

Part 573 Safety Recall Report

24V-216

Manufacturer Name : LIVEWIRE EV, LLC**Submission Date :** MAR 22, 2024**NHTSA Recall No. :** 24V-216**Manufacturer Recall No. :** 1002**Manufacturer Information :**

Manufacturer Name : LIVEWIRE EV, LLC

Address : 3700 W. Juneau Ave.

Milwaukee WI 53208

Company phone : 8553874337

Population :

Number of potentially involved : 165

Estimated percentage with defect : 58 %

Vehicle Information :

Vehicle 1 : 2024-2024 LiveWire S2DM

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population includes certain MY24 LiveWire S2DM model motorcycles which were inspected by a third-party. Other motorcycles either within the build range or built outside of the build range are not part of the recall population. The recall population was determined based upon a review of production records to determine which motorcycles underwent insufficient inspection and torquing by our third-party subcontractor.

Production Dates : JUL 31, 2023 - NOV 30, 2023

VIN Range 1 : Begin : 1HD3GCVB0RB550041 End : 1HD3GCVB0RB550699 Not sequential**Description of Defect :**

Description of the Defect : Motorcycles within the recall population may have been shipped to dealers with zero clamp load in several areas, including the rear axle assembly, lower shock joint, and certain powertrain fasteners, among others.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Zero clamp load on the rear axle assembly or the lower shock joint may lead to a loss of control which may increase the risk of a crash.

Description of the Cause : An improper third-party inspection process was performed on certain motorcycles within the build range.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Nut

Component Description : Nut, lower rear shock mounting

Component Part Number : 1040057

Component Name 2 : Nut

Component Description : Nut, rear axle

Component Part Number : 10100089

Supplier Identification :

Component Manufacturer

Name : LiveWire LLC

Address : 3700 Juneau Ave
Milwaukee Wisconsin 53208

Country : United States

Chronology :

01/11/2024 - The LiveWire Service Team was made aware of three motorcycles that allegedly were delivered to a dealer with loose rear axles and/or lower shock bolts.

02/08/2024 - The Technical Subcommittee (TSC) was made aware of this issue.

02/12/2024 - The TSC launched a formal investigation of this issue.

02/13/2024 - 02/26/2024 - The TSC requested a screening of motorcycles within LiveWire control. During the screening process, the TSC determined that only motorcycles that were inspected by a third-party subcontractor were affected. The TSC escalated the matter to the Field Action Committee (FAC). The TSC also requested that additional motorcycles should be inspected to determine if there may be concerns with other joints that were potentially disturbed during the third-party inspection.

03/07/2024 - The FAC reviewed the TSC's findings and analysis and escalated the matter to LiveWire's Executive Decision Authority (EDA).

03/13/2024 - Based upon the information developed during the investigation, the EDA authorized a safety recall to address the condition on the shock bolt and the rear axle. In addition, new results of the continued

screening of motorcycles that were part of the third-party inspection were reviewed with the EDA, revealing additional areas of potential concern. The LiveWire EDA further authorized the recall repair to encompass additional areas that may have been disturbed during the third-party inspection.

There have been no reports of crashes or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Owners of affected motorcycles will be asked to arrange service with an authorized LiveWire dealer, who will perform a thorough inspection of specific joints and properly tighten any loose joints to specifications at no charge to the customer. If damaged components caused by this condition are identified during the inspection, they will be replaced at no charge to the customer. Pursuant to 49 CFR 577.11(e), LiveWire requests that it be exempt from providing a notification of a reimbursement plan. Any pre-notification product failure would have been addressed under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs from Recalled Component : No components are planned to be replaced as part of this inspection, unless related damage is noted. If additional components are needed as part of the repair, LiveWire dealers will be provided guidance on how to obtain replacement components at no charge to the customer.

Identify How/When Recall Condition was Corrected in Production : Corrective action has been taken as of 3/11/2024 to address the third-party's processes.

Recall Schedule :

Description of Recall Schedule : Dealer notification is planned between 03/21/2024 and 03/28/2024. Owner notification is planned between 03/26/2024 and 04/02/2024

Planned Dealer Notification Date : MAR 21, 2024 - MAR 28, 2024

Planned Owner Notification Date : MAR 26, 2024 - APR 02, 2024

* NR - Not Reported