

NVS-200

CL-10277828-1142

[Redacted]

Jersey City, NJ

JUL 15 2009

EXECUTIVE SECRETARIAT 2009 JUL 16 PM 5:05

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

2009 JUL 15 P 3:47

RECEIVED - NHTSA

Re: Safety recall notice; Campaign # 09V-147; Big Dog Motorcycle's Wheel Remedy

Dear Sir/Madam,

I was notified of the above recall on May 29th. It has been several weeks later and I have not been able to get any timing on when the replacement part will be delivered from Big Dog Motorcycles. This is a formal complaint as I'm seeking you assistance in getting this issue resolved.

I've attached the original recall notice and the letter I also sent to the owner at Big Dog Motorcycles.


Thanks

[Redacted]

cc: ✓

Sheldon Coleman
Owner
Big Dog Motorcycles
1520 E. Douglas Ave.
Wichita, KS 67214

MC
5:05
7/16/09
NJ


Jersey City, NJ 

Sheldon Coleman
Owner
Big Dog Motorcycles
1520 E. Douglas Ave.
Wichita, KS 67214

Re: Safety recall notice; Campaign # 09V-147; Big Dog Motorcycle's Wheel Remedy

Dear Mr. Sheldon,

Unfortunately I have to write you as I'm currently very dissatisfied with the level of customer service I'm receiving from our company. I was notified on May 30th, 2009 of the above recall. Soon after I sent a note to the gentleman (Ray) who currently is storing my motorcycle and I notified him of the recall. Ray then notified Bergen County Harley-Davidson/Buell of the recall and the dealership ordered the replacement part. It is now several weeks later and after several frustrating calls with your company receptionist I'm writing you directly to seek the timing on when the replacement part will be sent out to Bergen County Harley-Davidson/Buell.

As outlined by National Highway Traffic Safety Administration the recall parts should be replaced without charge in a "reasonable time". It is almost two months later without any indication of the timing on the delivery of the recall part from your company. That is unfortunately not good customer service.

I look forward to your response indicating the timing on shipment of the replacement wheel to Bergen County Harley-Davidson/Buell.

Thanks


cc: 

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590



May 29, 2009

R51085

Jersey City, NJ

**Re: Safety Recall Notice; Campaign No. 09V-147;
Big Dog Motorcycles' Wheel Remedy**

Dear Motorcycle 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 the rear wheel on its 2005 Ridgeback model production motorcycles. This wheel is susceptible to cracking on one of the spokes of the design. This condition can occur without prior warning and may lead to a crash.

According to our records, you are the registered owner of a 2005 Big Dog Motorcycles Ridgeback with VIN 5J11RBJ125W [REDACTED], 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 Customer Service 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

Contact your Big Dog Motorcycles dealer or service center to check the availability of stock and to arrange to have your motorcycle updated with the new rear wheel. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist. There will be no charge to you.

What We Will Do

Your dealer or service center will immediately install a new wheel on your motorcycle. 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: customer.service@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 submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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