SERVICE BULLETIN

L1002 **2023-03-24**

L1002: 2021-2022 LIVEWIRE ONE ONBOARD CHARGER (OBC) SOFTWARE UPDATE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-03-24	-	Initial release

Purpose for Service Bulletin

A software update is available for the 2021-2022 LiveWire One Onboard Charger (OBC).

The low temperature threshold for Direct Current (DC) to DC (12 V battery maintenance) has been revised from 32 °F (0.0 °C) to 5 °F (-15.0 °C). This change reduces the possibility of a 12 V battery discharge in cold weather storage. Additionally, enhancements have been made to reduce compatibility concerns at public level 3 charging stations. This allows a user to use level 3 chargers which may have previously displayed errors when connected to a LiveWire One.

Vehicles Affected

2021-2022: LiveWire One (LW1)

Markets Affected

United States.

Part Numbers

Refer to Table 2.

Table 2. Affected Part Numbers

Affected Part No.	Item Description
66000257	OBC Battery Charger Assembly
66000257A	OBC Battery Charger Assembly

Required Dealer Action

Table 3.

Action Required	Resolution
NO ☐ YES ☑	**Actionable:** Any vehicle, component or software related issues must be performed according to the service bulletin procedure.

1. Update the OBC software on all 2021 and 2022 LiveWire One vehicles.
2. Make sure Digital Technician II (DT II) has been updated to version 23.3 or higher.
3. Update the following:
   a. Control Board: 2.11.48.2
   b. Power Board: 7.1.3.2
   c. Charger: 0.94.35.2
4. After completing the software update, file the appropriate warranty claim in H-DNet using the **Warranty-Warranty Claim** tool while logged in under your LiveWire account.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 4.

Table 4.

ITEM	DATA
Claim Type	Standard or PDI
Primary Labor Code (1)	2800
Customer Concern Code	9203
Condition Code	9110
Problem Part Number	66000257A
Replacement Part Number	-
Quantity	-
Model	LiveWire One
Model Year	2021 and 2022
Labor Time	0.4 hours
(1) Download may be required	

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
INITIAL HERE									