

HONDA **MARINE**

American Honda Motor Co., Inc.
4900 Marconi Drive
Alpharetta, GA 30005-8847
(678)339-2600

September 10, 2007

Mark P. Miller, P.E.
Pamela J. Miller, R.N.
4500 Scarlet Oak Dr.
Gautier, MS 39553

FILE NO: P012007-06-2501369

Re: BF225A2XA
BAGJ-1001843

Dear Mr. and Mrs. Miller:

Thank you for your recent letter regarding your BF225A2XA outboard motor. We regret that you are having problems and apologize for any inconvenience these problems have caused.

We can appreciate that you would like assistance, however the Distributor's Limited Warranty covered your outboard motor for three years from the date of purchase. Our records indicate your outboard was purchased on June 12, 2002. This would make your motor five years old and two years out of warranty. Please note that American Honda's Distributor's Limited Warranty covers defects in materials or workmanship during the warranty period. If a defect were to show up, it would happen when the outboard motor is relatively new.

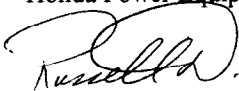
Your dealer Ocean Marine had reviewed the problem with the District Service Manager from American Honda and there was goodwill assistance offered after the warranty period to supply the parts needed in the repair of your outboard motor. You in turn opted to purchase a new outboard and so the dealer used the goodwill offer from Honda, toward the selling price of your new outboard.

With this considered, there comes a time when repairs are the responsibility of the owner and not the manufacturer. We realize that repairs are never welcome at any time, however due to the age of your outboard motor and the above information, American Honda must regretfully deny any further assistance in this matter.

Thank you again for your letter and for this opportunity to state our position in this matter.

Sincerely,

American Honda Motor Co., INC.
Honda Power Equipment & Marine



Russell D.
Customer Service
770 497-6400