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CUSTOMER SERVICE

April 12, 2004

**Safety Recall Notice #04V-137**

Dear Big Dog Dealer/Service Center:

This notice is sent to you regarding requirements set forth by the National Highway Traffic Safety Administration (NHTSA).

Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) has determined that a defect, which relates to motor vehicle safety, exists on all 2004 models, manufactured prior to March 17, 2004. The rear master cylinder piston may be improperly sized, which could cause the rear brakes to drag or lock-up. This condition could occur without any prior warning. At this time Big Dog Motorcycles has no reports of any accidents or injuries related to this condition.

A recall notice has been sent to the registered owners of these motorcycles. Some of the motorcycles affected by this recall are shown in your inventory. Bikes in your inventory must be repaired before sale to the public.

**What You Should Do**

Owners of the above mentioned motorcycles have been urged to contact you to schedule this repair. At the time of receipt of a motorcycle, complete a NHTSA Recall Authorization Form, provided with this notice, and fax to Big Dog Motorcycles Customer Service (316-219-9129) for an authorization number. Follow this procedure for motorcycles in your inventory that must also be repaired. Once you have received an authorization number the parts repair kit will be sent to you. Replace the rear master cylinder piston pursuant to the Rear Master Cylinder Piston Replacement Installation instructions enclosed with this notice. These instructions are also posted on the Big Dog Motorcycles website.

Big Dog Motorcycles will pay .7 hour of labor for this repair at your posted hourly shop rate. We have informed the owners of these motorcycles of this repair. You can advise them of the exact turnaround time based on scheduling and any other factors that may exist.

We appreciate your cooperation and prompt attention to this important matter. Big Dog Motorcycles apologizes for any inconvenience this may cause you, but assures you that we have taken this step as one that is important to our customer's personal safety.

Should you have any questions, please contact the Big Dog Motorcycles Customer Service Department.

Sincerely,  
BIG DOG MOTORCYCLES, L.L.C.



## Rear Master Cylinder Piston Replacement Installation Recall #04V-137

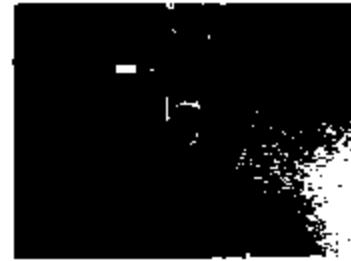
Following are the instructions for installing Big Dog Motorcycles' rear master cylinder piston replacement kit P/N: RK-BD3260-1X. The new cylinder kit contains one piston, one snap ring, and one o-ring that can be installed without removing the rear master cylinder from the forward control, eliminating the necessity of bleeding the system. Because the brake line plumbs into the bottom of the master cylinder, only the master cylinder, not the system requires bleeding. If the rear master cylinder is removed for bench installation, the system must be bled. All 2004 Big Dog Motorcycles master cylinders have a roller burnished bore finish and should not be honed when installing piston kits

### Replacement Procedure:

- 1) Use a needle-nose pliers to depress and remove pushrod with dust boot from unit.
- 2) While preventing the peg-clevis from turning, loosen and remove the main pivot-bolt and lever assembly. This is accomplished without damage by using a suitable holding tool in the clevis with peg removed (see photo). Use the same procedure if the master cylinder is attached to the frame. **Note:** Clevis rotation may cause damage to peg-clocking location dowels or the location holes. If damage does occur, remove any burrs adjacent to dowel holes and reassemble. Parts do not require replacement.
- 3) Remove snap ring and aluminum retaining washer.
- 4) Use snap ring pliers to extract piston from bore. **Note:** Cup seal does not require removal for piston replacement.
- 5) Squeeze the o-ring on the old piston between thumb and forefinger to get it to raise and then use a smooth wire pick or suitable tool to remove it. If undamaged, install the o-ring on the new piston. **Note:** If o-ring damage occurs in removal it must be discarded and replaced with a new one.



- 6) After insuring that cup seal is still in its proper orientation, wet the new piston assembly with DOT 5 brake-fluid only and reinstall into the bore.
- 7) Reinstall the retainer washer and snap ring (sharp-side out).  
**Note:** If snap ring is damaged, it must be replaced with a new one.
- 8) Reinstall the lever according to the following instructions:



### Step 8 Instruction

The installation sequence of the forward control pivot axle seals is critical to proper operation. **CAUTION: One-time improper seal installation will ruin PTFE seals.**

Step A: Install seals onto the axle and pivot clevis.  
**DO not install in lever first!**



Step B: Insert 1/8" dowel pin into the countersunk-end of the axle, and insert the axle into the inside-end of the lever.  
**(Note:** Removal of this dowel allows clocking of pegs to fit rider preference.)



Step C: With dowel-end of axle pointed up, insert clevis into the outside-end of the lever and rotate it onto the dowel pin if dowel is used.



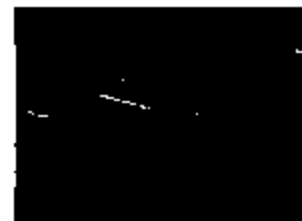
Step D: Install 1/8" dowel pin into control body. Check to insure 1/4" dowel used on brake arm travel control is in place.



Step E: Position the lever assembly onto control body taking great care to keep clevis, axle and lever held firmly together at all times prior to complete axle-bolt seating.



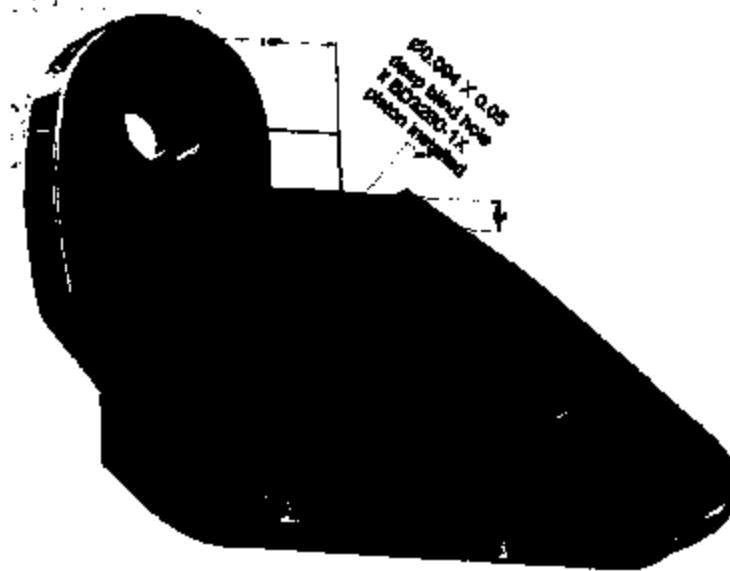
Step F: Apply (red) 262 thread-locker sparingly to axle bolt and install it through lever. If parts are accidentally separated, start over, or permanent seal damage will result!



Step G: Tighten bolt to final torque of 40 ft-lbs. **Note:** Clock and hold clevis in desired position while applying torque to prevent damage to peg-clocking dowels or dowel holes, or to maintain desired position if clevis-dowels were not installed.



- 9) Reinstall pushrod dust seal boot and then the pushrod using the same technique used for removal. **Note:** The ball-end of the pushrod goes towards the lever.
- 10) Mark all assemblies having new pistons with a center punch mark or a blind drill mark in the area shown below.





\* WWW.BIGDOGMOTORCYCLES.COM \*

April 12, 2004

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

**Re: Safety Recall Notice; Campaign No. 04V-137;  
Master Cylinder Piston 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 the rear master cylinder piston may be improperly sized. This could cause the brakes to drag and eventually lock-up. This condition could occur without any prior warning and could result in an accident.

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. 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. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist.



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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.