



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 100216

Date Received: 25-FEB-2005
Repository:
Reference No.: 10113080

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: VIRGINIA BEACH State: VA Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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: [REDACTED] Date: 3/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5J11RB124W [REDACTED]
Make: BIG DOG MOTORCYCLE Model: RIDGEBACK Model Year: 2004
Date Purchased: 7 APR. 2004 Dealer's Name and Telephone Number: 1520 E. DORGLAS AVE. 316-267-9121
Engine: No: Cylinders 2 Fuel Type: GAS
Original Owner: Dealer's City: WICHITA, KS 67214 State: KS Zip Code: [REDACTED]
Transmission Type: MANUAL Antilock Brakes: Cruise Control: Powertrain: PRIMARY CHAIN, FINAL BELT DRIVE
Vehicle Component Code: 103100 POWER TRAIN: AUTOMATIC TRANSMISSION: CONTROL MOD
Multiple Failure: 4 2 TIMES APR. 2004 2 TIMES FEB. 2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-APR-2004, 18 FEB. 2005 Failure Mileage: 7,861 Failure Speed: STOPPED
WHILE STOPPED AT SIGNAL LIGHTS, THE MOTORCYCLE WOULD STALL AFTER STARTING OFF.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment: Prior Repair: Failure Location: STOPPED AT SIGNAL LIGHTS
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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).

WHILE DRIVING 40 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE DRIVER TRIED TO RESTART THE VEHICLE AND WAS NOT ABLE TO DO SO. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE CONTROL MODULE NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. *NM

MY FEARS ARE THAT, I MAYBE REAR-ENDED OR RAN OVER BY MOVING VEHICLES. AT THE PRESENT TIME, THE MOTORCYCLE IS FIXED AND I'M NOT SURE IF THERE WILL BE ANY CONSEQUENCES OR FAILURES IN THE FUTURE. THIS IS WHY I'M REPORTING MY STATEMENTS.

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

The Privacy Act of 1974-Public Law 93-579 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 response 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 response, or a statistical summary thereof, may be used in support of the agency's action.

NVS-200

Dear Sir,

This report concerns the Big Dog Motorcycles LLC, 1520 E. Douglas Avenue, Wichita KS 67214. This company has private rights to key systems, such as the electronics/wiring for one reason and that is to benefit them and not the customers. If the motorcycle develops defects, no one, not even the authorized dealer/service center can repair the problem without the intervention of Big Dog Motorcycles. My motorcycle cannot be repaired by anyone else, weather it was in or out of warranty! Also, critical parts such as the electronic brain box are not in stock and are placed on back order for as long as two weeks, so far.

I purchased a 2004, Big Dog Ridgeback in April 2004, knowing what I know now, this was a great mistake. I'll begin with the maintenance history, starting in April: ~~the~~ engine stalled in traffic, the battery leaked acid, the rear rotor and disc pads wore out at 3,479 miles, there was a rear rockerbox oil leak, oil pump oil leak, transmission cover oil leak, bad ign. switch, a safety recall on the kickstand, and at the present time, the engine stalled in traffic again. The engine stall situation is unresolved at this time! The motorcycle went to an authorized dealer, Iron Core, located in Virginia Beach, VA on Feb. 18, 2005. It is frustrating, having to deal with poor customer service with the dealer and the factory. After all of this, I don't have a warm fuzzy safe feeling about riding the motorcycle. Famous last words, if only, I had known. It is a good looking motorcycle and I love riding it but it is another story when I have to push my \$26,283.75 investment! I need to get rid of motorcycle for my own safety. I'm considering the LEMON law.

V/R,
[Redacted]
Virginia Beach, VA [Redacted]
Phone: [Redacted]

SHOULD THERE BE A RECALL ON THE ELETRONIC SYSTEM?
I CONSIDER THIS A SAFCTY ISSUE.

V/R
[Redacted]

EXECUTIVE SECRETARIAT
2005 MAR 24 A 8:41
NATIONAL
TRAFFIC SAFETY COUNCIL

Subj: **Engine Stall**
Date: 2/20/2005 7:23:26 PM Eastern Standard Time
From: TourinEd
To: anne.dixon@bigdogmotorcycles.com
Attn:Warranty Dept.,

20 Feb.2005

██████████ Va.Bch,VA ██████████
██████████ Ridgeback,VIN:5J11RBJ124W ██████████,7 April 2004,Odometer:7,689.0,Dealer:Iron Core
of Virginia Beach,VA

The motorcycle stalls after giving it throttle from a stand still.After that, I'm unable to restart it.I fear that I will be rear-ended while pushing my Ridgeback out traffic! I was able to get the bike to the dealer(Iron Core).The motorcycle has been at the dealer sense the 18th of Feb.and they can't seem to find the problem or make contact with a Big Dog Tech. I don't understand the communications problems that exist between Iron Core and Big Dog Motorcycles but I seem to suffer in middle, In any case, progress is not being made. I believe that the stalling problem is a great safety issue. Please respond to my concerns.

V/R.
██████████

Subj: **Maintenance/Warranty Issues**
 Date: 2/20/2005 8:13:21 PM Eastern Standard Time
 From: TourinEd
 To: anne.dixon@bigdogmotorcycles.com
 Attn:Warranty Dept.

I thought that I would give the maintenance history.

<u>Date</u>	<u>Mileage</u>	<u>Problems</u>	<u>Solutions</u>
April 04	150	Engine Stall/Starter wire	Renew wire terminal
April 04	250	Battery Acid Leak	Replaced Battery
May 04	668	Maintenance Due	500 Service
July 04	2,536	Maintenance Due	2,500 Service
Aug 04	3,479	Disc Pads & Rotor worn-out	Renew Disc Pads& Rotor
Sept 04	4,418	Rear Rockerbox oil leak	Renew Gasket
Sept 04	5,121	Maintenance Due	5,000 Service
Sept 04	6,040	Oil Pump,oil leak	Renew Gasket
Nov 04	6,284	Transmission Cover oil leak	Renew Gasket
Nov 04	6,719	Bad Ign. Switch	Renew Ign Switch
Feb 05	7,500	Maintenance Due	7,500 Service
Feb 05	7,549	Safety Recall,Kickstand	Renew Kickstand
Feb 05	7,630	ENGINE STALL/NO RESTART UNRESOLVED 3/4/05 After bike cools down,engine start and runs normal.	

2004, Big Dog, Ridgeback, Vin:5J11RBJ124W [REDACTED] Purchased:7 April 04, Location:Iron Core, Virginia Beach, VA
 23452, Phone:(757)631-1443

Please Help,I really like riding the bike but hate pushing my \$26,000.00 investment!

Subj: **Stalling Bigdog Ridgeback**
Date: 2/21/2005 8:06:51 AM Eastern Standard Time
From: TourinEd
To: anne.dixon@bigdogmotorcycles.com
Attn: Warranty Dept.

I'm writing this letter in hopes you will give a positive response concerning the problem with my Big Dog, Ridgeback (**stalling in traffic and unable to restart!**) My name is [REDACTED], age 60 and is the proud owner of a Big Dog Ridgeback Motorcycle VIN:5J11RBJ124W [REDACTED]. I purchased the bike from Iron Core located in Virginia Beach, VA. I was initially, very impressed with the styling of the bike and I had no problem with the take-out price of \$26,283.00. I have enjoyed riding the bike, until now. Iron Core's tech told me Friday that they were waiting for a call from Big Dog Motorcycles wiring tech. At this time nothing is being done. Is this defect a common problem? Please advise.

V/R,
[REDACTED]

Subj: **Motorcycle Safety issue(ENGINE SHUT DOWN)**
Date: 2/26/2005 8:53:03 PM Eastern Standard Time
From: TourinEd
To: info@wichita.bbb.org

To Whom It May Concern:

Getting to the point, I purchased a Big Dog Motorcycle, Ridgeback, VIN:5J11RBJ124W [REDACTED] in April 7, 2004, from dealer, in Virginia Beach, VA. As of this date, 18 Feb.2005, the engine has lost power/shut down four times! During that time, I was not to restart the engine. Luckily, the four times that it happened, I was able to push the motorcycle off of the road and out traffic! The bike is at an authorized dealer, Iron Core in Virginia Beach. The defect has been diagnosed Big Dog Motorcycles, L.L.C., 1520 E. Douglas Ave, Wichita, KS 67214, Phone: 316-267-9121. It is said that they are the number one builder of custom motorcycles in the USA and yet can't provide the needed part to fix my motorcycle within a reasonable time. Two week back log was stated by them and they are the company who builds the parts. This is bad business/customer service!

My name is [REDACTED] Virginia Beach, VA, Phone: [REDACTED]. My request that, the motorcycle should be fixed within a reasonable time.

V/R
[REDACTED]



WWW.BIGDOGMOTORCYCLES.COM

December 27, 2004

██████████
██████████
Virginia Beach, VA ██████████

**Re: Safety Recall Notice; Campaign No. 04V-523;
Kickstand Replacement Remedy**

Dear Big Dog Motorcycles 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. (Big Dog Motorcycles) has decided that a defect, which relates to motor vehicle safety, exists in all 2004 Big Dog Motorcycles models in which the kickstand spring attaching stud may break off allowing the kickstand to deploy into the extended position. This condition could occur without any prior warning and could result in a crash.

According to our records, you are the registered owner of a 2004 Big Dog Motorcycles RidgeBack with VIN 5J11RBJ124W██████████, 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 Big Dog Motorcycles' Warranty Department at 316-267-9121 immediately. Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

What You Should Do

Take your motorcycle to your BIG DOG MOTORCYCLES dealer or service center to be updated with a new kickstand. Replacement kickstands will be available after February 1, 2005. There will be no charge to you.

What We Will Do

Your dealer or service center will install a new kickstand. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist.

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

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

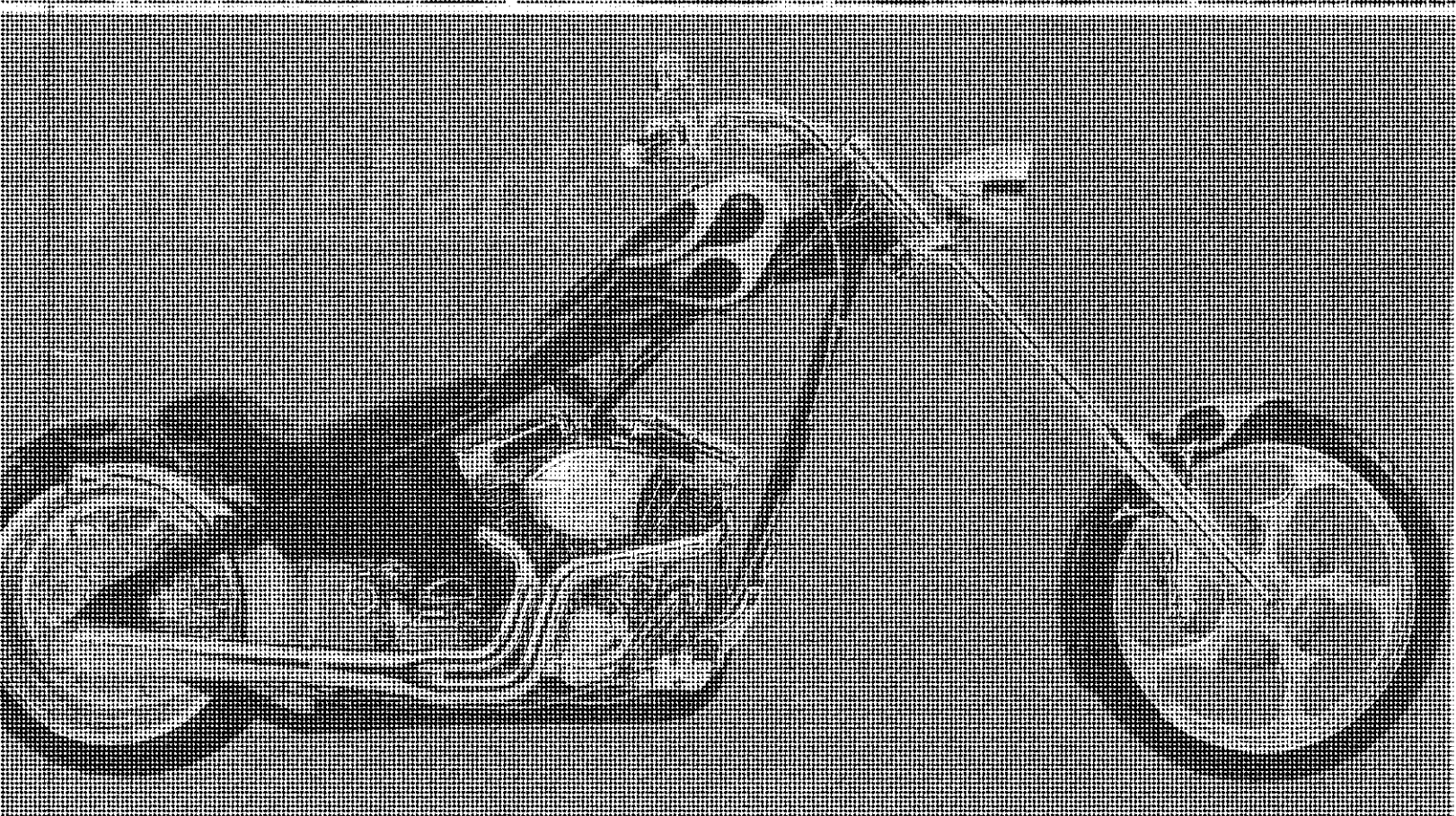
If your dealer or Big Dog Motorcycles fails or is unable to remedy your motorcycle without charge within a reasonable time, you may inform the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

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 Big Dog Motorcycles' products.

Sincerely,

BIG DOG MOTORCYCLES, LLC



Nearly nine-foot long - 187 cu. in. engine - 4-speed transmission - 1 1/2" frame diameter - 37-degree frame rake - 4-degree triple tree rake - Super fat 250mm rear tire - Wide 21" front tire - Rigid suspension - LED tachometer - Rear-ported shock absorber - Nylon oil tank

REPAIR ORDER

Saved as 427 9027

MATERIAL USED				
QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YES NO
1	DMBOLT			
2	MISC	Threaded collars for oil head		
OUTSIDE REPAIRS				
TOTAL PARTS				
TOTAL ACCESSORIES				

NAME		DATE	
ADDRESS		9/6/04	
MAKE		TYPE OR MODEL	YEAR
BDM		Ridgeback	04
SERIAL NO.		ENGINE NO.	RECEIVED
5J11RBT124W			A.M. P.M.
ODOMETER	LICENSE NO.	TERMS	PHONE WHEN READY
4418			<input type="checkbox"/> YES <input type="checkbox"/> NO
R4563	ORDER WRITTEN BY	PHONE	

DSS	ISJ	LABOR CHARGE
	Lubrication <input type="checkbox"/>	
	Change Oil <input type="checkbox"/>	
	Change Oil Filter Cart. <input type="checkbox"/>	
	Change Trans. <input type="checkbox"/>	
	Change Diff. <input type="checkbox"/>	
	Pack Front Wheel Brgs. <input type="checkbox"/>	
	Adjust Brakes <input type="checkbox"/>	
	Rotate Tires <input type="checkbox"/>	
	Wash Polish <input type="checkbox"/>	
	State Inspection <input type="checkbox"/>	

OPER NO.	INSTRUCTIONS	
✓	Front end no. 9e	0.2 hr
✓	Install D.M. Intake - gasket 1 hour	1.0 hr
✓	Rear Rocker box leak * Replaced Rocker box gaskets Warranty	
✓	Left side of frame - oil leak Oil collecting from Rocker box leak	

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.
 Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

1. I request an estimate in writing before you begin repairs. _____
 2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____
 3. I do not want an estimate. _____

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and / or repair.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

GAS, OIL, & GREASE	PRICE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL, & GREASE	

METHOD OF PAYMENT:	TOTAL LABOR
<input type="checkbox"/> CASH	
<input type="checkbox"/> CHECK	
<input type="checkbox"/> CHARGE	
LABOR:	
<input type="checkbox"/> FLAT RATE	
<input type="checkbox"/> HOURLY	
<input type="checkbox"/> BOTH	
	TOTAL PARTS
	ACCESSORIES
	GAS, OIL & GREASE
	OUTSIDE REPAIRS
	TAX
	TOTAL AMOUNT

REPAIR ORDER

MATERIAL USED				
QTY	PART NO.	DESCRIPTION	PRICE	WARRANTY YES/NO
1	ASD51743DS	Inspr (over basket)		
2	ASD51016	Primary fluid		
		5000 mile service		
		shop supply fee		
Price on BD				
Sissybar & pad + tax				
OUTSIDE REPAIRS				
BROUGHT FORWARD				
TOTAL PARTS				
QTY	ACCESSORY NO.	ACCESSORIES	PRICE	WARRANTY YES/NO
TOTAL ACCESSORIES				

NAME: [REDACTED] DATE: 9/27/04

ADDRESS: [REDACTED]

MAKE: BD MODEL: Probeback YEAR: 04 RECEIVED: [REDACTED] A.M. P.M.

SERIAL NO.: 2011RBJ124W ENGINE: [REDACTED] PROMISED: [REDACTED] A.M. P.M.

ODOMETER: 5121 TERMS: [REDACTED] PHONE WHEN READY: [REDACTED] YES NO

ORDER WRITTEN BY: Rob

DSS	ISJ	LABOR CHARGE
Lubrication	<input type="checkbox"/>	
Change Oil	<input type="checkbox"/>	
Change Oil Filter Cart.	<input type="checkbox"/>	
Change Trans.	<input type="checkbox"/>	
Change Diff.	<input type="checkbox"/>	
Pack Front Wheel Brgs.	<input type="checkbox"/>	
Adjust Brakes	<input type="checkbox"/>	
Rotate Tires	<input type="checkbox"/>	
Wash Polish	<input type="checkbox"/>	
State Inspection	<input type="checkbox"/>	

OPER. NO.	INSTRUCTIONS
	Oil leak possibly engine cases
	✓ Noise in front end chirping starts at 15mph
	✓ 5000 mile service
	✓ Backfining at card & Exhaust
	✓ Arden Mess long duals sidecut (won't bolt to rear mount)

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Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs, but call me before continuing if the price will exceed \$_____.
- I do not want an estimate.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of money due.

X [REDACTED]

	GAS, OIL, & GREASE	PRICE
	GALS. GAS @	
	QTS. OIL @	
	LBS. GREASE @	
	TOTAL GAS, OIL, & GREASE	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

METHOD OF PAYMENT:	TOTAL LABOR
<input type="checkbox"/> CASH	TOTAL PARTS
<input type="checkbox"/> CHECK	ACCESSORIES
<input type="checkbox"/> CHARGE	GAS, OIL & GREASE
	OUTSIDE REPAIRS
<input type="checkbox"/> FLAT RATE	
<input type="checkbox"/> HOURLY	TAX
<input type="checkbox"/> BOTH	TOTAL AMOUNT

REPAIR ORDER

MATERIAL USED				
QTY	PART NO.	DESCRIPTION	PRICE	WARRANTY YES NO
1		EHC	N/C	✓
1		Tech Board	N/C	✓
OUTSIDE REPAIRS				
BROUGHT FORWARD				
TOTAL PARTS				
QTY	ACCESSORY NO.	ACCESSORIES	PRICE	WARRANTY YES NO
TOTAL ACCESSORIES				

025931

2/19/05

NAME		DATE	
ADDRESS		2/21/05	
MAKE	TYPE OR MODEL	YEAR	RECEIVED
SD	Rideback	01	A.M. P.M.
SERIAL NO.	ENGINE	PROMISED	
511RB0124W		A.M. P.M.	
ODOMETER	LICENSE NO.	PHONE WHEN READY	
7861		<input type="checkbox"/> YES; <input type="checkbox"/> NO	
P4565		Rob	

DSS	ISJ	LABOR CHARGE
Lubrication	<input type="checkbox"/>	
Change Oil	<input type="checkbox"/>	
Change Oil Filter Cart.	<input type="checkbox"/>	
Change Trans.	<input type="checkbox"/>	
Change Diff.	<input type="checkbox"/>	
Pack Front Wheel Brgs.	<input type="checkbox"/>	
Adjust Brakes	<input type="checkbox"/>	
Rotate Tires	<input type="checkbox"/>	
Wash Polish	<input type="checkbox"/>	
State Inspection	<input type="checkbox"/>	

OPER NO. _____ INSTRUCTIONS

M/C will cut out while riding

informed by John @ Big Dog tech support

to replace EHC & Tech board

PICKED UP 3/7/05

WARRANTY

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.

Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs, but call me before continuing if the price will exceed \$ _____.
- I do not want an estimate.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car

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GAS, OIL, & GREASE	PRICE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL, & GREASE	

METHOD OF PAYMENT:

- CASH
- CHECK
- CHARGE

LABOR:

- FLAT RATE
- HOURLY
- BOTH

TOTAL LABOR	
TOTAL PARTS	
ACCESSORIES	
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
TAX	
TOTAL AMOUNT	

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).