

## Letter Written to Brian Barnes Regarding my Experience at Barnes Langley BC

Dear Mr. Brian Barnes,

I hope this letter finds you in good health and high spirits. My purpose in writing to you today is to share my recent experience with Barnes Harley-Davidson, specifically the Langley branch, regarding the purchase of my brand-new 2023 Pan America motorcycle. While I have always been a devoted Harley-Davidson enthusiast, my recent encounter with the Langley dealership has left me deeply disappointed and frustrated.

In July 2023, I purchased a 2023 Pan America motorcycle from Barnes Harley-Davidson in Langley. What should have been an exciting and memorable experience turned into a series of unfortunate incidents that have left me questioning my decision to choose Harley-Davidson.

First and foremost, the initial purchase process at Barnes Harley-Davidson in Langley took an astonishingly long seven hours to complete. To make matters worse, I did not receive the owner's manual for my motorcycle during this visit, which required multiple follow-up visits and over two months to finally obtain.

After taking possession of my motorcycle, I discovered that one of the key fobs had not been programmed correctly, causing inconvenience and frustration on my part. This should have been a simple task that the dealership failed to execute properly.

The most troubling issue arose after I had ridden the motorcycle for approximately 100 kilometres over two days. The bike started overheating, which prompted me to contact Mike Shaw, a mechanic at Barnes Harley-Davidson Langley. I must commend Mike for his exceptional dedication as he came to my aid during his personal time. Upon inspecting the motorcycle, he made a shocking discovery. The motorcycle was sold to me with absolutely no coolant in it, not even a trace of moisture on the dipstick.

Following this alarming discovery, I promptly returned the motorcycle to Barnes Harley-Davidson Langley the next day, where I had to endure a wait of over four hours. Unfortunately, the response I received from the dealership was far from satisfactory. I was told by Andrew Barnell that the bike's coolant level was fine as the dipstick was dry because it was an overflow tank. The coolant was topped up and Andrew Barnell showed me the dipstick which showed it was at min and assured me it was at an acceptable level. Given my limited mechanical knowledge, I had no reason to doubt this information.

However, my trust was shattered once more when, after another day of riding, I found the coolant to be bone dry again. When I contacted Barnes Harley-Davidson for an appointment to address this issue before embarking on a ride to Sturgis, I was met with rudeness and unprofessional behaviour. The dealership staff told me they were fully booked and abruptly hung up on me, refusing to hear my concerns. I made several additional attempts to reach them, but my calls went unanswered.

In my time of need, it was once again Mike Shaw who came to my rescue, taking the initiative to visit my house on his personal time to conduct a quick inspection of my motorcycle, (he did no work on the bike as he did not want to incur the possibility of voiding the warranty). Again, Mike being the stand up person that he is, refused to accept any form of payment. He did advise me to monitor the coolant level throughout my trip.

During the third day of my ride, the coolant level dropped to the minimum line yet again. I had no choice but to seek assistance at the nearest Harley-Davidson dealership, Grizzly Harley in Montana, which was approximately 50 kilometres away. Upon arrival, a significant puddle of coolant spilled out of the overflow tube, indicating a serious problem. The mechanic at Grizzly Harley suggested that the low coolant level and high temperature had caused it to boil over the overflow tube, as no leaks were found. After sharing my experience with the manager at Grizzly Harley, he expressed shock at the level of disregard for customer service I had experienced and even requested information about where I had purchased my motorcycle, as he intended to report Barnes Harley-Davidson for their actions. I did not reveal this info in order to allow Barnes another chance at rectifying these issues. In a gesture of goodwill, Grizzly Harley refilled the coolant to the recommended maximum level, without charging me for the service. Knowing we were on borrowed time to make our next stop this process, from arriv-

al to departure, took approximately an hour and a half mostly due to having to let the bike cool down to inspect and fill the coolant.

Upon returning from my trip, I decided to return to Barnes Harley-Davidson for my first service appointment and to discuss my overall experience with a manager. During this visit, I specifically requested that Mike Shaw be the one to perform the service. As anticipated, Mike had to top up the coolant once again. It is disheartening to think that, after spending over \$30,000 on my motorcycle, I have encountered these issues and faced such a harrowing customer service experience.

In light of the numerous problems I have encountered and the severe disappointment I have faced, I have humbly requested one of the following resolutions:

1. Replacement of my 2023 Pan America motorcycle with an identical new model, as suggested by Grizzly Harley in Montana. This would include a series of complimentary services to rectify the situation.
2. An alternative solution that would involve providing me with a black aluminum luggage package, an extended warranty on my motorcycle, and the next few services free of charge. I want to emphasize my genuine affection for the Pan America motorcycle itself and my desire to continue enjoying it.
3. Disclosure of your contact information, so I can personally communicate my concerns and experiences with you, in the hope that a resolution can be reached. This is/was my last choice as it means its one step closer to Harley not being the exquisite company that I thought.

During my last visit to Barnes Harley-Davidson Langley, the sales manager assured me that option 2 would be pursued and requested a couple of weeks for it to come to fruition. However, it took over a month and a half before receiving any communication or updates from the dealership.

Below part added March 15th.

Originally this above part of this letter was to be sent to you directly, but I gave Barnes Langley another chance at resolution through the dealership's General Manager, Mr. Mike Brown. I shared the details of my experience and the above letter. Mr. Brown promptly arranged a meeting to discuss the matter further. (Mid October 2023).

During our meeting, Mr. Brown acknowledged the unfortunate circumstances surrounding my purchase and informed me that the motorcycle I had purchased could be classified as a lemon. While he expressed his inability to fulfill the initial offer made by the sales manager, he proposed a solution: to exchange my current motorcycle for a new one of the same model and specifications.

Understandably, I found this solution to be acceptable, as it offered a way to address the issues I faced and restore my confidence in Barnes Harley-Davidson. However, upon further investigation, it was determined that there were no identical models available for a swap.

In light of this, I proposed the option of swapping for the 2024 model when it becomes available, which Mr. Brown agreed to. This resolution was satisfactory to me and helped restore some confidence in Barnes Harley-Davidson.

However, upon revisiting the dealership 6 months later on March 12th to finalize the bike swap, I was surprised to learn that Mr. Brown's understanding of our prior agreement differed from mine.

Contrary to my initial understanding of a direct swap, I was informed that I would need to have my current loan bought out and start a new one for the replacement motorcycle, with an additional \$6000 required to cover the difference and that this was my only option as my model was no longer available. This unexpected financial burden, coupled with \$600 a month payments for the last six months for a non-functional motorcycle, has left me feeling deeply unsettled.

The money and time I have spent on many services/trips to Barnes Langley for my bike seem wasted. I don't understand where my warranty for my old bike came into play. I was told that the compensation for Barnes selling me a "lemon" was they were buying it back for purchase price. I then found out after comparing paperwork (I can send if you need) from my last purchase that I'm paying over a hundred more dollars a month for the loan and that the 1500\$ I got back from my 5 year warranty went to a down payment for the new bike (I did not need one for the 2023) then had to pay around 3500\$ for a new warranty.

One more note about professionalism: Several times I visited Barnes Langley, Mike Brown's children were running around unsupervised or being babysat by multiple other employees including the front desk ladies, leaving me to believe a possible cause of the absence of the phones being answered.

Given these circumstances, I cannot help but feel that Barnes Harley-Davidson Langley's actions do not align with the values your company espouses, particularly as a family-run establishment.

I believe in the Harley-Davidson brand and its commitment to providing outstanding motorcycles and service. However, my recent experience has shaken my faith, and I am left feeling disillusioned and let down. I sincerely hope that you will consider my case and take appropriate action to rectify this situation.

I look forward to hearing from you at your earliest convenience and hope that we can work together to resolve these issues and restore my confidence in Harley-Davidson.

Thank you very much for your attention to this matter.

**NOTE: This letter was sent to Harley Davidson Corporate Canada who did absolutely nothing but tell me to visit another dealer.**

What ensued after the owner Brian received this letter was a series of emails and a phone call which at first was promising but then made a turn for the worse. The transactions are outlined in the documents below:

Thank you,

[<Outlook-2ticcnsf.png>](#) [Book time to meet with me](#)

**Brian Barnes**  
**Chief Operations Officer, Barnes Garage Co.**

**P:** +1-778-726-2123 | **M:** +1-778-960-3848

**E:** [brian@barnesgarageco.com](mailto:brian@barnesgarageco.com) | **W:** [www.barnesgarageco.com](http://www.barnesgarageco.com)

**A:** Langley - Surrey - Victoria - Kamloops - Edmonton - Calgary

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**From:** Severin Peterson <[severin143@gmail.com](mailto:severin143@gmail.com)>

**Sent:** April 11, 2024 7:08 PM

**To:** Brian Barnes <[brian@barneshd.com](mailto:brian@barneshd.com)>

**Subject:** Barnes Langley Experience :(

You don't often get email from [severin143@gmail.com](mailto:severin143@gmail.com). [Learn why this is important](#)

I hope you can find time to read this letter about my experience at Barnes Langley as I do not believe it meets the standards of the Harley Davidson brand.

Thank you for your time.

Severin Peterson  
778-773-3899

END ▶

START ▶

END ▶

P: +1-778-726-2123 | M: +1-778-960-3848  
E: brian@barnesgarageco.com | W: www.barnesgarageco.com  
A: Langley - Surrey - Victoria - Kamloops - Edmonton - Calgary

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**From:** Severin <severin143@gmail.com>  
**Sent:** May 1, 2024 7:11 PM  
**To:** Brian Barnes <brian@barneshd.com>  
**Subject:** Re: Barnes Langley Experience :(

Just wanted to touch base with you about a meeting time if it works with your schedule. Does Monday or Tuesday afternoon work?

Cheers  
Severin  
Sent from my iPhone

On Apr 13, 2024, at 8:36AM, Brian Barnes <brian@barneshd.com> wrote:

I should be in Langley May 1-8 I will keep you updated on my scheudle and we can pick a day and time closer to then if that works for you.

Thank you,

[<Outlook-wsj5lhmf.png>](#) [Book time to meet with me](#)

**Brian Barnes**  
**Chief Operations Officer, Barnes Garage Co.**  
P: +1-778-726-2123 | M: +1-778-960-3848  
E: brian@barnesgarageco.com | W: www.barnesgarageco.com  
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**From:** Severin <severin143@gmail.com>  
**Sent:** April 12, 2024 8:00 PM  
**To:** Brian Barnes <brian@barneshd.com>  
**Subject:** Re: Barnes Langley Experience :(

You don't often get email from severin143@gmail.com. [Learn why this is important](#)

Thank you very much for your prompt reply. Unfortunately I travel back to work in fort St. John Wednesday April 17th for 2 weeks. I'm back may 1st to may 8th. I would prefer to meet with you personally and not with any of the staff from the Langley store. If it helps I would be willing to travel whenever I am home for the opportunity of resolution.

Severin  
Sent from my iPhone

On Apr 12, 2024, at 8:14AM, Brian Barnes <brian@barneshd.com> wrote:

Thank you for your letter, I am traveling to our other dealerships right now. I am back in the Langley dealership on April 19th, would you be able to come meet with me then so that I can better understand and resolve your challenges?

Thank you

START ▶

END ▶

**From:** Brian Barnes <brian@barnesgarageco.com>  
**Date:** May 6, 2024 at 3:10:26PM MST  
**To:** Severin <severin143@gmail.com>, Brian Barnes <brian@barneshd.com>  
**Subject:** Re: Barnes Langley Experience :(

Yes just call me while you are commuting.

Get [Outlook for iOS](#)



**Brian Barnes**  
**Chief Operations Officer, Barnes Garage Co.**

**P:** +1-778-726-2123 | **M:** +1-778-960-3848  
**E:** brian@barnesgarageco.com | **W:** www.barnesgarageco.com  
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**From:** Severin <severin143@gmail.com>  
**Sent:** Monday, May 6, 2024 2:14:30 PM  
**To:** Brian Barnes <brian@barneshd.com>  
**Subject:** Re: Barnes Langley Experience :(

Hi Brian,

Is there anyway we can push the meeting to 3pm tomorrow I have appointment at noon and not sure if I'll be home for 2. If not I can talk while commuting.

Thank you  
Severin

Sent from my iPhone

On May 2, 2024, at 8:31AM, Brian Barnes <brian@barneshd.com> wrote:

We are closed Mondays but I can make Tuesday afternoon work, would Tuesday May 7<sup>th</sup> at 2pm work for you?

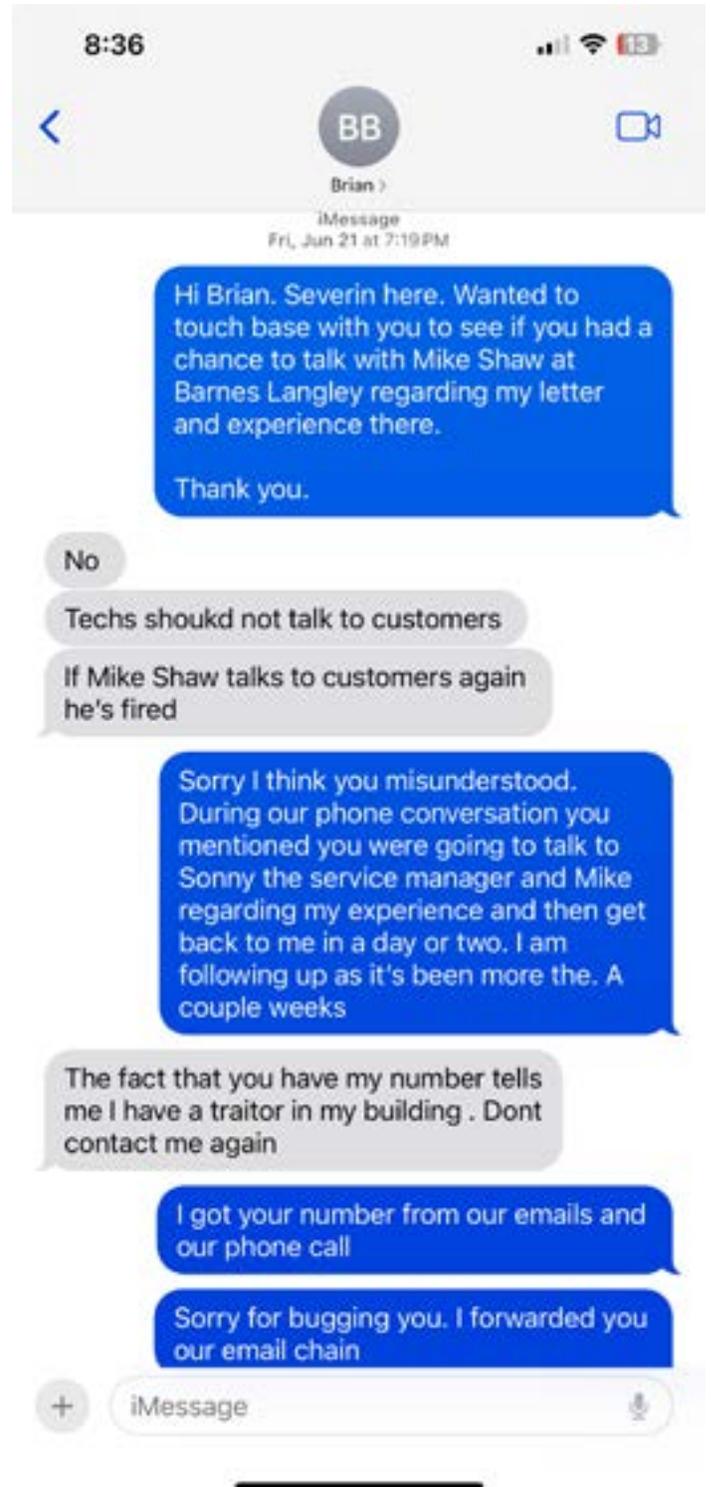
Thank you,

<[Outlook-oxpqi2jr.png](#)> [Book time to meet with me](#)

**Brian Barnes**  
**Chief Operations Officer, Barnes Garage Co.**

START ▶

After a promising phone conversation of Brian promising to get back to me with a possible form of compensation to rectify the issues that occurred I asked for an update after a couple weeks lapsed.



I then forward the email chain once again and waited. No reply was given so I tried to follow up once more to again receive silence, so now this letter and experience is being sent to you.

**From:** Severin Peterson severin143@gmail.com   
**Subject:** Fwd: Barnes Langley Experience :(  
**Date:** June 28, 2024 at 8:08 PM  
**To:** Brian Barnes brian@barneshd.com



Dear Brian,

I am following up on our last phone conversation from a couple of weeks ago. To refresh your memory, I am forwarding the letter I wrote to you explaining my experience at Barnes Langley. You did promptly reply to this letter which initiated the phone conversation and a promise to get back to me within a day or two after you had a chance to talk to your service manager Sonny and the tech Mike. It has now been over 2 weeks. I politely asked for an update via text but you replied very unprofessionally which prompted me to forward you our previous emails with no response so i once again forward you this letter.

For more than a year, I have been extremely polite and forgiving, allowing ample chances for you and your dealership to address the issues that I have encountered after purchasing a brand new bike at Barnes Langley.

I sincerely hope the horrible experiences that I have had can be addressed in the very near future so that I can renew my faith in the Harley brand.

I thank you again for your time and look forward to your prompt reply.

Sincerely,  
severin peterson  
778-773-3899

----- Forwarded message -----

**From:** Severin Peterson <[severin143@gmail.com](mailto:severin143@gmail.com)>  
**Date:** Thu, Apr 11, 2024 at 7:08PM  
**Subject:** Barnes Langley Experience :(  
**To:** <[brian@barneshd.com](mailto:brian@barneshd.com)>

I hope you can find time to read this letter about my experience at Barnes Langley as I do not believe it meets the standards of the Harley Davidson brand.

Thank you for your time.

Severin Peterson  
778-773-3899



letter to barnes  
revised.pdf

I still have refrained from leaving any online reviews or any sort of public notification of what has incurred in the last year (give or take) in hopes these problems can get resolved.

I look forward to your prompt reply regarding my experiences for purchasing a new motorcycle from Harley Davidson.

Sincereley,

Severin Peterson  
778-773-3899  
[severin143@gmail.com](mailto:severin143@gmail.com)