



IMPORTANT SAFETY RECALL

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

August 26, 2024
LiveWire Recall No. 1003
NHTSA Recall No. 24V-601

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® and Mulholland® motorcycles. We are notifying you because our records indicate that you may own one of the affected motorcycles.

What is the Issue?

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.

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 involve replacing the high voltage fuse. The recall service may take up to 1.5 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.

IMPORTANT: Should you choose to ride your motorcycle before this safety recall service has been completed, to reduce the risk of this condition developing, we recommend that you **avoid rapid acceleration events** and select Range or Rain mode BEFORE each ride per the following procedure:

1. Start motorcycle, but do not begin moving.
2. If Range or Rain mode is already selected (refer to owner's manual for icon), enable propulsion and proceed with ride.
3. If Range or Rain mode is not selected, press the "Mode" button on the right-hand control module (RHCM) repeatedly until the Range or Rain mode icons appear on the Instrument Module (IM).
4. Pause until the outlined icon appears filled, indicating the mode is now active.
5. Enable propulsion and proceed with ride.

NOTE: Although the most recently selected ride mode should be automatically retained at the beginning of the next ignition cycle, we recommend verifying this ride mode before each ride.

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.NHTSA.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 1003