



## IMPORTANT SAFETY RECALL

This notice applies to your motorcycle, VIN # 1HD3GCYB6RB [REDACTED]

March 5, 2024

LiveWire Recall No. 1001

NHTSA Recall No. 24V-149

Dear LiveWire® Motorcycle Owner:

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

LiveWire EV, LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2024 S2DM Del Mar® motorcycles. We are notifying you because our records indicate that you may own one of the affected motorcycles.

### What is the Issue?

The Vehicle Supervisory Controller (VSC) 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.

### What Should You Do?

**A dealer visit is not required.** A Firmware Over the Air (FOTA) update that addresses this issue was launched on February 6, 2024. If you have already completed the download and installation of the update on your motorcycle (which requires you to accept the update), no further action is required. If you are unsure whether the update was completed on your motorcycle, please call LiveWire Customer Service at 1-855-387-4337 or your authorized LiveWire® motorcycle dealer, who can check the status of your software. You may also check the recall status online by visiting [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls) and entering your Vehicle Identification Number (VIN). (There may be up to a two-week delay following the recall update to your motorcycle.) If your motorcycle has not received the update,

you may complete the download and installation yourself. These steps can be found in your Owner's Manual in the Firmware Over the Air (FOTA) section (on page 114-115) or, if you prefer, you may schedule an appointment to have the updated VSC calibration installed at an authorized LiveWire® dealer at no cost to you. The update is available at authorized dealers now and should take less than 30 minutes. However, due to scheduling, the dealer may require your motorcycle for a longer period. If the recall service is performed at a dealer, you will be asked 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 LiveWire phone number 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 (10) days.

### **What If You Have Additional Questions or Concerns?**

For more information regarding eligibility, to locate a dealer, 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 LiveWire EV, LLC for immediate assistance at 1-855-387-4337.

If you believe that LiveWire has failed or is unable to remedy this defect in a reasonable time or without charge, 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 your LiveWire® motorcycle. Thank you for your cooperation.

Sincerely,

LiveWire EV, LLC  
Recall 1001