

IMPORTANT SAFETY RECALL INFORMATION
Safety Recall Campaign 1003
MY24 LiveWire® S2 Del Mar® and Mulholland HV Fuse

To: Worldwide LiveWire® Dealers

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

August 14, 2024

Dear Dealer:

LiveWire has learned that on certain Model Year 2024 S2 Del Mar® and Mulholland® model motorcycles the high voltage fuse may open due to repeated rapid acceleration events resulting in a loss of propulsion without providing prior indication to the rider. Other electrical functions (ABS braking, turn signals, lighting, etc.) will not be affected. 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 (Recall 1003) to address this condition.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall all affected motorcycles. The remedy is to first confirm that the motorcycles are covered by this recall. If covered, perform the recommended recall update by installing a new high voltage fuse per Service Bulletin L1015 (the “Bulletin”). As part of Recall 1003, any affected high voltage fuses (P/N 69202816) in your service parts inventory must also be returned via the RMA process. The bulletin provides the repair and credit procedures for the recall update, a reminder that any available software updates should be performed, and additional relevant information.

The recall kit (part number 91500118) will be used for Recall 1003. Recall kits are expected to begin shipping the week of August 19, 2024. Kits will not be available for dealer order at recall launch, but will be distributed in wave shipments.

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 remedy has been performed. **Please refer to *H-Dnet / My Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select “1003” under “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 August 19, 2024.

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

- U.S. dealers: Call 1-833-951-7433
- Europe, Middle East, Africa: Call 0033 (0) 622448716
- Other markets: Contact your regional sales representative

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 1003

Recall 1003 Model Year List (production date range: July 26, 2023 to June 26, 2024)

Year	Model	Market
2024	S2DM Del Mar	Worldwide
2024	S2MH Mulholland	Worldwide

Key Dates:

- Between August 14 and August 21, 2024 – Dealer Communication and Service Bulletin released.
- Between August 19 and August 26, 2024 – Owner Letters mailed.
- Recall kits will begin shipping the week of August 19, 2024.