



Date	July 19, 2018
To	Dealer Principal, General Manager, Service Manager
From	Alta Service Department
SVC – ESB -18-003	Important Firmware Update – EX and EXR

OVERVIEW

Through ongoing testing, Alta has discovered that some Redshift EX and EXR's shipped to dealers with firmware that does not react properly to a "Short-to-Ground" scenario on the Redshift's 12V system.

The Redshift's 12V system is not fused, so a short-to-ground would normally result in the functionality of that circuit being terminated via software control. With firmware **Redshift_EX_1_1_RC1**, a short could potentially cause a "brown-out" of the entire system which could introduce a vehicle power-down scenario without advanced notification.

A short in the 12V system of the affected motorcycles coming directly from Alta's factory is highly unlikely. However, the introduction of a 12V short-to-ground can be increased if a customer has manipulated and/or modified the wiring, connectors, or accessories connected to the 12V circuit. This could include but is not limited to swapping head or tail lights, tapping into existing 12V wires, or adding custom lighting to other parts of the vehicle.

Alta has developed a firmware revision which will eliminate this failure mode. Alta requires that all Redshifts within the following VIN range posted below have their firmware updated to version **Redshift_EX_1_2_RC3** immediately.

CORRECTIVE ACTION

Please take the following steps for updating affected VINs:

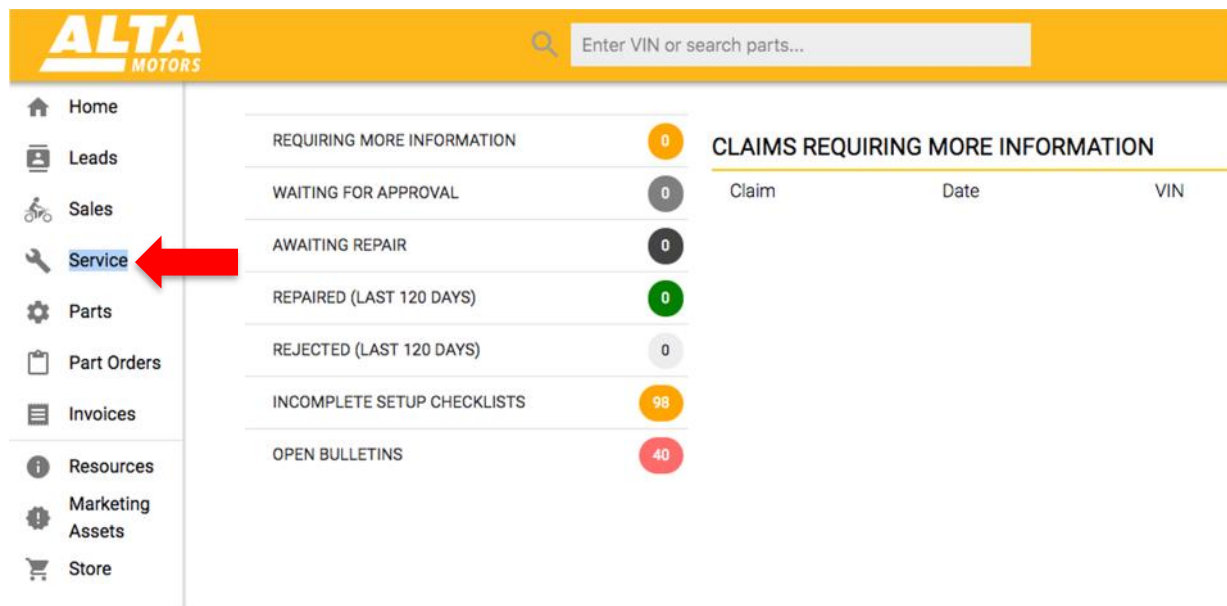
1. Verify your Alta Diagnostic laptop is connected to the internet.
2. Plug the laptop into the motorcycle with the diagnostic cable and open the Alta Diagnostic tool on the desktop. Update the Alta Diagnostic tool if needed.
3. As long as the laptop is connected to the internet, the Alta Diagnostic 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.



ALTA MOTORS		Enter VIN or search parts...
Home	REQUIRING MORE INFORMATION	0
Leads	WAITING FOR APPROVAL	0
Sales	AWAITING REPAIR	0
Service	REPAIRED (LAST 120 DAYS)	0
Parts	REJECTED (LAST 120 DAYS)	0
Part Orders	INCOMPLETE SETUP CHECKLISTS	98
Invoices	OPEN BULLETINS	40
Resources	CLAIMS REQUIRING MORE INFORMATION	
Marketing Assets	Claim	Date VIN
Store		

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 **Redshift_EX_1_2_RC3** needs to be applied to the VIN's on the following page.

Redshift_EX_1_2_RC3 FIRMWARE UPDATE ELIGIBILITY LIST

56PARAAM8JB000050	56PARAFM1KB000174	56PARAFM6KB000154
56PARACM0JB000010	56PARAFM1KB000188	56PARAFM6KB000168
56PARACM0JB000038	56PARAFM1KB000191	56PARAFM6KB000171
56PARACM0JB000055	56PARAFM2KB000099	56PARAFM6KB000185
56PARACM2JB000008	56PARAFM2KB000104	56PARAFM7KB000101
56PARACM2JB000090	56PARAFM2KB000118	56PARAFM7KB000115
56PARACM4JB000091	56PARAFM2KB000121	56PARAFM7KB000146
56PARACM5JB000018	56PARAFM2KB000149	56PARAFM7KB000163
56PARACM5JB000052	56PARAFM2KB000152	56PARAFM7KB000177
56PARACM5JB000097	56PARAFM2KB000166	56PARAFM7KB000180
56PARACM6JB000013	56PARAFM2KB000183	56PARAFM8KB000107
56PARACM6JB000058	56PARAFM3KB000113	56PARAFM8KB000110
56PARACM6JB000075	56PARAFM3KB000127	56PARAFM8KB000110
56PARACM6JB000089	56PARAFM3KB000130	56PARAFM8KB000124
56PARACM7JB000053	56PARAFM3KB000144	56PARAFM8KB000141
56PARACM7JB000067	56PARAFM3KB000158	56PARAFM8KB000155
56PARACM7JB000070	56PARAFM3KB000161	56PARAFM8KB000169
56PARACM8JB000014	56PARAFM3KB000175	56PARAFM8KB000172
56PARACM8JB000045	56PARAFM3KB000189	56PARAFM8KB000186
56PARACM8JB000062	56PARAFM4KB000105	56PARAFM9KB000102
56PARACM8JB000076	56PARAFM4KB000119	56PARAFM9KB000116
56PARACM9JB000071	56PARAFM4KB000122	56PARAFM9KB000147
56PARACMXJB000046	56PARAFM4KB000153	56PARAFM9KB000150
56PARAFM0KB000103	56PARAFM4KB000167	56PARAFM9KB000164
56PARAFM0KB000117	56PARAFM4KB000170	56PARAFM9KB000178
56PARAFM0KB000120	56PARAFM4KB000184	56PARAFM9KB000181
56PARAFM0KB000148	56PARAFM5KB000100	56PARAFMXKB000108
56PARAFM0KB000151	56PARAFM5KB000114	56PARAFMXKB000111
56PARAFM0KB000165	56PARAFM5KB000128	56PARAFMXKB000125
56PARAFM0KB000179	56PARAFM5KB000131	56PARAFMXKB000142
56PARAFM0KB000182	56PARAFM5KB000145	56PARAFMXKB000156
56PARAFM1KB000109	56PARAFM5KB000159	56PARAFMXKB000173
56PARAFM1KB000112	56PARAFM5KB000162	56PARAFMXKB000187
56PARAFM1KB000126	56PARAFM5KB000176	56PARAFMXKB000190
56PARAFM1KB000143	56PARAFM6KB000106	56PARAEM4JB000346
56PARAFM1KB000157	56PARAFM6KB000123	56PARAEM6JB000347
56PARAFM1KB000160	56PARAFM6KB000140	