



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 10, 2018

Mr. Lewis Glenn  
Director of Aftersales  
Alta Motors  
185 Valley Drive  
Brisbane, CA 94005

NEF-150JK  
18V-502

**Subject:** Throttle Firmware may Cause Stall

Dear Mr. Glenn:

This letter serves to acknowledge Alta Motors's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ALTA/REDSHIFT EXR/2019  
ALTA/REDSHIFT MXR/2018-2019

**Mfr's Report Date:** July 31, 2018

**NHTSA Campaign Number:** 18V-502

**Components:**

ELECTRICAL SYSTEM: SOFTWARE

**Potential Number of Units Affected:** 215

**Problem Description:**

Alta Motors (Alta) is recalling certain 2019 Alta Redshift EXR and 2018-2019 Alta Redshift MXR motorcycles. The software for the throttle control may fault if the throttle is rolled forward past the closed position, possibly resulting in a motorcycle stall.

**Consequence:**

A motorcycle stall can increase the risk of a crash.

**Remedy:**

Alta will notify owners, and dealers will install an update for the throttle software, free of charge. The recall is expected to begin in August 2018. Owners may contact Alta customer service at 1-415-230-0755. Alta's number for this recall is SVC-ESB-18-004.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Alta's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:


Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement