



Brisbane, CA

October 16, 2014

SVC-ESB-17-001

Dear Dealership personnel,

Through ongoing testing, Alta has discovered that off-bike chargers shipped with 2017 Redshift MX (VINs below) can exceed the current rating of a standard 15A 120VAC outlet as found in many homes. Exceeding the current rating of the outlet may cause the building wiring or plug to overheat, potentially leading to a fire.

Alta strongly recommends that this charger only be used with a circuit rated to 20 amps or higher. Operation on a 120VAC 20-amp (or higher) wall circuit is safe and within the normal operating limits of the circuit and hardware.

As an additional safety measure, we ask that every dealer check their inventory for Redshifts that lie within the VIN range provided at the end of this bulletin. If a Redshift at your shop is within the VIN range of this bulletin, please proceed with updating the software to **MX_1.2.2**. This new software will ensure that the charger always operates within the safe limits of a 120VAC 15-amp circuit.

If you know of a customer with one of these VIN's, have them come into your shop for the software update.

Please submit a warranty claim for every bike updated per this bulletin.

Labor 5 units to update the software.

After the update, please make sure that the bike functions while in drive mode and accepts a charge.

An additional reminder: Electric vehicle charging is typically long in duration and done near the maximum current for a given AC circuit. It is critical that house wiring be up to code in order to prevent dangerous heat build up or fire. If you have a concern that wiring may be old or suspect, or if you notice excessive heat, cease charging immediately and have the wiring inspected by a licensed electrician.

VIN Numbers (All MX bikes)

56PARABM4HB000202

56PARABM2HB000201

56PARABM0HB000200

56PARABM8HB000199

56PARABM6HB000198

56PARABM4HB000197

56PARABM2HB000196

56PARABM0HB000195

56PARABM9HB000194

56PARABM7HB000193

56PARABM5HB000192

56PARABM3HB000191

56PARABM1HB000190
56PARABM5HB000189
56PARABM3HB000188
56PARABM1HB000187
56PARABMXHB000186
56PARABM8HB000185
56PARABM6HB000184
56PARABM4HB000183
56PARABM2HB000182
56PARABM0HB000181
56PARABM9HB000180
56PARABM2HB000179
56PARABM0HB000178
56PARABM9HB000177
56PARABM7HB000176
56PARABM5HB000175
56PARABM3HB000174
56PARABM1HB000173
56PARABMXHB000172
56PARABM8HB000171
56PARABM6HB000170
56PARABMXHB000169
56PARABM8HB000168
56PARABM6HB000167
56PARABM4HB000166
56PARABM2HB000165
56PARABM0HB000164
56PARABM9HB000163
56PARABM7HB000162
56PARABM5HB000161
56PARABM3HB000160
56PARABM7HB000159
56PARABM5HB000158
56PARABM3HB000157
56PARABM1HB000156
56PARABMXHB000155
56PARABM8HB000154
56PARABM6HB000153
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56PARABM2HB000151
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56PARABM4HB000149
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56PARABM0HB000147

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56PARABM5HB000144
56PARABM3HB000143
56PARABM1HB000142
56PARABMXHB000141
56PARABM8HB000140
56PARABM1HB000139
56PARABMXHB000138
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56PARABM3HB000014
56PARABM1HB000013
56PARABMXHB000012
56PARABM8HB000011
56PARABM6HB000010

Kind regards,

A handwritten signature in black ink that reads "Lewis Glenn". The signature is written in a cursive style with a horizontal line underneath it.

[Lewis Glenn]

[Parts & Accessories Manager]