

October 15, 2005

«Firstname» «LastName» «Proj\_»  
«Address1»  
«City», «ST1» «Zip»

**Re: Safety Recall Notice; Campaign No. 05V-432;  
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 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 submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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, LLC