

**From:** Jennifer Morgan <jennpmorgan@hotmail.com>  
**To:** service@bostonharley.com <service@bostonharley.com>  
**Date:** Friday, October 26, 2001 9:13 PM  
**Subject:** Thumbs Up for Iron Horse and the very nice service lady

I just wanted to drop you a line to let you know what excellent customer service Thom with Iron Horse provided. Tonight Friday October 26 Thom went out of his way to tow my bike. His schedule was full for tonight but he made the trip from Melrose in to Boston during rush hour traffic to help me out. My beloved brand new 2001 Buell Blast got hit (while it was parked and I was at my desk at work thank God) then run over and then dragged. When I saw my bike at 5:10 pm tonight I was speechless and didn't know what to do. I immediately called the police and then your service department to find out what I should do. A very kind and sympathetic woman calmed me down and then gave me Thom's phone number. Thank you to your staff member and Iron horse without them I would be on the corner of State and Broad sobbing over my bike!

Sincerely,  
Jennifer Morgan

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