SERVICE BULLETIN

L1005 **2023-08-07**

L1005: BLUETOOTH PAIRING INSTRUCTIONS AND TIPS

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-08-07	-	Initial release

Purpose for Service Bulletin

To provide both Harley-Davidson and LiveWire dealers a single document that includes greater detail about Bluetooth pairing a phone to the instrument module.

Vehicles Affected

2020: LiveWire (ELW)

2021-2023: LiveWire (LW1)

Markets Affected

United States, Canada, Mexico, Australia, Europe, Middle East, Asia

Required Dealer Action

Table 2.

Action Required	Resolution
NO ☑ YES ☐	**Non-Actionable:** This is for informational purposes only or a technical tip.

Some customers have experienced difficulty pairing mobile devices to the LiveWire Instrument Module. This bulletin covers some best practices to ensure proper pairing and operation of Bluetooth features of the Instrument Module.

Initial Pairing

- The process for pairing a phone to the Instrument Module (IM) will differ whether an iPhone or Android device is used. The IM uses Bluetooth Low Energy (BLE) technology and iPhones manage this differently than Android. For Android devices the app must be installed and open on the phone prior to attempting to pair. iPhone does not need the app open to pair to the instrument.
- To ensure the phone sees the instrument module in the Bluetooth device list on the phone enter the Bluetooth Pairing menu on the instrument before entering the Bluetooth device menu on the phone.
- When pairing a phone make sure to allow and accept all functions of the instrument module when prompted.
- On Android devices the app should be open on the phone prior to switching on the bike's ignition. This will help ensure the phone pairs with the IM each time.

Normal Operation

- Some devices may take longer to pair with the IM than others. It may take up to one minute for the phone to pair with the IM. The Bluetooth icon on the IM will turn blue when the phone has paired.
- If a headset is being used in addition to a phone the best practice is the pair the phone to the bike, then pair the headset to the phone.
- When using a headset with the bike adjust the volume on the phone and headset individually to ¾ full, then use the left hand control module on the bike to adjust while riding.

Troubleshooting

- If previous devices have been paired to the IM, or repeated, unsuccessful attempts clear the cache in the IM. Navigate to System – About – Factory Options – Clear Cache.
- If pairing is unsuccessful and the phone displays a LW-**** device in the Bluetooth devices list, have the phone forget that device before another pairing attempt.
- Disconnect from any other connected Bluetooth devices from the phone before attempting the initial pairing to the IM. Once the IM has been paired to the phone disconnecting of other devices should not be necessary for normal use.
- In some cases of continued failure to Bluetooth pair there are third part Bluetooth Low Energy (BLE) apps (i.e. LightBlue) that can be downloaded on to the phone to aid in pairing.

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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