

L1019 2025-03-25

L1019: PRODUCT PROGRAM 1901 S2 TCU REPLACEMENT

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date Rev		Revision (Rev) Description
2025-03-25	-	Initial release

Purpose for Service Bulletin

LiveWire EV, LLC has identified that certain S2 motorcycles do not recognize the full connectivity benefit due to the lack of completion of regularly scheduled Firmware Over The Air (FOTA) updates. Certain S2 motorcycle's Telematic Control Unit (TCU) that have not been updated to the latest software version which prevents full operation of the TCU and the motorcycle's ability to receive FOTA updates will need to be inspected and the TCU replaced. Vehicle performance and safety are not affected.

Additionally, there is an upcoming cloud update scheduled for August 31st, 2025, which will prevent motorcycles with these early TCU software versions from connecting to cloud services. If the affected vehicle's TCU is not updated by this time, connected service within the LiveWire S2 mobile app will cease to function.

Program Duration

This program is effective starting on March 25th, 2025. Be advised that services delivered under this product program will no longer be rendered at factory expense after March 25, 2027.

Required Dealer Action

Table 2. Required Dealer Action

Category	Description	Required	
1	Must Perform Repair		
2	Repair If Presenting Symptom		
3	Feature Pack- Customer/Dealer Paid		
4	Informational Purposes Only		

A Vehicle Identification Number (VIN) list has been created to specifically address this concern.

European Dealers: an affected VIN list will be provided by your Regional Field Sales Manager.

- United States and Canada Dealers: Check individual Vehicle Identification Numbers (VINs) for open campaigns.
 - a. **Navigate:** H-Dnet.com > Service Toolbox > Vehicle Information
 - b. **Select:** Campaign History
- Replace TCU module if VIN is the on affected VIN list. See service manual.
 - A Module Replace procedure MUST be performed using Digital Technician II (DT II) after replacing the TCU.
- 3. **United States Only:** The TCU that has been removed from the vehicle, **must be returned to LiveWire**.
- Europe and Canada Only: The TCU that has been removed from the vehicle, must be scrapped.

Vehicles Affected

2024: Del Mar (S2DM), Mulholland (S2MH)

Markets Affected

United States, Canada, EMEA

Affected Part Numbers

Refer to Table 3.

Table 3. Part Numbers

Old Part No.	Item Description	New Part No.		
41001221	Telematic Control Unit	91700043		

Dealer Inventory Instructions

- 1. Order part, for this campaign, in advance of customer appointment for the fastest turnaround of repair.
- Kits for Service Programs should be ordered using normal ordering channels. Orders should not be placed on a Recall Order or using the Recall Order Type.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

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									

Submit a warranty claim per Table 4.

United States Only: Send removed TCU to:

LW TCU Product Program 3700 West Juneau Avenue Milwaukee Wisconsin 53208 United States of America NOTE

A ten dollar sublet will be applied to each United States claim as reimbursement for return shipping.

Table 4. S2 TCU Replacement

ITEM	DATA			
Claim Type	Recall			
Primary Labor Code	9518 (EMEA only)			
Customer Concern Code	1901			
Condition Code	9981			
Problem Part Number	41001221			
Replacement Part Number	91700043			
Quantity	1			
Model	Del Mar and			
lviodei	Mulholland			
Model Year	2024			
Labor Time	0.5 hours			
(1) Download may be required				

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