

Product Program 1901 – MY24 S2 TCU Software – North America Q&A

1Q. Which motorcycles are affected by this product program?

Certain sold motorcycles on software versions 4.0.7 or earlier are affected. These specific VINs have been identified and have had the product program applied to them in H-Dnet.

2Q. How does this product program differ from what's currently being done with TCUs?

This product program changes the strategy for motorcycles that have been sold to customers. Previously, the dealership was asked to perform bulletin L1016, updating TCU software and potentially replacing the TCU if unsuccessful. This program bypasses the update attempts and goes straight to TCU replacement so that a customer does not have to make a return trip or leave the motorcycle at the dealership for an extended period.

3Q. Since this product program only covers sold motorcycles, what is being done about dealer inventory units?

Inventory units are still expected to undergo bulletin L1016 prior to sale & release to customers. Your LiveWire regional sales manager has provided a list of affected VINs in your inventory asking that they be serviced using bulletin L1016. Please reach out to them if you need this list provided again.

4Q. What is the remedy for this product program?

See bulletin L1019 for specific details on the remedy, which will include replacement of the TCU.

5Q. When will the bulletin be available?

The bulletin is expected to be available by Tuesday, March 25th, 2025.

6Q. How do I file a claim to close out the product program and get paid?

See bulletin L1019 for the claim table. The claim should be filed immediately upon completion of the product program. The dealership will be paid for .5 hours of labor upon claim approval. Once approved, claims will be paid following the standard warranty claim disbursement process.

7Q. Are any parts needed for this product program?

Yes – This service includes replacement of the TCU. The part number for the product program kit is 91700043.

8Q. When will the kit be available?

The kit is expected to be available for order by the week of March 31st 2025.

9Q. Will my dealership be invoiced for the kits?

Yes, dealers will be invoiced per standard ordering & fulfillment procedure.

10Q. What should I do with any affected parts in inventory?

If you have any inventory of 41001221 purchased before January 1st 2025, they should be returned on an RMA – Code: “ROT Other”.

11Q. What should I do with replaced parts?

Replaced parts are to be returned using the instructions in bulletin L1019. Dealers will be reimbursed an additional \$10 in each claim to cover shipping costs.

12Q. How do I reach the LiveWire Service & Warranty team and Dealer Advocate team?

For service & warranty, please call (833)951-7433 and select the appropriate prompts.
For dealer support, email dealersupport@livewire.com

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.