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2005 SEP 28 P 1:42

OFFICE OF
DEFECTS INVESTIGATION

September 21, 2005

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

Via FAX and Regular Mail

05V-432
(6 pages)

RE: Notice of Recall in Accordance with the Requirements of 49 CFR Part 573

Dear Ms. DeMeter:

This report reflects a decision by Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) that there is a safety defect in the rear wheel hub bolts on 2005 model motorcycles produced by Big Dog Motorcycles.

Vehicle Identification

The motorcycles involved in this campaign are all 2005 Big Dog Motorcycles' models.

Vehicles Potentially Containing Defect

Big Dog Motorcycles is recalling all of its 2005 model motorcycles manufactured between September 20, 2004 and June 1, 2005. This is the entire population of motorcycles equipped with the subject rear wheel hub bolts.

Description of Defect

The bolts attaching the rear hub to the wheel can back out allowing the hub and brake rotor to detach from the wheel with an associated loss of stopping power. This condition could occur without any prior warning and could result in a crash. Big Dog Motorcycles has no reports of any accidents or injuries related to this condition.

Chronology of Events

August, 2005: Big Dog Motorcycles tech support received an unusual number of reports and warranty claims with respect to the identified components. Big Dog Motorcycles began investigating the instances and an examination of the wheels involved.

September 15, 2005: After further review, and after consultation with Big Dog Motorcycles' counsel, Big Dog Motorcycles' management decided to conduct a safety recall campaign to address this problem.

Remedy Program

Big Dog Motorcycles' dealers and service centers will remove, clean and reattach the rear hub bolts of all members of the subject population. Attached is a copy of Big Dog Motorcycles' customer letter, as required by 49 CFR Part 577. A copy of Big Dog Motorcycles' dealer letter related to this campaign is also included.

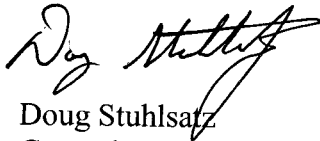
Reimbursement Program

Pursuant to 49 CFR Part 577.11(e), Big Dog Motorcycles requests that it be exempted from providing notification of a reimbursement plan. All of the affected units are covered by the manufacturer's 2-year limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to Part 573.13.

Big Dog Motorcycles is prepared to send out the notification letters to owners on or about October 15, 2005.

Please advise the undersigned or in the alternative, Luke McAfee (at 316-219-6504; or fax: 316-219-6604) of the NHTSA campaign number assigned to this recall.

Sincerely,



Doug Stuhlsatz
General Counsel
Big Dog Motorcycles, L.L.C.
Direct Phone: 316-219-7006
Direct Fax: 316-219-7106



October , 2005

Safety Recall Notice #05V-???

Dear Big Dog Motorcycles' 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 in the rear wheel hub bolts on 2005 model motorcycles produced by Big Dog Motorcycles manufactured between September 20, 2004 and June 1, 2005. The bolts attaching the rear hub to the wheel can back out allowing the hub and brake rotor to detach from the wheel with an associated loss of stopping power. This condition could occur without any prior warning and could result in a crash. 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. A list of all motorcycles sold to your dealership that are affected by this recall is enclosed. Instructions for the remedy for these motorcycles are also included with this notice. 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 remedy. Enter a warranty claim through AWS using Labor Op R05V-XXX. Big Dog Motorcycles will pay 2.0 hour of labor for the removal, cleaning of the bolt threads and reattachment of the rear hub bolts of all members of the subject population at your posted hourly shop rate. Contact the Customer Service Department for any questions you may have on submitting claims or receiving additional parts for recall repairs.

We will inform the owners of these motorcycles of this remedy on or about October 15, 2005. 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, contact Customer Service at 316-267-9121.

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

Identification:

All 2005 models built on 1 Jun 2005 and prior.

Installation:

1. Remove rear wheel assembly. **NOTE:** When unbolting hubs from wheel, make index mark with a grease pencil to clock hubs and maintain factory radial run-out specifications. Disassemble the brake rotor, drive pulley and the wheel hubs to allow proper inspection and cleaning of the hubs and wheel center mating faces and wheel threads of each hub.
2. Inspect all mating surfaces of wheel hubs and the wheel center for scoring, galling, fretting or other damage due to loose or missing bolts.
3. Thoroughly clean the internal female threads of all hubs or wheel centers using a low-residue degreasing solvent such as brake cleaner, PJ1 Super Cleaner, or pure (99.9%) isopropyl alcohol, and a ½” diameter twisted wire brush [McMaster-Carr P/N 7353T811 (hand) or 4810A23 (power) – recommended], using a rotating motion or low rpm (300 rpm maximum) to completely remove all foreign matter and Loctite residue. Final flush the threads with cleaning solvent and dry with compressed air.
4. Thoroughly clean the threads of all 7/16-14 wheel hub- and pulley bolts, and the 5/16-18 brake rotor bolts using the same solvents in Step #3 and a wire brush to completely remove all Loctite residue and foreign matter from the bolt threads.
5. Reassemble the wheel hub halves and wheel center using 10 ea., P/N BDM240-00312, 7/16-14x1-1/4” SHCS, SS bolts. Degrease and dry new bolts before installation. **IMPORTANT:** Reassemble the hubs using **Primerless Loctite 2760 (red)**. Apply several drops to the end threads of all bolts, and several drops to the internal hub, or wheel center threads, **starting at a point 4-5 threads deep**.
6. LIGHTLY snug ALL wheel hub bolts before applying torque.
7. Tighten hub bolts in an alternating 5-point star pattern to 50 ft•lbs final torque. Repeat final torque on all hub bolts.
8. **IMPORTANT:** Reassemble the drive pulley and brake rotor to the wheel hub using **Primerless Loctite 2440 (blue)**. Apply several drops to the end threads of all bolts, and several drops to the internal hub threads **starting at a point 4-5 threads deep**.
9. LIGHTLY snug ALL pulley and rotor bolts before applying torque.
10. Tighten 5/16-18 brake rotor bolts in an alternating 5-point star pattern to 16 ft•lbs final torque. Repeat final torque on all rotor bolts.
11. Tighten 7/16-14 drive pulley bolts in an alternating 5-point star pattern to 40 ft•lbs intermediate torque, followed by a 50 ft•lbs final torque. Repeat final torque on all pulley bolts.



October 15, 2005

«Firstname» «LastName» «Proj_»
«Address1»
«City», «ST1» «Zip»

Re: Safety Recall Notice; Campaign No. 05V-???
All Model 2005 Big Dog Motorcycles Rear Wheel Hub Bolts 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 2005 Big Dog Motorcycles models in which the rear wheel hub bolts could loosen and back out allowing the hub and brake rotor to detach from the wheel with an associated loss of stopping power. 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 2005 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' Customer Service 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

Please contact your Big Dog Motorcycles dealer or service center immediately and arrange an appointment to have them perform the remedy outlined below. There will be no charge to you.

What We Will Do

Your dealer or service center will remove, clean and reattach the rear hub bolts on your motorcycle. This procedure will take several hours to perform. 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 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.



* WWW.BIGDOGSMOTORCYCLES.COM *

September 28, 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

05V-432
Supplement

Re: Supplemental Notice: 2005 Model Big Dog Motorcycles Hub Bolts Recall

Dear Ms. DeMeter:

This report supplements the notice letter of September 21, 2005 by Big Dog Motorcycles, L.L.C., (BIG DOG MOTORCYCLES) concerning a safety defect in the wheel hubs on all 2005 model motorcycles produced by BIG DOG MOTORCYCLES. Except as noted below, there are no other changes or modifications to the September 21, 2005 letter.

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

Remedy Program

The Company will remedy both front and rear wheel hub bolts on all 2005 Big Dog Motorcycles motorcycles manufactured prior to June 1, 2005, using a revised cleaning and re-torquing procedure that will be provided to BIG DOG MOTORCYCLES dealers. A copy of BIG DOG MOTORCYCLES's draft revised customer letter, which will be sent to the owner population, is attached for the agency's review. Also enclosed here are copies of BIG DOG MOTORCYCLES's notice to its dealer network, together with wheel hub remedy instructions for the dealers.

BIG DOG MOTORCYCLES is on schedule to send out the revised notification letters to owners and dealers as soon as a number has been assigned to this campaign and this change has been approved.

Sincerely,

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

Enclosures (3)



2005 WHEEL ASSEMBLIES REMEDY
Recall #05V-XXX

Identification:

All 2005 models built on 1 Jun 2005 and prior.

Procedure:

1. Remove front and rear wheel assemblies. **NOTE:** When unbolting hubs from wheels, make an index mark with a grease pencil to clock all hubs and maintain factory radial run-out specifications. Disassemble the brake rotor, drive pulley and the wheel hubs on rear wheel. Disassemble brake rotor and wheel hubs on front wheel. This allows proper inspection and cleaning of hubs and wheel threads, bolts, and hub and center mating faces.

2. Inspect all mating surfaces of wheel hubs and wheel centers for scoring, galling, fretting or other damage due to loose or missing bolts.

3. Thoroughly clean the internal female threads of all hubs and wheel centers using a low-residue degreasing solvent such as brake cleaner, PJ1 Super Cleaner, or pure (99.9%) isopropyl alcohol, and a 1/2" diameter twisted wire brush [McMaster-Carr P/N 7353T811 (hand) or 4810A23 (power – recommended)], using a rotating motion or low rpm drill (300 rpm maximum) to completely remove all foreign matter and Loctite[®] residue. Final flush all threads with cleaning solvent and dry with compressed air.

4. Visually inspect all internal threads for foreign matter. If **any** foreign matter remains, repeat Step #3 until no foreign matter is present.

5. Thoroughly clean threads of all 7/16"-14 wheel hub and pulley bolts, and the 5/16"-18 brake rotor bolts using the same solvents in Step #3 and the wire brush to completely remove all Loctite residue and foreign matter from the bolt threads. Final flush all threads with cleaning solvent and dry with compressed air.

IMPORTANT: Apply several drops of **Loctite 2760** to the end threads of all wheel hub bolts, and several drops to the wheel center threads, **starting at a point 4-5 threads deep**. If any bolt is damaged, replace with P/N BDM240-00312, 7/16"-14x1-1/4" SHCS, SS bolts.

6. Hand-tighten ALL wheel hub bolts **before** applying torque.

IMPORTANT: When reassembling wheels, install one hub on each wheel, **aligning the index marks made prior to removal** and tighten hub bolts in an alternating 5-point star pattern to an intermediate torque of 40 ft•lbs, and then to a final torque of 50 ft•lbs. Repeat final torque on all hub bolts. Slide hub sleeve into hub, put other hub on wheel, **aligning the index marks made prior to removal**, and tighten bolts with fingers **only**. Slide axle through hubs to align center sleeve, and torque second hub as indicated above.

7. **IMPORTANT:** Reassemble the drive pulley and brake rotor to the rear wheel hub using **Loctite 2440**. Reassemble the brake rotor to the front wheel hub using Loctite

2440. Apply several drops to the end threads of all bolts, and several drops to the internal hub threads both **front and rear - starting at a point 4-5 threads deep.**

8. Hand-tighten ALL pulley and rotor bolts before applying torque.

9. Tighten 5/16-18 brake rotor bolts in an alternating 5-point star pattern to a final torque of 16 ft•lbs (192 in•lbs) for both front and rear wheels. Repeat final torque on all rotor bolts.

10. Tighten 7/16-14 drive pulley bolts in an alternating 5-point star pattern to an intermediate torque of 40 ft•lbs, followed by a final torque of 50 ft•lbs. Repeat final torque on all pulley bolts.

Enter a Warranty Claim for this procedure through AWS using Labor Op **RO5V-xxx**. Big Dog Motorcycles will pay 4.0 hours for this procedure.

If further assistance is necessary, contact Big Dog Motorcycles Technical Support at 316-219-7000.



October , 2005

Safety Recall Notice #05V-???

Dear Big Dog Motorcycles' 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 in the front and rear wheel hub bolts on 2005 model motorcycles produced by Big Dog Motorcycles, manufactured on or before June 1, 2005. The bolts attaching the hubs to the wheels can back out allowing the hub and brake rotor to detach from the wheel with an associated loss of stopping power. This condition could occur without any prior warning and could result in a crash. 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. Instructions for the remedy for these motorcycles are also included with this notice. Some of the motorcycles affected by this recall are shown in your inventory. A list of these bikes is enclosed. **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 remedy. Enter a warranty claim through AWS using Labor Op R05V-XXX. Big Dog Motorcycles will pay ??? hours of labor for the removal, cleaning of the bolt threads and reattachment of the front and rear hub bolts of all members of the subject population at your posted hourly shop rate. Contact the Customer Service Department for any questions you may have on submitting claims or receiving additional parts for recall repairs.

We will inform the owners of these motorcycles of this remedy on or about October 15, 2005. 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, contact Customer Service at 316-267-9121.

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

October 15, 2005

«Firstname» «LastName» «Proj_»
«Address1»
«City», «ST1» «Zip»

Re: Safety Recall Notice; Campaign No. 05V-???
All Model 2005 Big Dog Motorcycles
Front and Rear Wheel Hub Bolts 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 2005 Big Dog Motorcycles models in which the front and rear wheel hub bolts could loosen and back out allowing the hub and brake rotor to detach from the wheel with an associated loss of stopping power. 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 2005 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' Customer Service 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

Please contact your Big Dog Motorcycles dealer or service center immediately and arrange an appointment to have them perform the remedy outlined below. There will be no charge to you.

What We Will Do

Your dealer or service center will remove, clean and reattach the front and rear hub bolts on your motorcycle. This procedure will take several hours to perform. 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 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.