



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

1200 New Jersey Avenue SE.
Washington, DC 20590

August 17, 2009

[REDACTED]
[REDACTED]
Jersey City, NJ [REDACTED]

NVS-216 mec
Ref. # 10277828

Dear [REDACTED]:

Thank you for your correspondence concerning a safety recall notice you received from Big Dog Motorcycles, L.L.C. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on July 15, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a safety defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you indicate difficulty having NHTSA Safety Recall Campaign No. 09V-147 completed on your Big Dog motorcycle due to lack of parts availability. The recall involves installing an updated new rear wheel on your motorcycle. We contacted the service manager, Mr. John Kolano, of Bergen County Harley-Davidson/Buell concerning your problem. We were advised the corrective action for recall was completed on your motorcycle on July 29, 2009. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at

★★★★★
NHTSA
www.nhtsa.gov

<http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement