# SERVICE BULLETIN



M1502 2019-12-19

## M1502: 2020 LIVEWIRE INITIAL CARE

#### Reason for Revision

Refer to Table 1.

**Table 1. Document History** 

Date	Revision Description			
2019-09-27	Initial release			
	U.S. automatic shipments only.			
2019-09-30	Updated What To Know About LiveWire : Technical Publications:			
	Smartphone software			
2019-10-02	Updated What To Know About LiveWire : PDI Notes:			
2019-12-19	Date update			
2013-12-19	* Updated Initial Care Duration			

# **Purpose for Service Bulletin**

The purpose of this program is to monitor Harley-Davidson quality delivered to our customers. Harley-Davidson Technical Service is providing an initial care program for LiveWire™ vehicles.

Harley-Davidson is asking dealers to provide information on the parts listed in Table 2 to Harley-Davidson Technical Service within 24 h of a customer concern. The goal is to provide a rapid resolution that will enable us to have the customer back on the road within 72 h.

#### **Motorcycles Affected**

2020 LiveWire

#### **Markets Affected**

All markets are affected.

#### **Part Numbers**

Refer to Table 2.

#### **Table 2. Part Numbers**

Part No.	Description				
16101029	EVPT (Electric Vehicle Power-Train)				
66000189	RESS (Rechargeable Energy Storage System)				
00000103	BATTERY, high voltage				
66000190	CHARGER, On-board				
70900801	IM (Instrument Module)				
40000019	BELT, 174T				
36300020	PULLEY ASSEMBLY, idler (belt tensioner)				
66000236	12 V Li-ION Battery				
69201942	EVSE (Electric Vehicle Supply Equipment)				
09201942	CORDSET, Type J1772 Connector				
69201943	EVSE CORDSET, Type ICE Global Connector				
09201943	- Type CEE/7				
69201944	EVSE CORDSET, Type ICE Global Connector				
09201944	- Type G				
41000645	TCU (Telematic Control Unit) (EV1)				
41000721	TCU (EV3)				
41100096	ABS (Anti-lock Braking System) Module,				
71100030	EHCU (Electro Hydraulic Control Unit)				

#### **Initial Care Duration**

From September 27, 2019 through December 31, 2019.

### **Required Dealer Action**

#### **U.S. Market**

Call 800-664-7762 for assistance and approval. This phone line allows direct access for technical support, diagnostic assistance and warranty pre-approval decisions. Select the Initial Care prompt for the specific vehicle feature requiring repair.

#### **All Other Markets**

Call the local Harley-Davidson Technical Support representative for assistance and approval.

#### Information Required

Have the following information:

#### NOTE

Emergency weekend or holiday repairs should be completed only if customer satisfaction is at stake. This will require contacting the Technical Service Initial Care Team on the next business day for review and authorization.

VIN (Vehicle Identification Number)

#### 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									

- · Vehicle mileage
- Problem condition, diagnostics procedures performed and the test results.
- Other pertinent information, such as vehicle maintenance or repair history, vehicle condition, detail of any modifications.

#### What To Know About LiveWire

#### **PDI Notes:**

 Charge LiveWire to a SOC (State of Charge) of 100% using the EVSE in order to verify the vehicle and EVSE are communicating after the PDI (Predelivery Inspection) test ride.

#### NOTE

- Early shipments SOC may already be at 100%, but still need to be charged via the EVSE at the dealer to verify functions.
- Allow for vehicle to drop a small percentage of SOC on test ride.
- LiveWire vehicles are being shipped with the latest software loaded to all modules. There is no need to verify or update the software levels on the vehicles.
- The minimum smartphone software level required for navigation and H-D Connect is 11.0 for iPhone® and 5.0 for Android™.
- At this time, the voice command function does not work with iPhone. Voice command for iPhone will be activated at a later date via an IM software update. Harley-Davidson will notify dealers when it is available. This update can be installed by the customer.
  - · Update IM: Go to h-d.com/downloads

#### **DT II Notes:**

 DT II (Digital Technician II) (using Techlink 3) is not currently configured to show or update LiveWire modules under the reflash tab (modules will still be present while reviewing data items under the toolbox tab), or show a vehicle condition report. While connected to DT II the software update function screen will be blank. An update to activate this function will be released at a future date.

DIGITAL TECHNICIAN II (PART NUMBER: HD-48650) TECHLINK 3 (PART NUMBER: HD-48650-TL3)

- When connecting DT II to LiveWire, use accessory mode on the vehicle. This is so that the vehicle does not time out in the middle of a procedure.
  - Run/Stop switch: Timeout length is 15 min
  - · Accessory mode: Timeout length is 2 h
- When using the DT II and the EVSE at the same time, always connect the external power source to the Techlink 3. If the Techlink 3 external power source is not connected while the EVSE is connected, the BCM (Body Control Module) will shut down communications. It is not necessary to use the external power source when only using DT II and the Techlink 3, while the vehicle is in accessory mode.

#### **Special Tools:**

 Dealers will receive all the **new** special tools required for LiveWire by September 27, 2019, except the RESS diagnostic cable, transmission backlash measuring kit and transmission shaft alignment guide. Refer to Table 3.

Table 3. EV Specail Tool List

Part No.	Description	Part No.	Description
HD-48650-TL3W	TechLink 3 Digital Technician	HD-52733	Front Pulley Locking Tool
HD-50120-13	MX64 Crimp Die	HD-52734	RESS Replacement Kit
HD-50120-14	Tyco MQS Crimp Die		
HD-50390-9	Motor Controller BOB Harness	HD-52736	Pinion Locking Tool
HD-52732	EV Protective Equipment	HD-52742	Isolation Ground Fault Detection Kit
HD-52732-EU	EV Protective Equipment	HD-52795	Keyway Protector

#### **Technical Publications:**

- All LiveWire technical publications (service, electrical diagnostic, parts and PDI manuals) will be available digitally in SIP (Service Information Portal).
  - U.S.: Automatic shipment of printed copies will occur in October except for the electrical diagnostic manual it will be shipped at a later date.
  - ROW: Availability of ordering printed copies will occur in October except for the electrical diagnostic manual it will be available at a later date.

# Additional Communications on LiveWire Service Functions:

 As Initial Care progresses, check this bulletin periodically for updates.

2/2 M1502