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FREEFLYSYSTEMS.COM

Date Released: 31-May-2016

Subject: Motor Mount Failure

Effectivity: ALTAs purchased after 18-March-2016

Require Action: Discontinue flight operations

Time of Compliance: Immediately

## INTRODUCTION

This Service Bulletin (SB) is a follow-on to the SB issued on 27-May-2016 alerting ALTA owners who purchased their unit after 18-March-2016 date to discontinue flight operations immediately.

## RECOMMENDATIONS

Freefly is continuing to investigate the cause of two in-field failures of ALTA 8 motor mounts, and we are issuing a mandatory recall of all ALTA 8 units for repair. Please discontinue operation of your ALTA 8 immediately.

Freefly Customer Support will reach out to all affected owners directly and arrange shipping information and estimated repair times.

Please wait for further communication from Freefly Customer Support with details on the RMA process before returning your ALTA 8.

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For Service Information Contact:  
Freefly Customer Support  
Email: [support@freeflysystems.com](mailto:support@freeflysystems.com)  
Phone: +1 (425) 485-5500  
Hours of Operation: M-F 8am-6pm PST