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Required Hours of Operation—Mercury Marine Warranty Claims

NOTICE
The information released in this service bulletin supersedes any previously released service or repair information regarding warranty claims for Mercury Outboard or MerCruiser engines.

Models Affected

Models Affected	Serial Number or Year
MerCruiser Sterndrive Models	All
MerCruiser Inboard Models	
25–350 FourStroke Outboards	
OptiMax Two Stroke Outboards	

Situation

To help us at Mercury to continue to provide our customers with superior products, we now require that the "Hours of Operation" field be filled in on each warranty claim. Engine hours can be obtained using the DDT, CDS or CDS G3 diagnostic tools and must be entered in the "Hours of Operation" field on each claim before submission for processing.

Warranty

If a diagnostic tool is required for the repair being performed: Use the following flat rate code to receive reimbursement for labor to perform troubleshooting, diagnostics of fuel systems, diagnostics of electronic systems, and labor to retrieve hours of operation.

Model Family	Flat Rate Code	Labor (hours)
MerCruiser Sterndrive	MI89	0.7
MerCruiser Inboard		
OptiMax Two Stroke Outboard	OI89	
25–350 FourStroke Outboard	CI89	

If a diagnostic tool is not required for the repair being performed: Use the following flat rate code to receive reimbursement for labor to retrieve hours of operation with a diagnostic tool (DDT, CDS, or CDS G3):

Model Family	Flat Rate Code	Labor (hours)
MerCruiser Sterndrive	MI90	0.2
MerCruiser Inboard		
OptiMax Two Stroke Outboard	OI90	
25–350 FourStroke Outboard	CI90	

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For repairs performed on engines without a data link connector (DLC)

No warranty reimbursement for reading engine hours will be provided for engines not equipped with a data link connector.

- **On carbureted engines in vessels equipped with hour meters:** Note the hours of operation and enter the number in the "Hours of Operation" field on the claim before submitting it for processing.
- **On carbureted engines in vessels not equipped with hour meters:** Enter a zero in the "Hours of Operation" field and state, **This engine does not have an hour meter**, in the text of the claim before submitting it for processing.

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