

**IMPORTANT SAFETY RECALL INFORMATION**  
**Safety Recall Campaign 1001**  
**MY24 LiveWire® S2DM Del Mar® VSC Software**

To: US LiveWire® Dealers

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

February 29, 2024

Dear Dealer:

LiveWire has learned that on certain Model Year 2024 S2DM Del Mar® model motorcycles the Vehicle Supervisory Controller (VSC) software 13.3.16.2 / calibration 13.1.8.2 may initiate a shutdown of the Electric Vehicle powertrain, as a result of internal software voltage thresholds being exceeded, without providing an indication to the rider prior to initiating the shutdown sequence. While in motion, the vehicle may not be able to be restarted. Unexpected loss of propulsion while in motion without the ability to restart may increase the risk of a crash. Accordingly, LiveWire is conducting a safety recall (Campaign 1001) to address this condition.

On 2/6/2024, LiveWire launched a Firmware Over the Air (FOTA) update to provide a new calibration that resolves this issue, and some motorcycles in the recall population have already been updated. The owner notification letter will advise owners how to download and install the update. They will also be given the option of having the update performed at a LiveWire® dealer.

Owners who are uncertain whether their vehicle has previously been updated with the current software will be instructed to contact LiveWire Customer Service or a LiveWire® dealer for confirmation. If you are contacted by a vehicle owner, before scheduling service, you should determine whether their motorcycle has been updated by calling LiveWire at 833-951-7433. If the update has not been performed and the owner chooses to schedule installation at the dealer, follow the procedure outlined in the Service Bulletin L1010 (the “Bulletin”). Additionally, as part of Campaign 1001, any affected Power Electronic Units (PEUs – part number 73100005) in your service parts inventory must also be remedied. (The VSC software is within the PEU.) The bulletin outlines the repair and credit procedures for the recall update and provides additional relevant information.

In the interest of our customers’ safety, and as required by federal law, you may sell but **not deliver** any affected motorcycles in your new vehicle inventory until the software updated has been performed. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select “1001” Campaigns to view the VIN list.**

In accordance with federal regulations administered by the National Highway Traffic Safety Administration (NHTSA) and other appropriate market-specific government agencies, LiveWire expects to notify all affected owners of record of this recall during the week of March 5, 2024.

If you have any questions related to this recall, you can contact us at:

- U.S. dealers: Call 1-833-951-7433.

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

Sincerely,

LiveWire EV, LLC  
Recall 1001

Recall 1001 Model Year List (production date range: July 26, 2023 to January 30, 2024)

<b>Year</b>	<b>Model</b>	<b>Market</b>
2024	S2DM Del Mar	United States

Key Dates:

- The Firmware Over the Air (FOTA) update to address this issue was launched on February 6, 2024.
- Between February 29 and March 5, 2024 – Dealer Communication and Service Bulletin released.
- Between March 5 and March 12, 2024 – Owner Letters mailed.