



# **DEALER COMMUNICATIONS**

## **HARLEY-DAVIDSON MOTOR COMPANY**

### **IMPORTANT SAFETY RECALL INFORMATION**

## **Safety Recall Campaign 0176 – LiveWire Onboard Charger Software**

### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists on certain model year 2020 LiveWire models built between 3/18/2019 and 8/20/2020.
- The software in the Onboard Charging (OBC) System may initiate a shutdown of the electric vehicle powertrain, without providing reasonable indication to the rider that a shutdown sequence has been initiated. In some cases, the vehicle may not be able to be restarted or, if restarted, may shortly thereafter shut down again. Unexpected loss of propulsion of the vehicle while in motion without the ability to restart or remain restarted may increase the risk of a crash.

### **KEY DATES**

- On or about 10/15/2020: Software updates available for dealers to download
- On or about 10/15/2020: Service Bulletin posts
- On or about 10/22/2020: Owner notification letters begin mailing

### **CONTACT**

- U.S. dealers: Call 800-664-7762 and select the appropriate prompts
- International dealers: Contact their regional office

October 15, 2020

Worldwide LiveWire Dealers:

Harley-Davidson has learned that the software in the Onboard Charging (OBC) System of LiveWire (ELW) model motorcycles built between 3/18/2019 and 8/20/2020 may initiate a shutdown of the electric vehicle powertrain, without providing reasonable indication to the rider that a shutdown sequence has been initiated. In some cases, the vehicle may not be able to be restarted or, if restarted, may shortly thereafter shut down again. Unexpected loss of propulsion of the vehicle while in motion without the ability to restart or remain restarted may increase the risk of a crash.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0176) all affected motorcycles. The remedy is to first confirm that the motorcycles are covered by this recall. If covered, perform the recommended software update per Service Bulletin M1519 to update the OBC software. The OBC software update will address the defect condition. While the customer's motorcycle is at your dealership to have the recall

remedy performed, in the interest of improving the riding and charging experience for the customer, please also install updates to the Instrument Module and the Electric Vehicle Powertrain (also known as the EVPT or Motor) per Service Bulletin M1519. Because this software update will enable new functionality in the Instrument Module, it is important that you print out and provide to the customer a copy of the Owner's Manual addendum which is attached to the service bulletin. Service Bulletin M1519 outlining the repair and credit procedures for the recall OBC update and the updates to the Instrument Module and EVPT will be posted on or about 10/15/2020; reference the bulletin for additional information.

In the interest of our mutual customers' safety, and as required by federal law, you may sell but **not deliver** any motorcycles until the remedy is complete. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select "Safety Campaign Open VIN list," then select "0176" Campaign to view the VIN list.**

In accordance with federal regulations administered by NHTSA and other appropriate market-specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Leading in the electrification of motorcycles requires agility and a clear commitment to quality and integrity, and Harley-Davidson continues to demonstrate both. This safety recall is one example of how we deploy rigorous quality protocols and face challenges directly.

We take pride in the quality standards and controls we employ in our drive to lead the industry and deliver the world's most desirable motorcycles. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.  
Recall 0176

**For:** Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

**Sent to:** All LiveWire Dealers