



IMPORTANT SAFETY RECALL

This notice applies to your Alta Motors Vehicle Identification Number (VIN)

«Full VIN»«Full_VIN»

Brisbane, CA

August 08, 2018

Dear Redshift Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Alta Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 EXR and 2018-2019 MXR Redshift motorcycles.

What is the problem?

Through ongoing testing, Alta Motors has discovered that some Redshifts MXR and EXR shipped to dealers with throttles that operate 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." If the motorcycle stalls, it can increase the risk of a crash.

Warning

Operating your motorcycle without having the recall service performed may increase the risk of crash. If you must ride your motorcycle before this safety recall service has been completed, please be aware that rolling the throttle forward past the neutral position will shut down the motorcycle until the key is cycled.

Remedy:

Alta Motors already released a firmware update that will remove that behavior. Your dealer will install that firmware update on your motorcycle, free of charge. The repair will take approximately 15 minutes to complete. Dealers are also notified not to sell motorcycles without first updating the firmware.

What should you do:

Before taking your Redshift to your dealer, contact them to set an appointment for the repair.

We suggest you bring this letter to help the dealer process the claim.

If you have additional questions, please reach out to info@altamotors.co or call the customer service line at 415-230-0755.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



What if you received this notice in error:

This notice was mailed to you according to the latest information in our system. If you no longer are the owner of the Alta Motors motorcycle described in the notice, please fill out and return the attached Status Change sheet using the envelope provided and notify the current owner of this recall (if known).

What if you run into problems?

Your dealer can provide you with all the information you should need about this recall. If you have further questions or concerns, please reach out to Alta Motors Customer Service at info@altamotors.co or 415-230-0755 (9AM to 4PM PST, Monday to Friday). Please mention your VIN in the communication.

If you need to locate your nearest dealer, please go to <https://www.altamotors.co/find-a-dealer>.

If you believe that Alta Motors has failed to provide the safety recall campaign service without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington D.C., 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-424-9153), or go to www.safercar.gov.

We apologize for the inconvenience this recall causes you. We hope you understand that your safety and satisfaction are paramount to us.

Stay Fast,
Alta Motors

IMPORTANT

If you no longer own the vehicle (~~«Full_VIN»«Full_VIN»~~), or if the name or address shown are incorrect, please fill out this page and mail it – no postage is necessary.

Name/Address Correction

~~«Name»«Name»~~
~~«Address_Line_1»«Address_Line_1»~~
~~«City»«City», «State», «Postal_Code»«Postal_Code», «City»~~
~~«Country»«Country»~~

Vehicle Status

If you do not own this motorcycle, please fill in the following information as applicable:

- Never Owned This Vehicle
- Vehicle Sold/Transferred/Traded
- Vehicle Scrapped
- Vehicle Stolen
- Vehicle Exported
- Other: _____

If you know the name and address of the new owner, please enter them below:

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Your Signature:

Date: