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Triumph Motorcycles North America
100 Hartsfield Center Parkway, Ste 200
Atlanta, GA 30354

re: 2010 Street Triple Problems [VIN SMTD01NE4AJ434544]

Dear Sir/Madam,

I'm writing to you to express disappointment with my current motorcycle and seek amicable resolution to my problems. I have gone above and beyond the requirements set forth in the California Lemon Law, and under that law, I am seeking to return the vehicle and receive refund of purchase price plus incidental costs.

The problems with the motorcycle are twofold:

- The cam chain tensioner doesn't work. This leads to an uncomfortable ride, noticeable loss in power, and significantly decreased resale value.
- The bike is noticeably overheating. Coolant rapidly falls below minimum level in the underseat tank, exhaust pipe headers have gone past the expected blueing, and unusual amounts of heat come from under the bike while in-use.

In order to resolve these problems, I have taken my bike to two different Triumph certified dealers, four times total, adding up to twelve weeks in the shop.

The events so far:

1. 17th April 2011: I purchased a brand new 2010 Street Triple, for \$9417.13 USD [including tax & fees], at Simi Valley Cycles [2902 E Los Angeles Ave, Simi Valley, CA 93065]. I returned there for the first and 6k mile scheduled services without incident.
 - (a) The two-year manufacturer warranty is dated as beginning 21st June 2011
 - (b) First service: 7th May 2011
 - (c) 6k mile service: 26th May 2012
2. 31st August 2012: Less than 18 months since purchase and with 7986 miles on the odometer, the chain tensioner failed. I immediately took the bike up to Simi Valley; they diagnosed the issue and, under factory warranty, apparently repaired it
 - (a) The cam chain and tensioner were replaced
 - (b) The bike was in the shop for four weeks
3. 19th January 2013: I noticed problem slowly returning, and additionally noticed some unusual heat from the engine. I took it back to Simi. They eventually got back to me and said "no, it's fine". I took them at their word and rode it for a while.
 - (a) The bike was in the shop for two weeks
4. 14th February 2013: The bike obviously continued to suffer problems. I took the bike to LA Cyclesports [8515 S La Cienega Blvd, Inglewood, CA 90301] after the previous experience at Simi. They worked on the bike, returning it to me after doing factory warranty work.

- (a) The cam chain and tensioner were replaced as before. Additionally, the oil pump and oil check valve were replaced.
 - (b) Because parts of the oil system were replaced, I had to pay \$108.34 for an oil/filter change. LA Cyclesports were taking warranty action that Triumph had instructed, so I consider this to have been unreasonable.
 - (c) I additionally complained about engine heat a second time and received no satisfactory answer.
 - (d) The bike was in the shop for three weeks
5. 4th March 2013: I noticed vibration and heat problems again. I took my bike back to LA Cyclesports
- (a) The cam chain and tensioner were replaced a third time
 - (b) Still no satisfactory answer regarding engine heat and loss of coolant
 - (c) The bike was in the shop for three weeks
6. As I write this, the bike is manifesting the same issues again.

Additional concerns:

- I'm concerned that permanent internal damage has been done to the engine. The factory warranty is close to expiration: If I were to attempt to get the bike fixed for a fifth time, even if the bike is apparently fixed, new major or expensive problems may take some time to manifest.
- This is my only motorcycle, and my primary form of transport. Between services, my bike has been unpleasant to ride due to vibration problems [which I was incorrectly assured by Simi Valley Cycles to be "perfectly normal"]. Neither dealer has offered loaner vehicles for the time necessary to resolve my issues.
- All of this began occurring long inside of the original warranty, but now the end of that is fast approaching

So far, tangible cost to me has included:

- Insurance for three months during which my bike was in the shop: \$82 USD
- Vehicle Registration for three months during which my bike was in the shop: \$32 USD
- Maintenance charges to me while LA Cyclesports took actions dictated by Triumph: \$108.34 USD

Subtracting the usage of the vehicle from the original purchase price [which under CA law is the fraction of 120000 miles on the odometer when the issue is first reported, or about 6.7% in this case], and adding the above incidental costs, I calculate that an appropriate refund is \$9012 USD.

Attached, please find copies of the service records for this issue so far, copies of both scheduled maintenance events, original purchase information, and insurance and registration information.

I look forward to hearing from you.

Faithfully,

Gary Briggs