

IMPORTANT PRODUCT PROGRAM INFORMATION

This notice applies to your motorcycle, VIN #

March 25, 2025

LiveWire Product Program # 1901

Dear LiveWire® S2 Motorcycle Owner:

LiveWire EV, LLC has identified that your S2 motorcycle does not currently recognize the full connectivity benefit of the vehicle due to the lack of completion of regularly scheduled firmware over-the-air (FOTA) updates. We are notifying you because our records indicate that you may own the motorcycle identified above and we are requesting you to schedule an inspection with your local dealer.

What is the Concern?

It has been found that some S2 Del Mar and Mulholland motorcycle TCUs (Telemetry Control Units) on early software versions have not been updated. This prevents full operation of the TCU and the motorcycle's ability to receive FOTA updates. Your actual vehicle performance and safety are not affected by this lack of update.

Additionally, there is an upcoming cloud service enhancement scheduled for August 31st, 2025, which will prevent affected motorcycles from connecting to cloud services if they are on early software versions. If your motorcycle's TCU is not updated by this time, connected service within the LiveWire S2 app will cease to function.

What Should You Do?

Please contact your authorized LiveWire® motorcycle dealer and schedule an appointment to have the TCU inspected and/or replaced at no cost to you. The dealer will inspect and/or replace the TCU and confirm functionality using the factory diagnostics tool.

The duration of this program is 2 years, meaning that regardless of the motorcycle's warranty status, it will be performed at no cost to you until March 25, 2027. However, based on the upcoming cloud update, we recommend having this service performed by August 31st 2025.

What If You Have Additional Questions or Concerns?

For more information regarding eligibility, to locate a dealer, or if you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact LiveWire EV, LLC for immediate assistance at customersupport@livewire.com.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your satisfaction with your LiveWire® motorcycle. Thank you for your cooperation.

Sincerely,

LiveWire EV, LLC

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