 800-217-6517</b>

Dealer / OEM # _____	Date _____
Dealer / OEM Name _____	Phone _____
Contact Person _____	Fax _____
Engine Model _____	Serial # _____
Order # _____	Part # _____
Part Description _____	
Date code on part package _____ <small>(located on label below part number)</small>	
Please respond by: <input type="checkbox"/> Fax <input type="checkbox"/> Phone <input type="checkbox"/> No response needed	

- Part does not fit - (Has correct part number been ordered?)
  - Shortage or picking error - (Have you double checked inside carton?)
  - Kit shortage or incorrect packaging
  - Parts bag is missing
  - Owner's packet is incomplete
- Please send:     Warranty Card                       Owner's Manual                       Both

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*If faxing a parts order, please use Fax Order Form 90-822177 2*

**To order more Quickfix forms at no charge - use part number 90-852006**