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DEFECTS INVESTIGATION  
RECALL MGMT DIV.



07V-355  
(8 pages)

August 6, 2007

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington DC 20590

via FAX and Regular Mail

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

Dear Mr. Smith:

Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) has decided that a safety defect may exist in 2007 Bulldog model motorcycles. The tachometer board on these motorcycles may have been improperly installed. Improperly installed tachometer boards may develop a short circuit that could cause the motorcycle to shut down. The following information is submitted in accordance with the National Highway Traffic Safety Administration's defect reporting regulations, 49 C.F.R. Part 573.

#### **Vehicle Identification and Population**

The total population of affected units is 289. However, 108 of these units have already had the tachometer board updated under Red Service Bulletin 1093, dated May 25, 2007. Accordingly, the total number of all motorcycles that will be recalled in this voluntary recall campaign is:

2007 Bulldog – 181 units

#### **Description of Defect**

Due to mechanical interference, a short circuit could develop in the tachometer board that could cause the motorcycle to shut down. Big Dog Motorcycles previously believed that this condition would only prevent the motorcycle from being re-started and issued Red Service Bulletin 1093 in May, 2007 to correct this concern. Based on subsequent internal testing, Big Dog Motorcycles now believes the condition can also cause the motorcycle to shut down during operation. This condition could occur without prior warning and could result in a crash. Accordingly, Big Dog Motorcycles has decided that Red Service Bulletin 1093 should be elevated to a voluntary safety recall. There are no reports of any accidents or injuries caused by this condition.

#### **Chronology of Events**

During the Spring of 2007, Big Dog Motorcycles began receiving information that motorcycles were experiencing electrical problems that prevented the motorcycle from being able to be

restarted. Big Dog Motorcycles commenced an investigation and evaluation of this issue, culminating in the issuance of Red Service Bulletin 1093, dated May 25, 2007. Subsequent internal testing persuaded company engineers that a tachometer board short circuit could also cause the motorcycle to shut down during operation. On August 1, 2007, the company decided to elevate Red Service Bulletin 1093 to a voluntary safety recall campaign.

### **Remedy Program**

Big Dog Motorcycles dealers and service centers will update the installation of the tachometer board by isolating it from the housing on all motorcycles within the subject population. Attached is a copy of Big Dog Motorcycles customer letter, dealer letter, and Tachometer Board Improvement instructions as required by 49 CFR Part 577.

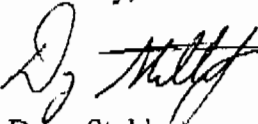
Big Dog Motorcycles is prepared to send out the notification letters to owners on or about August 24, 2007.

### **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.

Please advise the undersigned or in the alternative, Steve Zier (at 316-219-6502; or fax: 316-219-6602) 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

cc: Mr. George H. Person  
NHTSA Recall Management Division  
By facsimile: (202) 366-7882



MOTORCYCLES

## NHTSA SAFETY RECALL

August 17, 2007

### Safety Recall Notice #07V-\_\_\_\_\_ Tachometer Board Update Remedy

Dear Big Dog Motorcycles' Dealer/Service Center:

Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) has determined that there is a safety defect in the tachometer board on certain 2007 Bulldog model motorcycles. A short circuit could develop in the tachometer board of these motorcycles that could cause the motorcycle to shut down. This is the same issue that was addressed in Red Service Bulletin 1093, dated May 25, 2007. Big Dog Motorcycles previously believed that this condition would only prevent the motorcycle from being re-started. Based on subsequent internal testing, Big Dog Motorcycles now believes the condition can also cause the motorcycle to shut down during operation. This condition could occur without prior warning and could result in a crash. Accordingly, Big Dog Motorcycles has decided that Red Service Bulletin 1093 should be elevated to a voluntary safety recall. There are no reports of any accidents or injuries caused by this condition.

A recall notice will be sent to all registered owners of 2007 Bulldog motorcycles within the affected population.

#### What You Should Do

Isolate the tachometer board from the housing on all motorcycles within the subject population in accordance with the enclosed instructions. This is the same remedy set forth in SB-1093. **You do not need to perform this remedy for a motorcycle that has already had SB-1093 performed.** 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 motorcycle 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 R07V-\_\_\_\_\_. Follow this tachometer board update procedure for any recalled motorcycles in your current inventory. Big Dog Motorcycles will pay .5 hour of labor to perform this remedy at your posted hourly shop rate. Contact the Customer Service Department for any questions you may have on submitting claims for this recall.

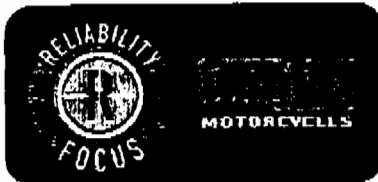
We will inform the owners of these motorcycles of this safety recall on or about August 24, 2007. You can advise them of the exact turnaround time based on scheduling and any other factors that may exist.

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.



# NHTSA SAFETY RECALL

## BULLDOG TACHOMETER CIRCUIT BOARD IMPROVEMENT Recall 07V-XXX

**MODELS:** All 2007 Bulldog models that have not had SB-1093 performed.

**SYMPTOM:** Tachometer boards may develop a short circuit and cause bike to shut down.

**CORRECTIVE ACTION:** Modify the tachometer circuit board using the following procedures.

*NOTE: Before performing any of the following procedures, disconnect the battery, ground cable first.*

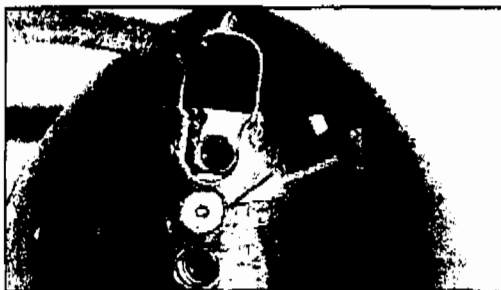
**WARNING! TO PREVENT SPARKING, ALWAYS DISCONNECT GROUND CABLE FIRST AND RECONNECT LAST. SPARKS MAY CAUSE FLAMMABLE SUBSTANCES TO IGNITE OR EXPLODE.**

1. Remove the two speedometer housing mounting bracket screws.



*Typical. Remove screws from these two locations (1).*

2. Remove the single Allen screw on the bottom of the speedometer housing.



*Typical. Remove this screw (1).*

3. Carefully twist the face of the speedometer mounting bezel and pull the assembly from the housing.

4. Disconnect the harness connectors inside the housing.
5. Remove the two speedometer bracket nylock nuts and bracket.



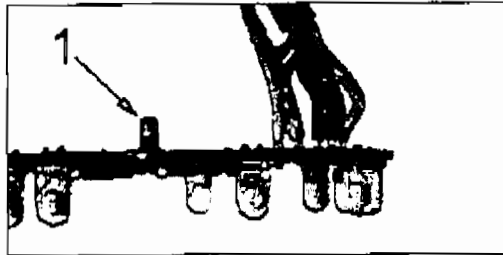
*Typical. Remove these nuts (1).*

6. The tachometer circuit board is retained with a snap ring. Remove the snap ring from beneath the retaining tabs.
7. Lift tachometer circuit board from bezel.
8. Apply a liquid-type electrical tape to the tachometer harness wires where they are soldered to the circuit board in area shown below.

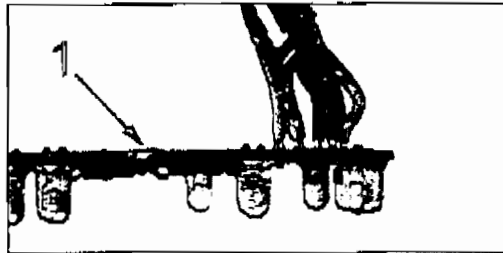


*Apply a liquid-type electrical tape in area shown.*

9. Use **only** a "flush-cut" style cutter to remove the data port connector from the tachometer circuit board shown in the next images. The cut wire leads **must not** contact each other.

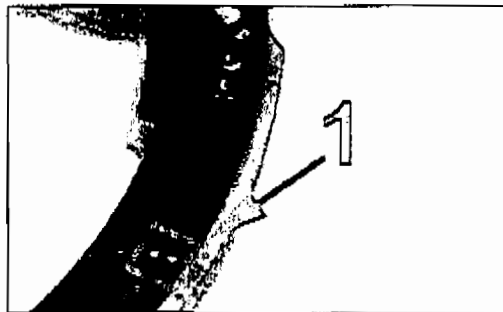


1. Remove data port connection.



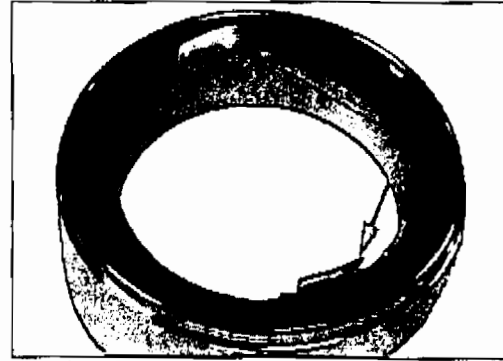
1. Data port connection removed.

10. Once data port connection has been removed, cover exposed area with a liquid-type electrical tape.



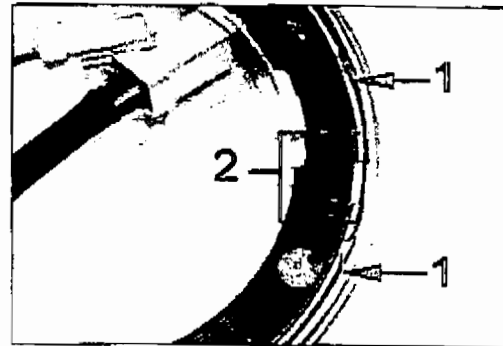
1. Data port connection removed. Apply liquid-type electrical tape.

11. Insert Mylar tabs (170-000075-00) between foam ring and aluminum bezel where shown.



1. Mylar tabs.

12. Installation is reverse of removal. Carefully install the tachometer circuit board and adjust wiring to prevent breaking any wires.
13. Install the snap ring and position ends of ring in area shown in next image. Ensure snap ring is seated firmly under all retaining tabs.



1. Snap ring under retaining tabs.  
2. Position ring ends in this area.

14. Install speedometer bracket and tighten nylock nuts to 6 in•lbs. **Do not over tighten.**
15. Connect harness connectors in housing.
16. Align housing to bezel and tighten Allen screw.
17. Thoroughly clean threads of the speedometer mount screws prior to assembly. Thoroughly clean internal threads at screw locations. Apply Loctite 2440 to screw threads and tighten.
18. Reconnect the battery, positive cable first, negative cable last.

**CAUTION: AFTER CONNECTING THE BATTERY ON AN EFI-EQUIPPED MOTORCYCLE, YOU MUST TURN THE KEY ON, PRESS RUN, AND THEN TURN THE KEY TO THE OFF POSITION FOR AT LEAST 15 SECONDS TO RESET THE ECU SENSORS.**

Enter a Warranty Claim for this procedure through AWS. Use Labor Op R07V-~~XXX~~.

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



August 24, 2007

«FirstName» «LastName» «Proj\_»  
«Address»  
«City», «ST» «Zip»

**Re: Safety Recall Notice; Campaign No. 07V-\_\_;  
Big Dog Motorcycles Bulldog Tachometer Board 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 tachometer board on certain of its 2007 Bulldog model motorcycles. Tachometer boards on these motorcycles may be susceptible to developing a short circuit that could cause the bike to shut down. This could occur without prior warning and result in a crash.

All 2007 Bulldog models are being recalled except those models that have already had their tachometer boards updated by a Big Dog Motorcycles dealer or authorized service center in accordance with Red Service Bulletin 1093, dated May 25, 2007. The tachometer board update that was implemented under Red Service Bulletin 1093 is the same remedy that is being implemented under this safety recall. For this reason, customers that have already had their bikes updated under Red Service Bulletin 1093 will not need to have their bikes updated under this recall. If you have any questions or concerns about whether your motorcycle should be subject to this recall, please contact Big Dog Motorcycles Customer Service or your local dealer.

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. 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**

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

## **What We Will Do**

Your dealer or service center will update your motorcycle's tachometer board. 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 Big Dog Motorcycles Customer Service Department for assistance. 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](mailto: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, 1200 New Jersey Avenue SE, 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**