

Part 573 Safety Recall Report

20V-624

Manufacturer Name : Harley-Davidson Motor Company

Submission Date : OCT 08, 2020

NHTSA Recall No. : 20V-624

Manufacturer Recall No. : 0176



Manufacturer Information :

Population :

Manufacturer Name : Harley-Davidson Motor Company

Number of potentially involved : 1,012

Address : 3700 W. Juneau Avenue

Estimated percentage with defect : 1 %

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

Vehicle Information :

Vehicle 1 : 2020-2020 Harley-Davidson LiveWire (ELW)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : All 2020 Harley-Davidson LiveWire (ELW) model motorcycles within the production build range are part of the recall population. These models contain software in the On-Board Charging System (OBC) which is the subject of this recall. The specific number of this make/model/year is 1012.

Production Dates : SEP 23, 2019 - MAR 16, 2020

VIN Range 1 : Begin : 1HD2XAEB1LB800110 **End :** 1HD2XAEB9LB801991 Not sequential

Description of Defect :

Description of the Defect : The software in the On-Board Charging (OBC) System may initiate a shutdown of the electric vehicle powertrain, without providing reasonable indication to the rider that a shutdown sequence has been initiated. In some cases, the vehicle may not be able to be restarted or, if restarted, may shortly thereafter shut down again.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Unexpected loss of propulsion of the vehicle while in motion without the ability to restart or remain restarted may increase the risk of a crash.

Description of the Cause : There is an error in the On-Board Charging (OBC) System software.

Identification of Any Warning that can Occur : In some cases, indicator lamps may be illuminated on the instrumentation prior to loss of propulsion. These indicator lamps include: the Traction Control (TC) lamp, the Anti-lock Brake System (ABS) lamp, and the Failure Indicator Lamp (FIL).

Involved Components :

Component Name 1 : Charger, On-Board

Component Description : On-Board Charger

Component Part Number : 66000190

Supplier Identification :**Component Manufacturer**

Name : Current Ways, Inc.

Address : 10221 Buena Vista Ave.
Santee CALIFORNIA 92071

Country : United States

Chronology :

4/20/20 – H-D's Service organization was notified of two (02) reports involving an alleged unexpected loss of propulsion on LiveWire motorcycles. In each instance, the owner reported that the motorcycle had an adequate level of charge in the Rechargeable Energy Storage System (RESS).

4/20/20 – 6/15/20 - H-D worked with the dealers to diagnose the vehicle fault and requested that the replaced parts be returned to H-D for further investigation.

6/15/20 – As the initial reports continued to be investigated and cause of shutdown diagnosed, the Technical Subcommittee (TSC) launched a formal investigation of this issue.

6/15/20 – 9/22/20 – The TSC obtained the failed parts back from the field and conducted testing on those parts to determine the root cause of the reported issue. The TSC conducted a warranty/field service review, which identified four (04) additional reports that appeared to be potentially related to the On-Board Charger (OBC). (None of the six (06) reported incidents involved reports of a crash or injuries.) The determination was that the root cause was related to software in the OBC.

9/22/20 – The TSC concluded its investigation and escalated the matter to the Field Action Committee (FAC).

9/30/20 – The FAC reviewed the TSC's findings and analysis and escalated the matter to H-D's Executive Decision Authority (EDA).

10/01/20 – Based upon the information developed during the investigation, the EDA authorized a recall to address this condition.

There have been no reports of crashes or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Owners of affected motorcycles will be asked to arrange service with an authorized Harley-Davidson dealer, who will update the software on the On-Board Charger at no charge to the customer. Pursuant to 49 CFR 577.11(e), Harley-Davidson requests that it be exempt from providing a notification of a reimbursement plan. Any pre-notification product failure would have been addressed under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs from Recalled Component : The updated OBC system software calibrations eliminate the software routine that causes this unintended shutdown of the electric vehicle powertrain.

Identify How/When Recall Condition was Corrected in Production : Beginning on or about 10/03/2020, production vehicles began receiving updated software.

Recall Schedule :

Description of Recall Schedule : Harley-Davidson will notify the dealer network between 10/15/2020 and 10/22/2020. Owner notification letters will be sent between 10/22/2020 and 10/29/2020.

Planned Dealer Notification Date : OCT 15, 2020 - OCT 22, 2020

Planned Owner Notification Date : OCT 22, 2020 - OCT 29, 2020

* NR - Not Reported