SERVICE BULLETIN

M1503: LIVEWIRE - IM SOFTWARE UPDATES

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has made a software update to the LiveWire® Instrument Module (IM).

Motorcycles Affected

Electric LiveWire™ (ELW) models

Markets Affected

All markets are affected.

Software

Table 1. Software Version and Release Date

Software	Release Date
1.2.0.2	2020-09-30
1.0.7.2	Launch

New Software Update

Version 1.2.0.2

Release Date:

* Week of September 28, 2020

Previous Software Updates

Version 1.0.7.2

Release Date:

* Launch

Required Dealer Action

1. To download the latest IM update file click: swdl_LW_INST.zip

   NOTE
   * *Login into Service Information Portal (SIP) through Google Chrome to view.*
   * *Must use a Universal Serial Bus Type-C (USB-C) drive to upload update to IM.*

2. Move IM update file.

   a. Locate the Downloads folder on computer.

   b. Unzip IM update file.

   c. Copy, Cut or Drag IM update to the root directory of the USB-C drive.

      NOTE
      Do not place the update in any folder, this will prevent the IM from preforming the update.

   d. Eject USB-C drive.

3. Remove fairing. See the service manual.

4. Connect USB-C drive to vehicle.

5. Using Trip switch, place vehicle into accessory mode.

6. Navigate IM:

   a. **SETTINGS > SYSTEM > ABOUT > FACTORY OPTIONS > UPDATE SOFTWARE**

7. Allow IM update to complete.

8. Remove USB-C drive.

9. Install fairing. See the service manual.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
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