



May 29, 2009

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

**Re: Safety Recall Notice; Campaign No. 09V-147;  
Big Dog Motorcycles' Wheel 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 rear wheel on its 2005 Ridgeback model production motorcycles. This wheel is susceptible to cracking on one of the spokes of the design. This condition can occur without prior warning and may lead to a crash.

According to our records, you are the registered owner of a 2005 Big Dog Motorcycles Ridgeback 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 check the availability of stock and to arrange to have your motorcycle updated with the new rear wheel. Your dealer will be able to advise you of the exact turnaround time based on scheduling and any other factors that may exist. There will be no charge to you.

#### **What We Will Do**

Your dealer or service center will immediately install a new wheel on your motorcycle. 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](mailto:customer.service@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, 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