



6 July 2011

Kevin K. Fred
1132 Cloverfield Ave
Kettering, OH 45429

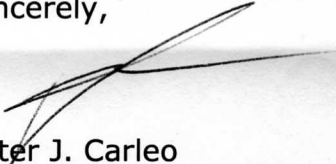
Dear Mr. Fred,

I have received the letter that you sent to us regarding the engine noise that you are hearing with your Thunderbird. Thank you for your feedback.

I read that the techs at Joes Cycle Shop have serviced your bike, and that they believe that the noise the engine is making is normal for that engine. I personally spoke with the dealer, and they confirmed with me that there are no unexpected noises coming from your motorcycle.

We will not be able to authorize any warranty until the dealer has told us that they believe there is a mechanical issue.

Sincerely,



Peter J. Carleo
Customer Relations Manager
Triumph Motorcycles (America) Limited