



Date	10/05/2017
To	General Manager, Service Manager
SVC-TSB-17-002	Battery Pack Inspection and R&R

Dear Alta Dealer Personnel,

Through our ongoing testing we have determined that a small amount of Alta Redshift 5.8 Battery packs were produced in such a way that an individual connection between cells might fail. If this failure happens, a loss of overall charge and overall power might be noticed. The machine wouldn't necessarily throw a fault warning nor would it stop providing forward motion. It is plausible that a customer could be riding the bike and not even notice that this failure mode has occurred.

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, submit a Warranty Claim for a battery in the Dealer Portal and order a battery simultaneously. It is critical for the warranty claim to be submitted along with the order, as we need to make sure both bike and battery are compatible.

Battery Part Number 8800007-02

Labor one hour (10 units).

Concurrently, we are working on a software update that would give the bike the capability to diagnose this issue by itself and communicate it to the customer via the display.

As soon as the new software is released, we will send out another bulletin signaling you to start reaching out to the customers owning the VINs below to bring their bike in for update.

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 6 of the manual, Battery Removal and Installation for directions on how to swap the battery. The only tool needed for this job other than basic hand tools is a floor-jack or equivalent mechanism to hold the battery while it is being removed from the bike. The battery alone weighs ~70lbs. We absolutely don't recommend attempting to lift the battery out of or into the bike without mechanical help to hoist it.

VIN Numbers (All MX bikes)

56PARABM0HB000083
56PARABM9HB000082
56PARABM7HB000078
56PARABM5HB000077
56PARABM3HB000076
56PARABMXHB000074
56PARABM8HB000073
56PARABM6HB000072
56PARABM4HB000071
56PARABM2HB000070
56PARABM6HB000069
56PARABM0HB000066
56PARABM7HB000064
56PARABM5HB000063
56PARABM2HB000053
56PARABM0HB000049
56PARABM1HB000044
56PARABM4HB000040

Kind regards,



[Lewis Glenn]

[Parts & Accessories Manager]