



Date	01/08/2018
To	General Manager, Service Manager
SVC-TSB-18-001	Battery Pack Inspection and R&R

Dear Alta Dealer Personnel,

Through our ongoing testing we determined that a small amount of Alta Redshift 5.8 Battery packs was produced with a potentially faulty component. While there is no safety risk, if this component was to fail, there is a small chance the Redshift might become inoperable. A Redshift with this faulty component will occasionally show a "precharge timeout" or "precharge fail" fault message on the display. Cycling the key a few times (up to 20) should clear the faults temporarily, allowing the rider to go back to camp.

To manage this issue as swiftly and efficiently as possible, we ask that every dealer check their inventory for Redshifts which match any of the VIN listed below. If your shop owns a VIN on the list below, submit a Warranty Claim for a battery in the Dealer Portal and order a replacement battery simultaneously.

If your shop has sold a VIN on the list below, please schedule a service date with the customer before submitting a Warranty Claim and replacement battery order.

It is critical for the warranty claim to be submitted along with the replacement battery order, as we need to make sure both bike and battery are compatible.

We will start the shipments the week of 1/15/2018.

If you know you will make a sale before then, please reach out to us and we will try to ship you a replacement battery pack as early as possible.

Battery Part Number 8800007-02

Labor one hour (10 units).

Always hook your Alta Diagnostic Laptop up to every bike prior to working on it to review any faults and 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 ensure that the laptop and the bike have the latest versions of software and firmware and be certain that the bike is uploading 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.

Make sure to update the battery pack serial number under the appropriate VIN in the dealer portal. This information is necessary for future service events.

Please review Chapter 6 of the manual, Battery Removal and Installation for directions on how to swap the battery, or watch the Service video available through the portal in the resources section. 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 do not recommend attempting to lift the battery out of or into the bike without mechanical help to hoist it.

Do not damage or throw away the crate or packaging material as they will be needed to ship back the replaced battery. Clearly label the battery pack with the VIN you took it from, and follow the packaging directions to install in the crate. Please provide a picture of the battery pack in the crate and send us a note to confirm we can arrange pick up at your location.

VIN Numbers manufactured with the potentially faulty component (All EX motorcycles but 2 SM and 3 MX motorcycles)

56PARAAM1JB000083	56PARACM4JB000091	56PARACMXJB000080
56PARAAM3JB000084	56PARACM5JB000018	56PARACMXJB000094
56PARABM0HB000066	56PARACM5JB000021	
56PARABM0HB000102	56PARACM5JB000035	
56PARABM7HB000162	56PARACM5JB000049	
56PARACM0JB000010	56PARACM5JB000052	
56PARACM0JB000024	56PARACM5JB000066	
56PARACM0JB000038	56PARACM5JB000083	
56PARACM0JB000041	56PARACM6JB000013	
56PARACM0JB000055	56PARACM6JB000027	
56PARACM0JB000069	56PARACM6JB000030	
56PARACM0JB000072	56PARACM6JB000044	
56PARACM0JB000086	56PARACM6JB000058	
56PARACM1JB000016	56PARACM6JB000061	
56PARACM1JB000033	56PARACM6JB000075	
56PARACM1JB000047	56PARACM6JB000089	
56PARACM1JB000050	56PARACM6JB000092	
56PARACM1JB000064	56PARACM7JB000019	
56PARACM1JB000078	56PARACM7JB000022	
56PARACM1JB000081	56PARACM7JB000036	
56PARACM2JB000008	56PARACM7JB000053	
56PARACM2JB000011	56PARACM7JB000067	
56PARACM2JB000025	56PARACM7JB000070	
56PARACM2JB000039	56PARACM7JB000084	
56PARACM2JB000042	56PARACM8JB000014	
56PARACM2JB000056	56PARACM8JB000028	
56PARACM2JB000073	56PARACM8JB000031	
56PARACM2JB000087	56PARACM8JB000045	
56PARACM2JB000090	56PARACM8JB000059	
56PARACM3JB000017	56PARACM8JB000062	
56PARACM3JB000020	56PARACM8JB000076	
56PARACM3JB000034	56PARACM8JB000093	
56PARACM3JB000048	56PARACM9JB000023	

56PARACM3JB000051	56PARACM9JB000037	
56PARACM3JB000065	56PARACM9JB000040	
56PARACM3JB000079	56PARACM9JB000054	
56PARACM3JB000082	56PARACM9JB000068	
56PARACM4JB000009	56PARACM9JB000071	
56PARACM4JB000012	56PARACM9JB000085	
56PARACM4JB000026	56PARACMXJB000015	
56PARACM4JB000043	56PARACMXJB000029	
56PARACM4JB000057	56PARACMXJB000032	
56PARACM4JB000060	56PARACMXJB000046	
56PARACM4JB000074	56PARACMXJB000063	
56PARACM4JB000088	56PARACMXJB000077	

Kind regards,



[Lewis Glenn]

[Sr Manager of Aftersales]