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August 15, 2007

American Honda Motor Co., Inc.
Honda Marine Group
Services Operations Manager
4900 Marconi Drive
Alpharetta, GA 30005-8847

Dear Sir:

I am writing this because it has become apparent that Honda does not intend to address my problem. I had to call 3 times and leave messages before I finally got a call back. When I did get a call, my information was taken and I was advised that a representative would call me to address my problem. It has been several weeks with no call or messages. Your customer service is surprisingly poor. Your website does not offer email or contact support except for telephone or mail, and implies I should work through my Dealer who advises me to write you, so here is my letter.

I purchased a Honda BF225 on May 17, 2002 for \$20,803 including the extended warranty (Document Enclosed). The engine has performed well for several years until recently. I had problems cranking the engine and discovered corrosion problems. I brought it to the dealer on April 22, 2007 who made repairs in the amount of \$1,223.13 (Document Enclosed). I was advised that the corrosion was due to a faulty thermostat gasket that had been recalled (Document Enclosed). Of course I advised them to be sure and replace any parts they suspect may give me problems as reliability is very important to me. When I got the vessel back three weeks later, I launched her to find that she still had problems cranking. I determined that the engine would eventually crank so I took her out for a trial trip. On that trip, I got about 20 miles out and the engine quit and would not crank. I determined a fuse was blown and found some wire to bypass it and get me home. Later I was able to determine that this fuse feeds the fuel pump. Interestingly, after changing this fuse, I no longer had cranking problems. I made 3 more trips with the fuse blowing once again on the second trip. On the fourth trip the engine failed. After a 43 mile tow and taking it to the dealer on June 10, 2007, I am advised that a timing belt bearing failed and shot ball bearings into the breather and engine. Furthermore, I was advised that Honda would pay \$791 and I would need to pay approximately \$4,000 to repair the engine. I was of course concerned about putting that much money into an engine that may have more problems due to corrosion so I opted to put on a new Honda Engine. I was assured that this new engine would not have the same problem.

I do not mind being a Beta tester for your Engines, but it should not be at my expense. The engine is 5 years old and logged 1118 hours. The consensus I get is that I should get more service than this from your Engine. In fact, I was surprised when I brought the new engine in for it's first Service and was told they only changed the fluids. I advised the Service Tech that the Owner's Manual says they

are suppose to check Valve Clearances and he responded to say they have never done that on any Honda Engines and they have units with 6,000 plus hours.

Here are the options that I believe is fair and I would like your written response.

Option 1. Honda repairs the Engine and replaces any parts that would be affected by the salt water intrusion caused by the recalled defective gasket.

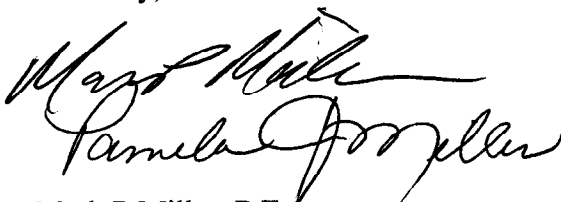
Option 2. Honda buys the engine back for \$8,000 to provide a trade in amount on the replacement engine I have already purchased. The NADA Book Value Range is \$7880 to \$8855 (Document Enclosed) and Honda already provided \$791 in warranty compensation.

Please respond in writing as to your position on this matter so that I can proceed to resolve it. If you respond negatively, I may seek legal action. In either case, I plan to post your response on Internet Forums which will reflect on your customer service image. My argument is as follows:

1. Honda had a September 2005 Recall on a Thermostat gasket that could leak salt water on the Engine (Document Enclosed). I did not receive notice of this, probably due to Hurricane Katrina.
2. I brought the Engine in to Honda's Authorized Service Center on April 22, 2007 (Engine under 5 years old) for repairs due to corrosion. Repairs were made, but the Engine still failed shortly afterward on June 10, 2007.
3. The engine failure is a result of a defect in manufacturing. Despite the engine age of about 5 years, the damage is a result of failure within the warranty period that did not manifest itself until later after corrosion took hold.
4. Honda had the opportunity to make repairs at my expense, but failed to replace the timing belt and bearings which subsequently failed causing much more expensive damage. In fact, Honda replaced the Alternator, a part which I had no problems with.

I anxiously await your written response.

Sincerely,



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