SERVICE BULLETIN

M1503 **2021-02-09**

M1503: LIVEWIRE - IM SOFTWARE UPDATES

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has made a software update to the LiveWire® Instrument Module (IM).

Motorcycles Affected

Electric LiveWire™ (ELW) models

Markets Affected

All markets are affected.

Software

Table 1. Software Version and Release Date

Software	Release Date
1.2.0.2	2020-09-30
1.0.7.2	Launch

New Software Update

Version 1.2.0.2

Release Date:

- Week of September 28, 2020

Previous Software Updates

Version 1.0.7.2

Release Date:

- Launch

Required Dealer Action

1. To download the latest IM update file click: swdl_LW_INST.zip

NOTE

- *Login into Service Information Portal (SIP) through Google Chrome to view.*
- *Must use a Universal Serial Bus Type-C (USB-C) drive to upload update to IM.*

2. Move IM update file.
   a. Locate the Downloads folder on computer.
   b. Unzip IM update file.
   c. Copy, Cut or Drag IM update to the root directory of the USB-C drive.

NOTE

Do not place the update in any folder, this will prevent the IM from preforming the update.

   d. Eject USB-C drive.
3. Remove fairing. See the service manual.
4. Connect USB-C drive to vehicle.
5. Using Trip switch, place vehicle into accessory mode.
6. Navigate IM:
   a. **SETTINGS > SYSTEM > ABOUT > FACTORY OPTIONS > UPDATE SOFTWARE**
7. Allow IM update to complete.
8. Remove USB-C drive.
9. Install fairing. See the service manual.

NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
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