**7.9 Bike Is a Lemon**

Current Date

Mr. Pete Dix

30 Estes Court

Waterford, MI 48327

Dear Mr. Dix:

Let me assure you that your experience with your 2011 CVO Softail Springer, while distressing, is the exception. These versatile “convertible” machines are a lot more reliable than similar models were in the past. As I stated in my message yesterday, I wish your service experience at ABC Harley-Davidson in Waterford had been better as well.

The CVO is indeed a top choice in our model line-up this year. Basically, you have bought two sophisticated motorcycles in one. Most of its outer components, starting with the fairing and windshield, are immediately detachable, resulting in an instant cruiser or a fully dressed touring bike. This particular model was designed for comfortable cruising and touring, not for racing. Large Harley-Davidson models tend to be heavier than Japanese and German motorcycles. They may use more gasoline, but their appeal lies in their “retro mystique” while providing a contemporary riding pleasure. Mr. Dix, please give us another chance to do right by you. Although a new motorcycle cannot be provided, we are offering you a thorough and free inspection at Motor City Harley-Davidson in Farmington Hills, your nearest dealer after ABC Harley-Davidson. Your bike is still under warranty, and warranty items will be repaired at no cost to you.

Please contact Jack Vroman, independent owner of Motor City Harley-Davidson at (248) 471-6011, and make an appointment at your convenience so that we can try to restore your faith in our legendary brand.

Sincerely,