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| Date           | 10/05/2017                       |
| To             | General Manager, Service Manager |
| SVC-TSB-17-004 | Skidframe Inspection             |

Dear Alta Dealer Personnel,

Through our ongoing testing we have determined that a small amount of Alta Redshift skidframes were produced in such a way that some cracks might develop at the welds between the pegs support and the front of the skidframe. If this failure happens, the pegs would stay securely fastened and it is possible the customer would not even notice the failure.

In order to manage this issue as swiftly and efficiently as possible, 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 inspect the bike's skidframe and if a crack shows, please submit a warranty claim.

Skidframe part number 1202005-03  
Retaining Ring part number 2900689-01 x2  
Anti Abrasion Tape part number 3503752-00

Labor 6 units to inspect and update firmware, 8 units to replace skidframe and update firmware.

If you know of a customer with one of these VIN's, have them come into your shop for an evaluation of the machine so that we can determine a course of action.

Hook your Alta Diagnostic laptop up to every bike prior to working on it to review any faults and to make sure that the firmware is updated. Please make note of any faults. Make sure that the laptop is connected to the internet so that you can not only ensure that the laptop and the bike have the latest versions of software and firmware, but also to make sure that the bike is downloading data to our cloud for as long as possible. There are tremendous amounts of data built up in the bikes and it takes a long time to download.

Please review Chapter 7 of the manual, Skidframe Removal and Installation for directions on how to swap the skidframe. Only basic tools are needed for this job.

VIN Numbers (All MX bikes)

56PARABM4HB000037  
56PARABM2HB000036  
56PARABM0HB000035  
56PARABM9HB000034  
56PARABM7HB000033  
56PARABM5HB000032  
56PARABM3HB000031  
56PARABM1HB000030  
56PARABM5HB000029

56PARABM3HB000028  
56PARABM1HB000027  
56PARABM8HB000025  
56PARABM6HB000024  
56PARABM4HB000023  
56PARABM2HB000022  
56PARABM0HB000021  
56PARABM9HB000020  
56PARABM2HB000019  
56PARABM0HB000018  
56PARABM7HB000016  
56PARABM1HB000013  
56PARABMXHB000012  
56PARABM8HB000011

Kind regards,

A handwritten signature in black ink that reads "Lewis Glenn". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.

[Lewis Glenn]

[Parts & Accessories Manager]