



FIRST COAST BILLING GROUP, INC.

December 13, 1994

Mr. Allen Fink
Purchasing Manager
Pleasurecraft Marine Engines
P.O. Box 175
Little Mountain, SC 29075

Dear Mr. Fink:

I own a 1982 36' Carver Aft Cabin Motor Yacht equipped with PCM 9.0 liter diesels and Twin Disc transmissions. I have thoroughly enjoyed this boat and have been generally happy with the powertrain. Several months ago, I discovered one of my stainless steel risers was leaking internally. I pulled it off and found it had deteriorated with time. Carver advised me Pleasurecraft had provided the risers with the engines.

I contacted Ms. Karen McKnight at Inboard Discount Marine, your local dealer. She spent several weeks researching the matter and learned you do not stock the risers. She further discovered they were custom made at the time the engines were marinized but no one knew who supplied them. After I provided a drawing which she showed to several suppliers in South Florida, she says she was able to locate the original supplier. He quoted what I felt was an unreasonably high price to duplicate the risers.

Several weeks ago, I drove to South Florida to investigate the matter myself. Fortunately, I was directed to Marine Exhaust Systems, Inc. in Riviera Beach (West Palm Beach). From the start, I was impressed with the professionalism of the staff and the cleanliness of the facility. After looking at the old riser, they suggested a different design which replaces much of the water-jacketed area with single wall stainless and fiberglass-insulation and introduces the raw water to the exhaust through a can at the end of the riser. Not only does this decrease cost and weight but it prevents any water which might leak internally from running back into the manifolds and/or cylinders. They also quoted a price which was much more reasonable.

I believe some of your staff may have been involved in the search for a replacement riser supplier. If so, please pass this information on so that other customers may benefit from my experience. Thank you.

Sincerely,

