



April 12, 2004

**Safety Recall Notice #04V-164**

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 27, 2004. A screw may become loose in the handlebar control due to the lack of a lock washer, which could cause the throttle or front brake control to bind. 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. Install the lock washer and apply 242 blue Loctite on the screw in the handlebar control pursuant to the instructions enclosed with this notice. These instructions are also posted on the Big Dog Motorcycles website.

Big Dog Motorcycles will pay .4 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.

RECEIVED  
APR 12 10 10  
MOTORCYCLES



**Handlebar Control Screw Lock Washer Instructions**  
**Recall #04V-164**



1. Remove the #10 screw retaining the cable cover.
2. Add a #10 high-collar lock washer under the 10-32 screw (PN: WHC010DSS).
3. Apply 242 blue Loctite sparingly to the screw threads and re-assemble.
4. Apply a minimum of 30 in-lbs of torque to the 10-32 screw.

**Notice:** Adding the lock washer under the cable cover screw raises it slightly, resulting in the lower switch housing screw becoming captive. When the switch housing cover is removed for servicing, the top screw must be removed prior to backing out the bottom screw to prevent damage to the housing.

(Reference Big Dog Motorcycles Service Manual; Chassis section; page 14)



WWW.BIGDOGMOTORCYCLES.COM

April 12, 2004

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

**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.