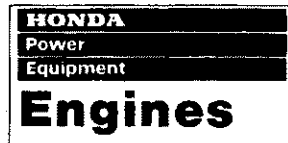

14. WARRANTY SERVICE

Owner Satisfaction

Your satisfaction and goodwill are important to your dealer and to us. All Honda warranty details are explained in the Distributor's Limited Warranty. Warranty service is available at any dealership displaying the Honda Power Equipment Engines sign. To locate dealers in your area, look in the yellow pages of your telephone directory under Gasoline Engines, Garden & Lawn Equipment & Supplies, Lawn Mowers, etc.



Normally, any problem concerning the engine will be handled by the dealer's service department. If you have a warranty problem that has not been handled to your satisfaction, we suggest you take the following action:

- Discuss your problem with a member of dealership management. Often complaints can be quickly resolved at that level. If the problem has already been reviewed with the Service Manager, contact the owner of the dealership or the General Manager.
- If your problem still has not been resolved to your satisfaction, contact:

American Honda Motor Co., Inc.
P.O. Box 100021
Duluth, Georgia 30136-9421
Telephone: (404) 497-6400

We will need the following information in order to assist you:

- Your name, address, and telephone number
- Engine model and serial number
- Date of purchase
- Dealer name and address
- Product or equipment in which the engine is installed.
- Nature of the problem

After reviewing all the facts involved, you will be advised of what action can be taken. Please bear in mind that your problem will likely be resolved at the dealership, using the dealer's facilities, equipment, and personnel, so it is very important that your initial contact be with the dealer.

Your purchase of a Honda engine is greatly appreciated by both your dealer and American Honda Motor Co., Inc. We want to assist you in every way possible to assure your complete satisfaction with your purchase.