



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received: 13-APR-2004
Repository:
Reference No.: 10067105

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DALLAS State: TX Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 6J11NB1X3W000713
Make: BIG DOG Model: CHOPPER Model Year: 2003
Date Purchased: 6/11/03 Dealer's Name and Telephone Number: STROKERS DALLAS 214 257 0707
Engine: No. Cylinders: _____ Fuel Type: _____
Original Owner: Dealer's City: DALLAS State: TX Zip Code: 75205
Transmission Type: _____ Antilock Brakes _____ Powertrain: _____
 Cruise Control _____ Vehicle Component Code: 161000 STRUCTURE:FRAME AND MEMBERS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-APR-2004 Failure Mileage: 600 miles Failure Speed: _____
#1 Feb-2003 - recall for gas tank leakage
#2 4/20/04 - recall for motorcycle frame crack

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM4LBABC036): _____ Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

CONSUMER RECEIVED A RECALL NOTICE TO REPAIR AND REINFORCE THE FRAME. NO PARTS WERE AVAILABLE. SERVICE MANAGER GARY. *AK

#1 Feb-2003 = Bike recalled for gas tank leakage. Sent bike to manufacturer via dealer & I was told it would take 2 weeks to repair. Returned bike after 1 month.
#2 JAN 2004 = Received recall notice from manufacturer for frame crack. Had to send bike to manufacturer til March. On 3/14/04 I returned bike to Strokers Dallas & noticed a stress crack in the frame. The mechanic told me it would take 2 weeks to repair. Thanks to Strokers bike Dealer and bike.

Include, if available: Police/Fire Department Reports, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses or a statistical summary thereof, may be used in support of the agency's action.

Description of incident(s), Failure(s), warning(s), and injury(ies)

Big Dog 2 weeks to repair. After 2 weeks, I contacted Gary (Stokers service manager) & he told me he would get back to me for a delivery date. I tried to contact him again after 1 week later & I never heard back from them. I have waited 6 weeks & feel that a motorcycle with a history of gas tank leaks & frame cracks is not safe. Would you drive a car with this history?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



GREETINGS FROM Far Far Away



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.dot.gov



* WWW.BIGDOGMOTORCYCLES.COM *

January 15, 2004

[REDACTED]
Dallas, TX [REDACTED]

**Re: Safety Recall Notice; Campaign No. 03V-535;
Chopper Frame Remedy**

Dear Big Dog Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Big Dog Motorcycles, L.L.C. (BDM) has decided that a defect, which relates to motor vehicle safety, exists in 2003 and 2004 Big Dog Chopper models manufactured with Rolling Thunder frames, on which a stress crack can emerge in the frame. This condition could occur without any prior warning and could result in an accident.

According to our records, you are the registered owner of a 2003 Big Dog Chopper, VIN 5J11NBJ1X3W000713, one of the motorcycles subject to this recall. If you have received this notice and are not the owner of the above-mentioned motorcycle, please contact the BDM Warranty Department at 316-267-9121 immediately.

What You Should Do

Take your motorcycle to your BDM dealer's service center for a frame inspection and to schedule transportation to the factory. We urge you to make an appointment for this service as soon as possible. There will be no charge to you.

What We Will Do

Your dealer will arrange for the motorcycle to ship to Big Dog Motorcycles for repair. We will repair and reinforce the frame, refinish the affected area, and expedite it back to the dealer. While the motorcycles are here in Wichita for the modifications we are planning to perform a 500-mile servicing free of charge. Please see your dealer for the details on this incentive. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist.

1620 E. Douglas Avenue * Wichita, Kansas 67214

PHONE: 316-267-9121 * BIG DOG MOTORCYCLES, LLC * FAX: 316-267-2597

If you are not able to obtain the necessary service on your motorcycle, please contact the BDM Customer Service Department and we will assist you. The address and telephone number for the Big Dog Customer Service Department is:

1520 E. Douglas Avenue
Wichita, KS 67214
Telephone: 316.267.9121
Fax: 316.219.9129
E-mail: anne.dixon@bigdogmotorcycles.com

If your dealer or BDM fails or is unable to remedy your motorcycle without charge within a reasonable time, you may inform the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We appreciate your cooperation and prompt attention to this important matter. We apologize for any inconvenience this may cause you, and we assure you that we have taken this step as one that is important to your personal safety.

We appreciate your business and want to insure your continued satisfaction with BDM products.

Sincerely,

BIG DOG MOTORCYCLES, LLC