



## IMPORTANT SAFETY RECALL

This notice applies to your motorcycle, VIN # 1HD3GCYB7 

March 26, 2024  
LiveWire Recall No. 1002  
NHTSA Recall No. 24V-216

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 S2 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 motorcycle 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. A loose rear axle assembly or lower shock joint may lead to a loss of control, which may increase the risk of a crash.

### What Should You Do?

Please contact your authorized LiveWire® motorcycle dealer and arrange an appointment to have the recall service performed at no cost to you. The service will include inspecting certain fasteners on the chassis and powertrain and properly tightening any loose joints to specification. If damaged components caused by this condition are identified during the inspection, they will also be replaced at no charge to you. If you prefer, you may contact your dealer and make arrangements to have them pick up the motorcycle. The recall service may take up to three (3) hours. However, due to scheduling, the dealer may require your motorcycle for a longer period. Once the service has been completed, your dealer will ask you 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 1002