

**IMPORTANT PRODUCT PROGRAM INFORMATION**  
**Product Program 1901**  
**MY24 LiveWire® S2 TCU Software**

To: LiveWire® Dealers

Roles: Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

March 25, 2025

Dear Dealer:

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 TCUs (Telemetry Control Units) 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. These motorcycles 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 early TCU software versions from connecting to cloud services. If the affected motorcycle TCUs are not updated by this time, connected service within the LiveWire S2 mobile app will cease to function.

We have identified each of these customer-owned motorcycles by VIN and will be contacting each customer to ask that they schedule an appointment with their nearest dealer. If a customer calls you to schedule a service appointment, please first confirm that the motorcycle is a part of this program by searching the customer VIN for an associated 1901 product program. If covered, please schedule an appointment with the customer to replace the TCU and perform a DTII Module Replace procedure per Service Bulletin L1019. The Bulletin provides the repair and credit procedures for the TCU replacement and additional relevant information.

The product program kit (part number 91700043) will be used for product program 1901. Kits are expected to be available for order the week of March 31<sup>st</sup>, 2025. These kits, once available, are to be ordered by the dealership once they have been contacted by the customer.

LiveWire expects to notify affected owners during the week of March 31st.

If you have any questions related to this product program, you can contact us at:

- North America dealers: Call 1-833-951-7433

LiveWire takes pride in the quality standards and controls we employ in our drive to lead the industry and deliver the world's most desirable electric motorcycles. Thank you for your cooperation.

Sincerely,

LiveWire EV, LLC  
Product Program 1901

Key Dates:

- March 25th – Dealer Communication and Service Bulletin released.
- March 25th – Dealer webinar
- Week of March 31st – Owner Letters mailed.
- Product Program kits will be available for order the week of March 31st.

*This information is confidential and intended for the LiveWire retailer network only. It should not be shared with the public, including email, social media or any other platform. As you learned in the Confidentiality Matters training, adhering to business confidentiality is critical to protecting our brand and our business.*