

SHIMANO EUROPE B.V.

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Dr. rer. nat. B. Wittig
Erlenweg 13
38448 Wolfsburg
Germany

Eindhoven, 7 May 2018

Subject: Shimano Alfine 11 hub

Dear Dr. Wittig,

Thank you for your letter dated 13 March 2018 addressed to the Shimano headquarter in Japan. As in the meantime Mr Winterman has left the company, let me reply to your comments.

1) Compensation for damaged products / Replacement of hub

The quality and safety of our products are of utmost importance to us. We are sorry to hear that you are not satisfied with our claim handling as well as with our internal processes. Please appreciate that it is a standard procedure for many companies to properly assess reported claims, particularly by requesting receipts/proof. However, as a gesture of goodwill, without acknowledging any legal obligation and without any prejudice to the factual and legal situation, we will nevertheless proceed with the proposed payment and the shipment of a free-of-charge replacement hub to your bicycle dealer.

2) Product improvements

We would like to thank you for your suggestions to further improve our products. We thank you for the information you have provided to us regarding your two reported cases (Centerlock serration and gear actuation mechanism) which we forwarded to our quality control section. Shimano Japan will assess a potential incorporation into our product design.

3) Your trust in Shimano

We noted with regret that you are making certain allegations in your blog and letters, particularly regarding your trust in our company and its statements. Please allow us to emphasize that our replies to you are and were accurate. We deeply care about the safety of our customers and - as already stated several times - the quality and safety of our products.

Yours sincerely,



Frank Peiffer
Vice President Bike

Shimano Europe B.V.