



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 19, 2020

Mr. Michael Nixdorf  
Director, Product Integrity  
Harley-Davidson Motor Company  
11800 W. Capitol Drive  
Wauwatosa, WI 53222

NEF-150JK  
20V-624

**Subject:** Unexpected Loss of Propulsion

Dear Mr. Nixdorf:

This letter serves to acknowledge Harley-Davidson Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HARLEY-DAVIDSON/ELW/2020

**Mfr's Report Date:** October 8, 2020

**NHTSA Campaign Number:** 20V-624

**Components:**

ELECTRICAL SYSTEM:PROPULSION SYSTEM:CHARGING:MODULE:SOFTWARE

**Potential Number of Units Affected:** 1,012

**Problem Description:**

Harley-Davidson Motor Company (Harley-Davidson) is recalling certain 2020 LiveWire (ELW) motorcycles. The electric vehicle powertrain may unexpectedly shut down and not restart, due to a software issue in the Onboard Charging (OBC) system.

**Consequence:**

An unexpected loss of propulsion without the ability to restart may increase the risk of a crash.

**Remedy:**

Harley-Davidson will notify owners, and dealers will update the OBC software, free of charge. The recall is expected to begin October 19, 2020. Owners may contact Harley-Davidson customer service at 1-800-258-2464. Harley-Davidson's number for this recall is 0176.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Harley-Davidson's proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement