



December 20, 2004

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

**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 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 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 for the BIG DOG MOTORCYCLES Customer Service Department 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, L.L.C.