Date	August 1, 2018
To	Dealer Principal, General Manager, Service Manager
From	Alta Service Department
SVC–ESB-18-004	SAFETY RECALL CAMPAIGN- Firmware Update – MXR and EXR

OVERVIEW

Through ongoing testing, Alta Motors has discovered that some Redshift MXR and EXR's shipped to dealers with throttles that operate just outside of our firmware parameters.

With the current firmware, rolling the throttle forward while in drive mode will shut down the motorcycle, displaying "Inverter Throttle Fault."

Alta has developed a firmware revision which will eliminate this failure mode on all models. Alta requires that all Redshifts within the following VIN range posted below have their firmware updated to version **MX_1.5.1_RC1** or **EX_1.2.1_RC1** immediately.

Additionally, from now on every motorcycle receiving a new throttle will require a firmware update. A notice to that effect will ship with every throttle starting today.

STOP DELIVERY OF AFFECTED MOTORCYCLES

DO NOT SELL OR DELIVER an affected motorcycle to a customer until you have completed, or verified completion of the repair procedures outlined in this bulletin.

It is a violation of Federal law to sell or deliver any new motorcycle or item of motor vehicle equipment subject to a safety recall campaign under a sale or lease until the defect or non-compliance has been corrected.

CORRECTIVE ACTION

Please take the following steps for updating affected VINs:

1. Verify your Alta Diagnostic laptop is connected to the internet.
2. Plug the laptop into the motorcycle with the diagnostic cable and open the Alta Diagnostic tool on the desktop. Update the Alta Diagnostic tool if needed.
3. As long as the laptop is connected to the internet, the Alta Diagnostic tool will automatically recommend the latest firmware.
4. Once the new firmware is downloaded, verify that the Redshift operates in drive mode and accepts a charge before returning it to the customer.
5. Find the VIN of the machine in the Alta dealer portal, access that VIN's page, follow the prompt to start a claim. This procedure will pay 5 units of labor (half of an hour) to complete.

CUSTOMER COMMUNICATION

All known customers who have purchased an affected unit will get notification directly by mail and electronic communication from Alta regarding this ESB. Customers will be prompted to reach out directly to your dealership and schedule an appointment to have this update performed.

DEALER OBLIGATIONS

All New or Pre-Owned Alta motorcycles in dealer inventory must be updated at the time of delivery to the customer. Please make sure to check the Service Section of the Dealer Portal often to see if any vehicles assigned to your dealership have Open Bulletins. The vehicles appearing on this list include unsold vehicles in inventory, sold vehicles or ones that have been serviced by your dealer.
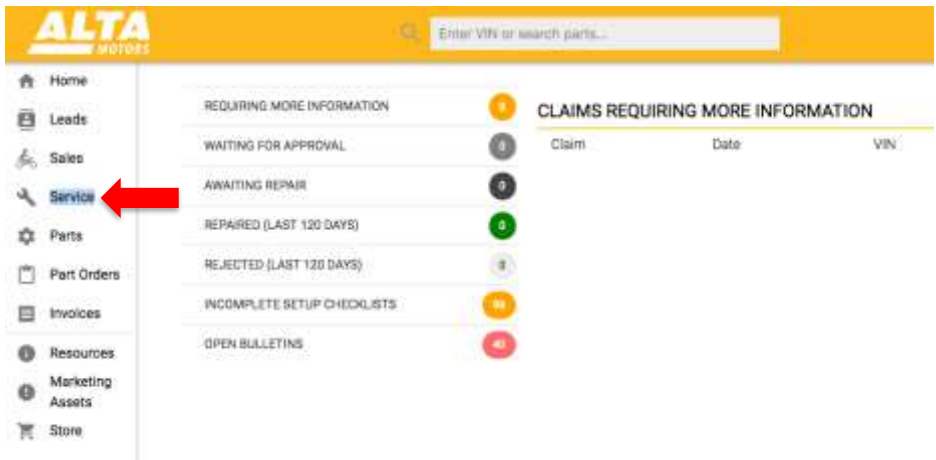
Please take the necessary steps to proactively cross-reference the affected VINs and contact your affected customers to have them come in for this vehicle update. This update is designed to complete the necessary repairs and ensure customer safety. Please provide a copy of this communication to every person in your dealership who has service-related responsibilities.

This new firmware version **EX_1.2.1_RC1 / MX_1.5.1_RC1** needs to be applied to the VIN's on the following page.

FIRMWARE UPDATE ELIGIBILITY LIST

Affected Models	Model Year	VIN Range
EXR	2019	56PARAFM_KB000099 - 56PARAFM_KB000191
MXR	2019	56PARAEM_KB000367 - 56PARAEM_KB000488

Commented [LG1]: Verify last VINs before uploading – only need what shipped