



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680



*****AUTO**ALL FOR AADC 530 P1 C1 ## 0171D



IMPORTANT SAFETY RECALL Owner Notification

This notice applies to your vehicle, VIN # 1HD2XAEB2LB [REDACTED]

October 19, 2020
Harley-Davidson Recall No. 0176
NHTSA Recall No. 20V624

Dear Harley-Davidson® Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists on certain model year 2020 LiveWire® (ELW) models. We are notifying you because our records indicate that you may own one of these motorcycles.

What is the Issue?

The software in the Onboard Charging (OBC) System may initiate a shutdown of the electric vehicle powertrain, without providing reasonable warning to the rider. 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.

What Should You Do?

Please contact your Harley-Davidson® LiveWire® dealer immediately to schedule an appointment to have updated OBC software installed at no cost to you. The OBC software update will address the defect condition. While your motorcycle is at the dealer to have the recall remedy performed, your dealer will also install at no charge updates to the Instrument Module and the Electric Vehicle Powertrain (also known as the EVPT or Motor) to improve the riding and charging experience.

Overall, the recall remedy and additional software enhancements will take less than 1.5 hours to perform. However, due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley- Davidson phone numbers listed below and provide us with the new contact information so that we may notify the new owner of this recall. Also, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Additional Questions or Concerns?

For more information, or if you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle serviced in a reasonable time, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products.

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