

Part 573 Safety Recall Report

18V-502

Manufacturer Name : Alta Motors
Submission Date : JUL 31, 2018
NHTSA Recall No. : 18V-502
Manufacturer Recall No. : SVC-ESB-18-004

**Manufacturer Information :**

Manufacturer Name : Alta Motors
Address : 185 valley drive
 BRISBANE CA 94005
Company phone : 4152300755

Population :

Number of potentially involved : 215
Estimated percentage with defect : 77 %

Vehicle Information :

Vehicle 1 : 2019-2019 Alta Motors Redshift EXR
Vehicle Type : MOTORCYCLES
Body Style : OTHER
Power Train : HYBRID ELECTRIC

Descriptive Information : We received a new batch of throttles that were slightly different electrically than the previous batches.

Production Dates : MAY 24, 2018 - JUL 27, 2018

VIN Range 1 : Begin : 56PARAFM2KB000099 **End :** 56PARAFM5KB000131 Not sequential

VIN Range 2 : Begin : 56PARAFM6KB000140 **End :** 56PARAFM1KB000191 Not sequential

Vehicle 2 : 2018-2019 Alta Motors Redshift MXR
Vehicle Type : MOTORCYCLES
Body Style : OTHER
Power Train : HYBRID ELECTRIC

Descriptive Information : We received a new batch of throttles that were slightly different electrically than the previous batches.

Production Dates : MAY 24, 2018 - JUL 27, 2018

VIN Range 1 : Begin : 56PARAEM1JB000367 **End :** 56PARAEM8KB000478 Not sequential

Description of Defect :

Description of the Defect : Due to too narrow a specification within Alta Motors' firmware, the latest batch of throttles installed on the motorcycles will create a fault when rolled forward, causing the motorcycle to shut down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of power while operating the vehicle

Description of the Cause : Due to too narrow a specification within Alta Motors' firmware, the latest batch of throttles installed on the motorcycles will create a fault when rolled forward, causing the motorcycle to shut down.

Identification of Any Warning that can Occur : The display will show "Inverter Throttle Fault" when it occurs

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On June 24th, we had a first customer issue which was believed to be mechanical (swapping the throttle fixed the issue). Last week (week of 7/23), we started seeing more failures in the field which led to an investigation. Since then we reviewed the electrical data of all the throttles we have received to characterize the issue.

Description of Remedy :

Description of Remedy Program : Customers will go to their preferred dealer to perform a firmware upgrade, free of charge

How Remedy Component Differs from Recalled Component : Current firmware on affected motorcycles will be replaced by MX_1.5.1_RC1 or EX_1.2.1_RC1

Identify How/When Recall Condition was Corrected in Production : The new firmware was tested and implemented in production on Thursday 7/26.

Recall Schedule :

Description of Recall Schedule : We communicated with dealers today 7/31/2018 and will share with customers via email and letters in the coming days, as soon as the recall is approved and we procure the envelopes

Planned Dealer Notification Date : JUL 31, 2018 - AUG 31, 2018

Planned Owner Notification Date : AUG 06, 2018 - AUG 31, 2018

* NR - Not Reported