

Circulate to: Sales Manager Accounting Service Manager Technician Parts Manager

565, 540, and 520 Intake Valve Replacement

Defective Intake Valves

Notice	
Revised May 2015. This bulletin supercedes the previous bulletin number 2014-07 November 2014.	

Models Covered	Serial Number Or Year
565	0M971529–0M971955
540	0M971388–0M971817
520	0M971490–0M971845

Models Reworked at Mercury	Serial Number Or Year
540	0M971387, 0M971798
520	0M971763, 0M971770, 0M971790

Scope

Worldwide

Situation

The engines listed above are at risk of having intake valves that are not properly hardened. The results are premature wear of the valve stem where the stem is in contact with the rocker arm.

Correction

If the engine serial number is in the affected serial number range, the intake valves will have to be replaced. Look for an open fix campaign in MercNET for this service bulletin to ensure that the product has not been updated at the factory or by another dealer. Parts required for the repair with the installation instructions are listed below. The engine coolant (glycol) is not included in the kit and must be ordered separately. The cylinder heads must be removed to replace the intake valves and the rocker arms.

IMPORTANT: The intake valves that are worn at the end of the valve stem must be chamfered with a die grinder before removing the valve or the valve guide will be damaged.

NOTE: The exhaust valves are not affected and do not require removal.

Required Parts

Qty.	Engine	Intake Valve Kit Part Number
1	565	8M0099932
1	540	8M0099638
1	520	8M0099637
1	Coolant	92-877770K1 (1 US gal)

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Owner Notification

A letter will be sent to every registered owner of an affected 565, 540, and 520 sterndrive powered boat. The letter will advise the owner to take the boat to any Mercury MerCruiser authorized dealer for inspection and repair of their power package. Some affected power packages will have been updated before shipment. Visit MercNET or contact Mercury Racing Service to determine whether repairs have already been completed on a given package. As a Mercury MerCruiser dealer, you should also contact affected customers to make them aware of this recall and to schedule an appointment for a repair. A copy of the customer letter is attached.

Warranty

Mercury Marine will credit the dealer for the parts and labor.

Complete a warranty claim listing:

- Sterndrive engine serial number
- Part number used for each engine

Labor hours and flat rate codes:

- Labor: 9.7 hours
- 0.5 additional labor if stem required deburring
- Warranty flat rate code: SB9.0 and SB0.7
- Warranty flat rate code: SB0.5 (if required)
- Part code: 426
- Failure code: 40

U.S. and Canada

Complete and process the claim via MercNET or return a warranty claim form. The intake valves and rocker arms must be returned with the warranty claim (discard gaskets and seals).

International

Follow the instructions issued by the Marine Power International office or by an authorized Marine Power Distributor.

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Dear Mercury Racing Sterndrive Customer:

Thank you for your purchase of a boat powered by a Mercury Racing Sterndrive engine package. We are dedicated to providing superior product reliability and customer satisfaction. We are contacting you because we believe certain repairs to your engine package may be necessary. The repairs, if necessary, will be performed by a Mercury MerCruiser dealer and are covered by the terms of your product warranty.

SITUATION

Mercury Racing has identified a potential issue with a specific group of intake valves. Engines manufactured within a limited time frame are at risk of having intake valves that are not properly hardened. The results are premature wear of the valve stem where the stem is in contact with the rocker arm. As a result, we would like to have the engine repaired (if necessary), in order to ensure continued enjoyable boating. Please work with your dealer to arrange to have the engine repaired.

WHAT YOU SHOULD DO

Contact your authorized Mercury MerCruiser dealer and make arrangements to have the intake valves replaced. The dealer will refer to Mercury Racing Sterndrive Service Bulletin 2014-07 for instructions. You should then deliver your boat and this letter to the dealer. If you are having difficulty obtaining repairs, 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 please 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 Mercury with the information on the new owner. Please refer to Mercury Racing Sterndrive Service Bulletin 2014-07 with your information.

WHAT WE WILL DO

We have informed the dealer that this issue may exist, advised them how to check if your engine requires repairs, and how to address the issue. There will be no cost to you to have this work performed.

We apologize for the inconvenience this campaign may cause you; however, we have taken this action to ensure that your boating experience will be enjoyable and trouble-free.

Sincerely,

Mercury Racing Service Department