

OPEN LETTER TO ROYAL ENFIELD – OWNERS OF ROYAL ENFIELD HIMALAYAN

09/October/2020

Dear Mr Vinod Dasari,

We, the undersigned, owners of the Royal Enfield Himalayans listed below, have gathered to respectfully bring to the attention and require action by Royal Enfield Brazil and India regarding the following:

Although we are most passionate about the Himalayan, we are all experiencing a problem that—regardless of individual testimonials and claims—has not been given an effective solution by any of the dealerships currently active in the country.

Many are the owners, like us, who have perceived in their motorcycles an intermittent metallic sound when the engine is at operating temperature, after some time of riding, usually on highways, uphill or in straight road sections, occurring frequently between 4 and 5 thousand RPM.

Extensive research and search for information with professionals in the area of mechanics leads us to believe this is a detonation/preignition problem, given that all signs point to that possibility, with those being the intermittent metallic noise, reports of loss of power, and overheating.

Our concern is based on the possible and probable damage that this situation can cause throughout the motorcycle's combustion system's components, such as the cylinder head, the cylinder, and others.

Surely it is not merely a sound characteristic to the engine, given that it is high-pitched, intense, reoccurring, and intermittent. We also cannot accept that it is a result of the country's low-quality fuel, given that the motorcycle has been ratified to run with the aforementioned fuel and that many tests have been conducted with fuel of proven quality, with the persistence of the aforementioned problem.

Because we have had our warranties upheld in relation to the replacement of engine parts and other parts when that was revealed to be necessary; because we trust Royal Enfield's brand and models; and because we hope that a joint and amicable request will help us obtain a solution from the company—so necessary for us to continue to positively represent the brand and enjoy our motorcycles—we cordially request that the company give us feedback on the evolution of the solution to the problem.

We are firm believers in Royal Enfield's capacity to solve this matter in a timely manner—a serious issue with a high rate of occurrence.

We take this opportunity to express our wishes of success to the brand and model we all love, and that, precisely for this reason, we feel deserves a solution to this issue.

We are confident that we can obtain an effective and final solution to this matter, and thank Royal Enfield for the opportunity and good will.

	NAME	VIN	CITY
1	ABDIAS BESERRA PEREIRA JUNIOR	ME3DMEFT5LK046038	NATAL -RN
2	ADEJAN GOMES FERREIRA	ME3DMEFT5KK038892	PARNAMIRIM - RN
3	ADRIANO NARDI	ME3DMEFT5LD050049	SÃO PAULO
4	ADRIEL BARRETO SALES	ME3DMEFT5KK039848	BRASILIA
5	ALBERTO CAMPOS BERNARDO FILHO	ME3DMEFT5KK029538	RIO DE JANEIRO
6	ALEKSANDRO OLIVEIRA DA SILVA	ME3DMEFT5KK030005	SÃO PAULO
7	ANDRÉ DE OLIVEIRA	ME3DMEFT5LK050044	ITU-SP
8	ANDRE PEROTTO	ME3DMEFT5KK029625	BRASILIA -DF
9	ANÉSIO URBANO NETO	ME3DMEFT5LK052823	ARAXÁ -MG
10	ANTONIO MAURICIO BERNARDES	ME3DMEFTSKK039027	SOBRADINHO -DF
11	BERNARDO FERRER	ME3DMEFT5LK043175	RIO DE JANEIRO
12	BRUNO CESAR JULIATTI	ME3DMEFT5LK043073	ARAXA -MG
13	BRUNO LIMA VIEIRA	ME3DMEFT5LK048632	BELO HORIZONTE-MG
14	CAMILA LAMOUNIER	ME3DMEFT5LK043021	CAMPO GRANDE -MS
15	CARLOS VITOR PAULO	ME3DMEFT5LK048009	BRASILIA -DF
16	CELSO ANTONIO PEREIRA DA ROCHA	ME3DMEFT5LK054358	SÃO PAULO
17	DANIEL PAULO COSTA DE OLIVEIRA	ME3DMEFT5LK043677	SÃO PAULO
18	DIEGO DORNELES RODRIGUES	ME3DMEFT5LK048522	PORTO ALEGRE -RS
19	EDUARDO AUGUSTO OZORIO FERREIRA	ME3DMEFT5LK052949	RIO DE JANEIRO
20	EDUARDO BOTELHO DE CARVALHO	ME3DMEFT5LK049627	UBERABA-MG
21	EDUARDO FREITAS DA SILVA	ME3DMEFT5LK061349	GUARULHOS -SP
22	EDUARDO SOARES FERREIRA	ME3DMEFT5LK047406	NILÓPOLIS- RJ
23	EDVAN COSMO LIMA	ME3DMEFTSLK047157	BRASILIA -DF
24	ELTON SANTOS COSTA	ME3DMEFT5LK052489	SÃO PAULO

25	EVERTON BELARMINO	ME3DMEFT5LK047113	OSASCO-SP
26	FABIO CAETANO CINOPOLI GONÇALVES	ME3DMEFT5LK052497	RIO DE JANEIRO
27	FABIO COLOMBO DE AMO	ME3DMEFT5LK061182	CATANDUVA -SP
28	FABIO FONTOURA	ME3DMEFT5KK029534	GAROPABA -SC
29	FABIO JOSÉ SOARES DE SOUSA	ME3DMEFT5KK030006	SÃO PAULO
30	FERNANDO ANTONIO GOMES ALGARTE	ME3DMEFT5LK043488	RIBEIRÃO PRETO -SP
31	FERNANDO DA SILVA SANTANA	ME3DMEFT5LK052929	RIO DE JANEIRO
32	FERNANDO NEVES DE VASCONCELOS	ME3DMEFT5KK038730	RIO DE JANEIRO
33	FERNANDO TEIXEIRA DA SILVA	ME3DMEFT5LK046252	SÃO PAULO
34	FLAVIO BRESSAN DA LUZ	ME3DMEFT5KK029924	BRASILIA
35	FLAVIO BRESSAN DA LUZ	ME3DMEFT5KK030098	BRASILIA
36	GUILHERME GOMES IORI	ME3DMEFT5LK044069	MARINGA- PR
37	GUILHERME HORTA	ME3DMEFT5LK052495	BELO HORIZONTE-MG
38	GUILHERME MALINOWSKI	ME3DMEFT5LK043022	ERECHIM -RS
39	GUILHERME MASCHIETTO AYROSA	ME3DMEFT5LK051820	SÃO PAULO
40	GUILHERME OGAVA	ME3DMEFT5LK042822	MARINGA- PR
41	GUILHERME PETITA PICINATO	ME3DMEFT5LK048388	RIBEIRÃO PRETO -SP
42	GUSTAVO CORTEZ	ME3DMEFT5KK29528	AGUDOS -SP
43	GUSTAVO MOACIR PIRES BARBOSA	ME3DMEFT5LK054475	CAMPO GRANDE -MS
44	HENRIQUE CEZAR BOIN DE LIMA	ME3DMEFT5KK042446	VÁRZEA GRANDE -MT
45	HENRIQUE CHAVES	ME3DMEFT5LK044228	SÃO PAULO
46	HERMANN GUSTAV NIEDHARDT	ME3DMEFT5LK050008	GUARAREMA -SP
47	HUGO DE OLIVEIRA	ME3DMEFT5KK038732	SÃO PAULO
48	ISIDRO MACHADO	ME3DMEFT5Kk040152	GOIANIA -GO
49	IURI SILVA GUERREIRO	ME3DMEFT5LK054723	SANTOS -SP
50	IVAIR DONISETE TEIXEIRA	ME3DMEFT5IK043814	MOGI GUAÇU -SP
51	JEFERSSON AKAMINE	ME3DMEFT5LK054831	CAMPO GRANDE -MS
52	JOALDISIO DA COSTA NETO JOAO CHRISTIANO ASCHERMANN	ME3DMEFT5KK031115	CAMPINAS -SP
53	GODOY JR	ME3DMEFT5LK052731	GUARULHOS -SP
54	JOAO THIAGO RODRIGUES	ME3DMEFT5KK039641	BRASILIA -DF
55	JONATHAN FELIPE MEDEIROS	ME3DMEFTSLK044118	CURITIBA -PR
56	JOSÉ ARCHANGELO BREGA	ME3DMEFT5LK048142	
57	JOSÉ MAURICIO DUTRA ELLERO	ME3DMEFT5LK052730	SÃO PAULO
58	JOSÉ PAULO CAETANO ALVES	ME3DMEFT5LK048642	MATÃO -SP
59	JOSÉ PEREIRA DE OLIVEIRA	ME3DMEFT5LK049632	ITATIBA - SP
60	JULIANO PIRES KASBURG	ME3DMEFT5LK052734	NATAL -RN
61	LUCIANO MENDES	ME3DMEFT5LK043024	SANTA RITA DO SAPUCAÍ -MG
62	LUIGGI FRANCHI BERTÉ	ME3DMEFT5LK043939	GOIANIA -GO
63	LUIS NOGUEIRA	ME3DMEFT5LK052711	BETIM -MG
64	LUIZ MOROZOFF	ME3DMEFT5LK057257	RIO DE JANEIRO
65	MAIRON FABRIS	ME3DMEFT5LK043459	JUNDIAI -SP
66	MARCELO AZEVEDO	ME3DMEFT5LK054616	SÃO PAULO
67	MARCELO CASSAVIA	ME3DMEFT5KK030102	SÃO PAULO
68	MARCELO COELHO PORTILHO	ME3DMEFT5KK038889	BRASILIA -DF
69	MARCELO COELHO PORTILHO	ME3DMEFT5LK043867	BRASILIA -DF

70	MARCELO DE SOUZA PEREIRA	ME3DMEFT5LK047861	PINHAIS -PR
71	MARCELO FERRAZ JIMENEZ	ME3DMEFT5KK029727	ILHA BELA -SP
72	MARCELO FONSECA	ME3DMEFT5KK039667	BRASILIA
73	MARCELO ROMANELLI	ME3DMEFT5LK061226	LONDRINA -PR
74	MARCIO PELEGRINI	ME3DMEFT5LK043507	MARILIA -SP
75	MARCOS ANTONIO LOPES DOS SANTOS	ME3DMEFT5KK040567	SÃO PAULO
76	MARIO APARECIDO DE OLIVEIRA	ME3DMEFT5LKO53440	GOIANIA -GO
77	MATHEUS MOLINARI	ME3DMEFT5LK043442	SÃO PAULO
78	MAURICIO CREMONINI	ME3DMEFT5LK042900	SÃO PAULO
79	MAURO CEZAR PIMENTEL	ME3DMEFT5LK046282	CARMO DO CAJURU -MG
80	MIGUEL AUGUSTO MAR GOMEZ	ME3DMEFT5LK052922	JUNDIAI -SP
81	NANDO GERMANO	ME3DMEFT5LK043014	SÃO CARLOS -SP
82	OSGOOD TEIXEIRA	ME3DMEFT5KK039869	BRASILIA -DF
83	PEDRO MORAIS ALMEIDA	ME3DMEFT5LK045213	SÃO BERNADO DO CAMPO -SP
84	REGINALDO PERES	ME3DMEFT5LK043181	PIRACICABA -SP
85	RENATO SPINDOLA	ME3DMEFT5LK042848	CUIABA -MT
86	RICARDO MIRANDA	ME3DMEFT5KK040792	BRASILIA -DF
87	RICARDO SOUZA ARCOVERDE	ME3DMEFT5LK042827	SÃO PAULO
88	RICHARD DONIZETTI LOPES	ME3DMEFT5LK043659	RIBEIRÃO PRETO -SP
89	ROBSON DOUBEK	ME3DMEFT5LK043877	CURITIBA -PR
90	RODNEY DE SOUZA ARITA	ME3DMEFT5KK029619	BRASILIA -DF
91	RODRIGO DORNELES RODRIGUES	ME3DMEFT5LK048522	PORTO ALEGRE -RS
92	RODRIGO HUMBERTO GUIMARÃES	ME3DMEFT5LK049601	UBERLÂNDIA -MG
93	ROGER FABRICIO FERREIRA	ME3DMEFT5LK043662	BELO HORIZONTE-MG
94	ROGÉRIO MARIZ DE LYRA	ME3DMEFT5KK040147	TIBAU DO SUL - RN
95	ROMEU CENZI	ME3DMEFT5LK045488	ITAJAÍ-SC
96	RONALDO LOPES DOS SANTOS	ME3DMEFT5LK049638	SÃO PAULO
97	RONALDO VIEIRA MARCELO	ME3DMEFT5LK043126	ITAQUAQUECETUBA -SP
98	SAMUEL AZAMBUJA KOCHHAN	ME3DMEFT5KK042450	VARZEA GRANDE -MT
99	SERGIO BUZELLI	ME3DMEFT5LK043716	TABOÃO DA SERRA -SP
100	THIAGO EROS CELESTINO	ME3DMEFT5LK050014	CAMPO GRANDE -MS
101	THIAGO FACHINI	ME3DMEFT5LK046288	CANOAS -RS
102	THIAGO FIORI	ME3DMEFT5KK029614	FLORIANOPOLIS -SC
103	THIAGO NEIVA MOREIRA	ME3DMEFT5KK040561	BRASILIA
104	WILSON SEIXAS	ME3DMEFT5KK031119	SÃO BERNADO DO CAMPO -SP