



April 12, 2004

«FirstName» «LastName» «Project»  
«Address»  
«City», «ST» «Zip»

**Re: Safety Recall Notice: Campaign No. 04V-137 Master Cylinder Piston Remedy And  
Safety Recall Notice: Campaign No. 04V-164 Handlebar Control Screw 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. (Big Dog Motorcycles) has decided that two defects, which relate to motor vehicle safety, exist in 2004 Big Dog Motorcycles models. The first defect is the rear master cylinder piston may be improperly sized. This could cause the brakes to drag and eventually lock-up. The second defect is a screw in the handlebar control may become loose due to the lack of a lock washer and Loctite. This could cause the throttle or front brake control to bind. Either of the above conditions 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 model with VIN «VIN», 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's service center for replacement of the master cylinder piston and the installation of a lock washer and Loctite on the handlebar control screw. 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 remove the piston from the rear master cylinder and replace it with a new piston from a kit supplied to the dealer by Big Dog Motorcycles. The dealer will also install the proper lock washer and apply Loctite on the handlebar control screw. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist.



April 12, 2004

«FirstName» «LastName» «Project»  
«Address»  
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**Re: Safety Recall Notice; Campaign No. 04V-164  
Screw in Handlebar Control 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. (Big Dog Motorcycles) has decided that a defect, which relates to motor vehicle safety, exists in 2004 Big Dog Motorcycles models on which a screw in the handlebar control may become loose due to the lack of a lock washer and Loctite. This could cause the throttle or brake control to bind. 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 model with VIN «VIN», 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's service center for installation of the lock washer and Loctite. 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 install the proper lock washer and Loctite on the screw in the handlebar control. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist.