

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Form Approved: O.M.B. No. 2127-0008



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

**Vehicle Owner's Questionnaire  
TO REPORT VEHICLE SAFETY DEFECTS**  
888-327-4236  
www.safercar.gov

FOR AGENCY USE ONLY	
Date Received <b>12/07/2010</b>	Repository <input type="checkbox"/>
Reference No. <b>10370228</b>	

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Street No.	Apt. No.	City	State
[REDACTED]	[REDACTED]	<b>ASTON</b>	<b>PA</b>
Zip Code	Daytime Telephone Number	Evening Telephone Number	E-mail
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner: [REDACTED] Date: **11.7.10**

VEHICLE INFORMATION					
17 digit Vehicle Identification number located at bottom of windshield on driver's side <b>5J11YBJDX7W</b>		Make <b>MOTORCYCLE</b>	Model <b>BIG DOG</b>	Year <b>2007</b>	Current Mileage <b>7000?</b>
Date Purchased <b>6-21-08</b>	Dealer's Name and Telephone <b>HANNUMS HARIET-DAVISON 610 566 5562</b>		Engine:	Fuel Type:	
<input checked="" type="checkbox"/> Original Owner	Dealer's City <b>MEDIA</b>	State <b>PA</b>	Zip Code <b>19063</b>	No. Cylinders <b>2</b>	<input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel <input type="checkbox"/> Hybrid <input type="checkbox"/> Other
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain <input type="checkbox"/> All-Wheel Drive <input type="checkbox"/> Front-Wheel Drive		<input checked="" type="checkbox"/> Rear-Wheel Drive <input type="checkbox"/> Four-Wheel Drive	

FAILED COMPONENT(S)/PART(S) INFORMATION					
Component Name <b>ELECTRONIC CONTROLLER</b>	Incident Date(s) <b>OCT 2010</b>	Failure Mileage <b>7000?</b>	Failure Speed <b>40</b>	Failure Location <input type="checkbox"/> Driver <input type="checkbox"/> Passenger <input type="checkbox"/> Front <input type="checkbox"/> Rear	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make/Brand	Tire Model/Line	Tire Name	Tire Size (Example: P215/65R1105)
Failed Structure <input type="checkbox"/> Tread <input type="checkbox"/> Sidewall <input type="checkbox"/> Bead			DOT No. (Example: DOT MAL9ABC036 on sidewall) <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair
Failure Type: <input type="checkbox"/> Blowout <input type="checkbox"/> Blister <input type="checkbox"/> Crack <input type="checkbox"/> Torn <input type="checkbox"/> Tread Separation <input type="checkbox"/> Road Hazard <input type="checkbox"/> Out of Round			

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make	Date Manufactured	Model Number and Name
Seat Type <input type="checkbox"/> Infant <input type="checkbox"/> Booster <input type="checkbox"/> Integrated <input type="checkbox"/> Convertible <input type="checkbox"/> Other		Installed in Vehicle using the: <input type="checkbox"/> Vehicle safety belt <input type="checkbox"/> LATCH system* <small>*Vehicle info required</small>
Failed Part. Describe Failure Below <input type="checkbox"/> Base <input type="checkbox"/> Harness/Buckle <input type="checkbox"/> LATCH Connector <input type="checkbox"/> Shell <input type="checkbox"/> Handle <input type="checkbox"/> Other		

APPLICABLE INCIDENT INFORMATION				
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Police Report No.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).  
**LOSS OF ELECT - HEAD + TAIL LIGHT, SPEEDOMETER, HORN, HIGH BEAM INDICATOR LIGHT, ENGINE SHUT DOWN AND ALL LIGHTS WENT OUT WHILE RIDING AT NIGHT SA A EXIST RAMP FROM ONE HIGHWAY TO ANOTHER. CALLED BIG DOG CORP, THEY SAID MY 2YEAR WARRANTY WAS UP AND THE PROBLEM WAS ON ME. BIG DOG IS NOT USING THE COMPUTER SYSTEM ANY MORE. I WAS FORCED TO PUT IN A DIFFERENT SYSTEM AT \$1100.00**

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

I also called Big Dogs Parts + Service Dept. Left a message to call me back about the computer, I have not received a call back. My motorcycle is at Freedom Cycle in Clayton Del. They said the electronic controller is bad. It shorted out inside the controller and burn out. Big Dog motorcycle has done nothing to solve this problem

Thank You

