

Recall Campaign 1003 – MY24 S2 High Voltage Fuse - Q&A

1Q. What is the remedy for this recall?

See bulletin L1015 for specific details on the remedy, which will include replacement of the High-Voltage RESS fuse, a reminder that any available software updates should be performed and additional relevant information. The bulletin will also link to a step-by-step animation created by LiveWire Academy which acts as a supplement to the official written materials.

2Q. When will the bulletin be available?

The bulletin is expected to be available by Friday, August 16, 2024.

3Q. How do I file a claim to close out the recall and get paid?

See bulletin L1015 for the recall claim table. The claim should be filed immediately upon completion of the recall. The dealership will be paid for 1.5 hours of labor upon recall claim approval. This includes fuse replacement and any available software updates. Once approved, recall claims will be paid following the standard warranty claim disbursement process.

4Q. Are any parts needed for this recall?

Yes – This recall service includes replacement of the RESS fuse & caddy assembly. The part number for the recall kit is 91500118.

5Q. When will the recall kit be available?

The initial wave of parts is expected to ship on or about August 19, 2024. Each dealership will receive a predetermined quantity based on inventory and sales history. Additional recall kits are expected to be available through the standard order process in September.

6Q. Will my dealership be invoiced for the recall kits?

Yes, dealers will be invoiced per standard ordering & fulfillment procedure.

7Q. What should I do with any affected parts in inventory?

If you have any inventory of 69202816 or 25701399, all pieces must be returned on an RMA – Code: “ROT Other”.

8Q. What should I do with replaced parts?

Per warranty policy, please label all replaced parts appropriately with the respective VIN and retain in the warranty return area for a minimum of 60 days. After this time period, the old fuse is to be destroyed and scrapped.

9Q. What if a customer has an affected motorcycle but does not receive a letter?

We're asking customers who have sold their motorcycle and have an address for the current owner to forward this notice to the new owner. Alternatively, they may contact

LiveWire at customersupport@livewire.com and provide contact information for the current owner so that we may notify the new owner of this recall.

10Q. How do I reach the LiveWire Service & Warranty team and Dealer Advocate team?

For service & warranty, please call (833)951-7433 and select the appropriate prompts.

For dealer support, email dealersupport@livewire.com