



NHTSA SAFETY RECALL

April 15, 2008

Safety Recall Notice #08E-xxx Whisker Bar Remedy

Dear Big Dog Motorcycles Dealer/Service Center:

Big Dog Motorcycles, L.L.C. (Big Dog Motorcycles) has determined that there is a potential safety defect in the rear passenger foot rest assemblies (whisker bars) sold as an accessory for 2008 Ridgeback motorcycles.

The subject whisker bar assembly bolts may break and allow the whisker bar assembly to detach from the motorcycle. This condition could occur without warning and could result in an injury and/or crash.

What You Should Do

If your records indicate you have sold any of the subject whisker bar assemblies, immediately contact each customer you sold the whisker bar assembly to or on whose motorcycle the recalled whisker bar assembly was installed. A NHTSA-approved Customer Notification Letter is enclosed. Send this letter to all your customers with the affected whisker bar assemblies. Please arrange for these customers to have their bikes brought in to have the remedy performed. This service must be performed without charge to the customers.

Any whisker bar assemblies for 2008 Ridgebacks subject to this recall that you have in inventory must be returned to Big Dog Motorcycles. No restocking fee will apply to the return. We will reimburse you for shipping costs.

We ask that you immediately suspend all pending and future sales of whisker bar assemblies affected by this recall campaign. It is a violation of Federal law for a dealer to deliver a new motorcycle equipped with the accessory 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.

Enter a warranty claim for this recall through AWS using Labor Op R08E-xxx. Big Dog Motorcycles will pay .xxx hour of labor to replace the whisker bar assembly at your posted hourly shop rate. Contact the Customer Service Department for any questions you may have on submitting claims for this recall.

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.



**Re: Safety Recall Notice; Campaign No. 08E-xxx;
Big Dog Motorcycles Whisker Bar 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 certain rear passenger foot rest assemblies (whisker bars) sold by Big Dog Motorcycles as accessory equipment on 2008 Ridgeback models. The whisker bar assembly you purchased from «Dealer_Name» may be affected. The subject whisker bar assembly bolts may break and allow the whisker bar assembly to detach from the motorcycle. This condition could occur without warning and result in an injury and/or a crash.

It is important that you arrange to have one of our dealers replace the whisker bar assembly with an assembly with a revised design. You will not be charged for this replacement.

If you have received this notice and are not the owner of the motorcycle equipped with this whisker bar, 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 a Big Dog Motorcycles dealer or authorized service center as soon as possible to arrange a time to have your whisker bar assembly replaced. There will be no charge to you. In the meantime, do not carry a passenger on the back of your motorcycle with the whisker bar installed.

What We Will Do

Your dealer or authorized service center will replace the whisker bar assembly with a revised assembly. Your dealer or authorized service center 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 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

If your dealer, authorized 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