



NHTSA SAFETY RECALL

October 20, 2006

Safety Recall Notice #06V-389 Pivot Bolt Replacement Remedy

Dear Big Dog Motorcycles' Dealer/Service Center:

This notice is sent in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) has determined that there is a safety defect in the long right side pivot bolt on certain of its 2005 and 2006 model motorcycles. The long pivot bolt on these motorcycles needs greater tensile strength to keep from bending and possibly breaking during normal operation. If this pivot bolt bends or breaks it can affect the motorcycle's alignment and handling performance and may cause the rear fender to abrade against the rear tire while the motorcycle is being driven. At this time Big Dog Motorcycles has no reports of any accidents or injuries related to this condition.

The specific motorcycles that are being recalled are all 2005 N-Chopper models with either Rolling Thunder or Big Dog Motorcycles frames, all 2005 Bulldogs, all 2005 Mastiffs, 2006 N-Choppers with Big Dog Motorcycles frames manufactured prior to April 12, 2006, and 2006 Mastiffs manufactured prior to April 12, 2006. T-Choppers are *not* involved in this recall campaign. A recall notice will be sent to the registered owners of these motorcycles on or about November 1, 2006. Some of the motorcycles affected by this recall are shown in your inventory.

What You Should Do

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.

Owners of the above-mentioned motorcycles will contact you to schedule a time for you to perform the remedy. At the time of repair, enter a warranty claim for this recall through AWS using Labor Op R06V-389. Follow this repair procedure for any recalled motorcycles in your current inventory. Big Dog Motorcycles will pay 1.1 hours of labor to make this repair at your posted hourly shop rate. Order the long pivot bolt replacement parts (P/N BDM130-00816) through AWS. If the long right side pivot bolt is broken you also need to replace the short left side pivot bolt and pivot shaft. Order the short pivot bolts and pivot shafts (P/N BDM130-00817 and BDM130-00828) separately through AWS. A single repair tool kit containing a rod for measuring straightness of the side frame panels and a rod for straightening the side frame panel will be sent at no charge under separate cover. This repair tool kit will not be available until the last week of October. Additional repair tool kits will also be available for purchase. Contact the Customer Service Department for any questions you may have on submitting claims for recall repairs.

We will inform the owners of these motorcycles of this repair on or about November 1, 2006. 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 customers' personal safety.

Should you have any questions, please contact Customer Service at 316-267-9121.

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



MOTORCYCLES

NHTSA SAFETY RECALL

PIVOT BOLT REPLACEMENT

Recall #06V-389

MODELS: All 2005 Bulldog, N-Chopper units and Mastiff; 2006 N-Chopper and Mastiff units manufactured before April 12, 2006.

SYMPTOM: Right side, long pivot bolts are bending and may break.

CORRECTIVE ACTION: Replace the long, right side pivot bolt. Straighten frame side plates if needed. If the long, right side pivot bolt is broken, replace the short, left side pivot bolt and pivot shaft.

IMPORTANT! T-Chopper models are not included in this Recall. Callout references (#) are from the *2006 Big Dog Motorcycles Service Manual*.

PROCEDURE:

SWINGARM REMOVAL

Support motorcycle in an upright position with the rear end completely suspended.

Remove the exhaust system (see *Service Manual*).

Remove the right side pivot shaft screw (3) and pivot axle (5).

IMPORTANT: If the long, right side pivot bolt BDM130-00816 is **broken**, order and replace the short, left side pivot bolt BDM130-00817 and pivot shaft BDM130-00828 at the same time the long, right side pivot bolt is replaced.

INSPECT AND REPAIR

CHECK SIDE PLATES

IMPORTANT! The pivot shaft **must** be installed with the pivot axle cap to the **left** side of the frame. If the pivot shaft is not installed with the adjuster to the left side of the swingarm, remove pivot shaft and install with the adjuster to the left side of the swingarm.

Use the *Alignment Check Tool* (260-000068-00) and verify that the side plates are square by installing the alignment rod through the right side pivot bolt hole, through the right side spherical bearing and into the left side spherical bearing opening.

If not aligned, use the *Straightening Tool* (261-000003-00) and *Pin* (240-000254-00) from the *Frame Alignment and Straightening Tools Kit* (263-000008-00) to adjust the right side plate as needed.

If the long, right side pivot bolt is broken and a new left side, short pivot bolt is required, remove and replace **after** the side plate is straightened and the new right side pivot bolt has been loosely installed.

IMPORTANT! A second person will be needed to secure the bike during the straightening process.

INSTALLATION

Apply anti-seize to the pivot shaft screw (3) frame adjuster and pivot axle cap.

IMPORTANT! The pivot shaft **must** be installed with the adjuster to the **left** side of the frame. With the pivot shaft screws loosely installed, adjust the pivot shaft until it makes contact with both bearings. Position the frame adjuster until the swingarm is pushed against the spacer on the left side. Both adjusters should be **hand tightened only**.

Install the pivot shaft spacer (7) between the left side swingarm and frame side plates. Install the pivot screws and torque to 100 ft•lbs.

Do not allow the pivot shaft to rotate while tightening the swingarm screws. All other installation is the reverse of removal.

Install the exhaust system.

REAR WHEEL ALIGNMENT AND BELT TENSION ADJUSTMENT

Place motorcycle on a suitable lift.

Remove both rear axle covers and the setscrews securing the rear axle adjusting screws.

Loosen the rear axle nut.

Place the appropriate 90° end of the *Rear Axle Alignment Tool* (263-000005-00) into the center of the swingarm pivot shaft. The appropriate end will be perpendicular to the pivot shaft and rear axle. Never measure on an angle.

Turn the axle adjusters until the measurements between the center of the swingarm pivot shaft and the center of the rear axle are equal on both sides of the motorcycle.

Adjust belt tension to **3/16"** deflection using *Belt Tension Tool* (BDM260-00069) (intended rider weight not required).

Torque the rear axle to 55-65 ft•lbs and verify alignment.

Apply Loctite 2440 to the threads of the axle adjuster set screws and install.

Install axle covers.

Enter a Warranty Claim for this procedure through AWS. Use Labor Op R06V-389.

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



November 1, 2006

«FirstName» «LastName» «Proj_»
«Address»
«City», «ST» «Zip»

**Re: Safety Recall Notice; Campaign No. _____;
Big Dog Motorcycles Pivot Bolt Remedy**

Dear Motorcycle 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 the long left side pivot bolt on certain of its 2005 and 2006 model motorcycles. The long right side pivot bolt may bend or break through normal operation of the motorcycle. This could potentially cause the rear fender to abrade against the rear tire while the motorcycle is being driven. 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 <<year>> Big Dog Motorcycles' «Model» with VIN «VIN», one of the motorcycles subject to this recall. Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

What You Should Do

Contact your Big Dog Motorcycles' dealer or service center to arrange to have your motorcycle updated. There will be no charge to you. 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.

What We Will Do

Your dealer or service center will install a new long pivot shaft bolt and make other corrections if needed. 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: customer.service@bigdogmotorcycles.com

If your dealer, service center 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