



December 15, 2004

Ms. Kathleen C. DeMeter  
Director, Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W., Room 5326  
Washington, D.C. 20590

**Re: Supplemental Notice, Recall 04V-523 Remedy Change; Big Dog Motorcycles Kickstand**

Dear Ms. DeMeter:

This report supplements the notice letter of October 27, 2004 by Big Dog Motorcycles, L.L.C., (BIG DOG MOTORCYCLES) concerning a safety defect in the kickstands on all 2004 model motorcycles and six 2003 motorcycles produced by BIG DOG MOTORCYCLES. Except as noted below, there are no other changes or modifications to the October 27, 2004 letter.

After further review, BIG DOG MOTORCYCLES has decided to modify its remedy program as noted below.

**Remedy Program**

The Company will replace all kickstands subject to this recall, using a revised mounting procedure provided to BIG DOG MOTORCYCLES dealers. A copy of BIG DOG MOTORCYCLES's draft revised customer letter, which will be sent to the owner populations, is attached for the agency's review. Also enclosed here are copies of BIG DOG MOTORCYCLES's notice to its dealer network, together with kickstand mounting repair instructions for the dealers.

BIG DOG MOTORCYCLES is prepared to send out the revised notification letters to owners and dealers as soon as this change has been approved.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Stuhlsatz". The signature is fluid and cursive, written over a horizontal line.

Doug Stuhlsatz  
Direct line: 316/219-7006  
Direct fax: 316/219-7106

Enclosures (3)



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](mailto: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.



December 20, 2004

**Safety Recall Notice #R04V-523**

**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. The kickstand spring attaching stud may break off allowing the kickstand to deploy into the extended position and cause a crash. 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 will be sent to the registered owners of these motorcycles. Some of the motorcycles affected by this recall are shown in your inventory. We ask that you immediately suspend all pending and future sales of motorcycles affected by this recall campaign until the remedy has been performed. It is a violation of Federal law for a dealer to deliver a new vehicle covered by this notice under a sale or lease until the defect is remedied. Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

**What You Should Do**

Owners of the above-mentioned motorcycles will contact you to schedule this replacement. The notice to the owners of the affected motorcycles will state that replacement kickstands will be available February 1, 2005. At the time of receipt of a motorcycle, enter a warranty claim for this recall through AWS using Labor Op R04V-523. Warranty will ship replacement kickstands at no charge for each claim filed. Follow this procedure for motorcycles in your inventory that must also be updated before they can be sold. Currently, we have a limited supply of kickstands in stock that can be used for motorcycles in your inventory. Contact the warranty department for any questions you may have on submitting claims for recall repairs. Replace the kickstand as outlined in Big Dog Motorcycles Kickstand Installation Instructions attached to this notice. These instructions are also posted on the Big Dog Motorcycles website.

Big Dog Motorcycles will pay .3 hour of labor for this repair at your posted hourly shop rate. We will inform 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.

# **bigdog**

## **MOTORCYCLES™**

### **Kickstand Installation Instructions**

**Recall #04V-523**

#### **Replacement**

1. Secure the motorcycle upright on a suitable lift so that it is supported without use of the kickstand.
2. Remove the kickstand stem and spring. Retain parts for reinstallation or return to Big Dog Motorcycles for recall compliance.
3. Install the new BDM130-00998 Kickstand Kit, which includes the kickstand stem and spring using fastener, spacer and washer retained in step 2.

**NOTE:** Use Loctite 262 (red) on fastener threads only. **DO NOT** allow Anti-Seize onto area where Loctite is used or Loctite will not cure.

4. Torque fastener to 18 ft-lbs.
5. Return original kickstand stem and spring to Big Dog Motorcycles Warranty Dept.

#### **Kickstand Kit BDM130-00998 Spring Installation**



##### **Spring Orientation**

**Orientation used in manufacturing on rigid frame models**

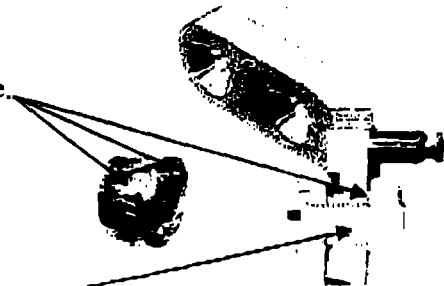


##### **Spring Orientation**

**Orientation used in manufacturing on hidden shock models**

**CAUTION: DO NOT** allow Anti-Seize onto area where Loctite is used or Loctite will not cure.

Note bushing flange orientation and proper application of Anti-Seize.



Apply Loctite 262 (red) and torque to 18 ft-lbs.

Using op code R04V-523-R, enter a Warranty Claim electronically through AWS to receive an authorization number. Big Dog Motorcycles will pay 0.3 hours for this procedure upon receipt of returned parts. Recalled parts *must* be returned to Big Dog Motorcycles.

**NOTE:** Contact your Big Dog Motorcycles Parts and Accessories Sales representative for an RMA covering the return of any current, non-conforming dealer inventory.

If further assistance is necessary contact Big Dog Motorcycles Technical Support @  
316.219.7000