

18 January,2024

Richard Straka

General Manager

Mercury Canada

8698 Escarpment Way

Milton, ON

Canada L9T 0M1

Dear Mr. Straka,

I am writing to express my dissatisfaction with the Mercury outboard motor, serial number 2B424956, which I purchased from Pattersons Sales and Service, one of your dealers, in 2017. As a loyal customer for 15 years and have always appreciated the quality of your products/services. I was a Certified Engineering Officer in the Royal Canadian Navy (RCN) for over 35 years, responsible for power generation plants and engines onboard Canadian vessels. Your outboard engines performed excellently in horrific weather, enabling my engineering staff to complete rescues and boarding missions. However, my recent experience has left me disappointed.

In August 2022, I contacted Mr. Randy Carauna (Vice President of the Americas and Asia Pacific at Mercury Marine) after six years of trying to resolve the problem with a Mercury 110-hp engine. During that time I utilized Pattersons' service department and my resources, spending three thousand dollars on repairs that Pattersons felt caused the problem. I also tested the fuel, fuel system, filters, spark plugs and spark plug wires, all to no avail. Once I provided the video of the engine severely shaking and vibrating, Pattersons contacted your area representative, Mr. Watts.

In September 2022, Mr. Carauna forwarded my request for help to the Wisconsin field service manager, who arranged for a Subject Matter Expert (SME) to find and fix the problem. The SME replaced the harness, sea-trialled my vessel, and declared it repaired. I could not trial my engine because of winter. On my second trip in May 2023, the engine failed again, shaking and vibrating violently between 2800 and 3700 rpm. It is the same problem I have had since purchasing it. I again contacted Mr. Carauna and was passed on the Outboard Customer Service (OCS).

In July 2023, after I contacted OCS. They informed me they had never received complaints from Pattersons regarding my issues with the motor. The OCS could not locate files related to my engine issues within their data systems. I was referred to contact the local dealer. I passed this information to Pattersons, and they got in touch with the Maritimes Mercury Representative, Mr. Watts, who had no difficulty locating my files on the same database. The OCS only offered technical services through Pattersons and left me with the financial responsibilities of any future repairs related to the current technical problem. After six years of continuous malfunction of my engine, repairs by the SME and the local dealer, I am back to square one. This is not acceptable nor a professional solution and not in line with your customer service policies.

I tried to resolve this issue locally using the resources from Pattersons and my 35 years of RCN experience, managing and maintaining marine operating systems from outboard engines (including yours), diesel generators, gas turbines and propulsion steam plants, with limited success. I have offered to share the replacement costs, but your customer service turned it down, and Pattersons will not take a

trade-in on the motor as it is unusable and not their responsibility. The end result is I have a useless motor and am left with the prospect of purchasing another at my own expense.

As a professional and a leader, I have always led by example to show I value honesty and transparency, creating a culture of trust and open communication, which is essential for a successful team, especially in my past work environment. This experience has left me questioning if the same applies to the civilian world.

I have been given the run around between departments and companies with no one accepting responsibility, poor customer service, unable to trade in the motor and the responsibility of replacing it. I am frustrated and dissatisfied with the customer service I have received.

I'm willing to share the cost of replacing the motor that has never met your standards of excellence. Repairing this motor cost, me out-of-pocket expenses, lost retirement time on the river and emotional distress.

I hope you will take this matter seriously and take steps to resolve this issue. I value your company and would like to continue doing business with you,

Thank you for taking the time to read my letter. I look forward to hearing from you soon.

For your consideration, Sir.

Sincerely,

Stephen Wight

Retired RCN Marine Engineer

Attachments: