May 21, 2009

Dear Rob Cerendolo,  
  
A few days ago I received my motorcycle back from your Service Department. I filed the Service Request online for an oil change, plugs, an oil leak, and to check on a hiccup the bike rarely did while ridding. I got an e-mail back from Brent Campbell on Tuesday, March 24th with an estimated price of the service and to call to set up an appointment.

I set up an appointment to drop off the bike the following day Wednesday, March 25th. The service department said that I should receive the bike back by the end of the week. I rode the bike to your shop and the dropping of the bike went smooth and I was very happy with the customer care they issued. I called the Service Department that Friday thinking that the service to the bike would be complete either that day or the following day but I was wrong. They told me that they fixed the oil leak that was caused by a bad gasket and they also changed the oil and plugs. They noted that the chain was a little long and suggested that a link be cut out or I get a new chain and sprocket. I asked them to cut a chain link out because I didn’t have the money at the time to buy a new chain and sprocket.

I called them back the following Monday and they said that while on a test ride they noticed that the throttle for the bike was acting up a little bit and suggested that the carburetors be cleaned to fix that. Of course I got a price on that and had them go ahead with the fix. They said they would call me back when the bike was all set for pick up. I waited a few days and never received a call so I called back toward the end of the week and they told me that the cleaning out of the carburetors did not fix the issue.

Over the next month and a half the Service Department had checked and ran though the wiring, cleaned the carburetors a few times, tested and checked the kill switch and other electrical devices and none of this fixed the issue my bike was having. Throughout this whole time, I was told that I would be called to give me updates but I only received one call from the Service Department the whole time my bike was in the shop. I called every three days or so days to get an update to no avail. At a last ditch effort the Service Department got another bike that was the same make and model of mine but with 150 more cc’s to try to test that carburetors on my bike. When the bike was received from another shop it took a week to get a key made for it. They didn’t ship the key with the bike and they couldn’t find it so they had to remove the ignition and get a key made for the bike. They tested the bike and it ran well but the carburetors didn’t fit in my bike, so they couldn’t guaranty that the carburetors are even the issue. On Tuesday, May 19th after your Service Department has had the bike for 7 weeks and 6 days I made another call and they told me that they are still unsure what the issue is and I had to pick up the bike.

In the e-mail that I received from Brent two months ago he wrote, “I hope all is going well and I hope we can earn your business.” I wish that was the case but it is far from it. When I went to pick up the bike it ran worse than when I dropped it off 10 fold. The bike now kicks like it is a mechanical bull and it no longer idles properly. The bike also died 3 times while ridding it home from your shop. I wrote this letter to inform you that I am extremely disappointed with the service that I received. Unfortunately, anyone that I ride with or speak to do not feel comfortable doing business with you anymore. I’m sorry for your loss of a valued and local customer.

Sincerely,  
  
Josh Smith