SERVICE BULLETIN

L1013 2024-04-29

L1013: S2 DEL MAR TCU CELLULAR CONNECTIVITY

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2024-04-29	-	Initial release

Purpose for Service Bulletin

This bulletin informs that there is a population of S2 Del Mar motorcycles where the Telematic Control Unit (TCU) is not communicating on the cellular network.

A TCU that is not communicating will prevent the LiveWire S2 mobile app from pairing with the motorcycle. That will prevent the app from displaying information such as Charge Level, Available Range, or charging progress. It will not allow the navigation feature to function on the instrument module. Firmware Over the Air (FOTA) updates are also not available without a cellular signal.

The symptoms are: the customer cannot pair the motorcycle to the mobile app after repeated attempts, or the TCU signal strength display in the Bike Status screen always shows no signal.

The cause for this issue is TCU software based and will be addressed in a future update. Current estimate time for a Digital Technician II (DT II) field release is June 2024.

Vehicles Affected

2024: Del Mar (S2DM)

Markets Affected

Europe, Middle East, Asia markets affected.

Required Dealer Action

Table 2.

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

If a vehicle is exhibiting the listed symptoms, a dealership will require LiveWire assistance to correct this issue. Please contact your LiveWire sales representative to arrange support. This will require a remote support session in DT II.

Once the field update is available, it will be provided through a DT II flash update. This bulletin will be updated when the field release comes available.

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									