



# Service Bulletin

Bulletin No. 2018-02  
OEM No. 2018-02

Circulate to:  Sales Manager  Accounting  Service Manager  Technician  Parts Manager

## 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 products	All
MerCruiser Inboard products	

### Scope

Worldwide

### Situation

In the interest of product quality, Mercury Marine requires that the "Hours of Operation" field be filled in on each warranty claim. Engine hours can be obtained using an hour meter, digital gauge, multifunction display, or the CDS/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	0.4
MerCruiser Inboard		
OptiMax Two Stroke Outboard	OI89	
25–350 FourStroke Outboard	CI89	
SportJet	JI89	

**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 (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	
SportJet	JI89	

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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 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 vessels not equipped with hour meters:** Enter a rough estimate of hours used in the "Hours of Operation" field and state **The hours of operation are estimated** in the text of the claim before submitting it for processing.

**NOTE:** Consult the customer if necessary to estimate the hours of operation.

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