

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 1002
MY24 LiveWire® S2 Del Mar® Fastener Torque

To: US LiveWire® Dealers

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

March 21, 2024

Dear Dealer:

LiveWire has learned that certain Model Year 2024 S2 Del Mar® model motorcycles built between 07/31/2023 and 11/30/2023 may have loose fasteners resulting from an improperly performed inspection by a third party. The areas of concern include the rear axle assembly, lower shock joint, and certain powertrain fasteners, among others. Zero clamp load on the rear axle assembly or lower shock joint may lead to a loss of control, which may increase the risk of a crash. Accordingly, LiveWire is conducting a voluntary safety recall (Campaign 1002) to address this condition.

First, confirm that the motorcycles are covered by this recall. If covered, perform the recall remedy per Service Bulletin L1012, which outlines the repair and credit procedures for the recall 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 recall remedy has been performed. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select "Safety Campaign Open VIN list," then select "1002 Campaign" 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 affected owners of record of this recall between March 22 and March 29, 2024.

If you have any questions related to this recall, you can contact us at 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 1002

Key Dates:

- March 21 - March 28, 2024 – Dealer Communication and Service Bulletin released.
- March 22 - March 29, 2024 – Owner Letters mailed.