

MODEL: All Model Years; Karma Revero

Title: Launch Service Reminder

PRIORITY: All Vehicles

APPLICABILITY: ALL

MARKET REGIONS: ALL

PURPOSE: The purpose of this document is to alert Dealers that a Technical Services Support (“TSS”) case must be submitted for every service center visit during the first six (6) months of vehicle operation and the first three (3) scheduled service/maintenance visits for all Karma Revero vehicles (all model years). This includes all client concerns, including without limitation a key fob battery, buzz, squeak, or rattle or any check engine light.



You must also create a TSS case for any vehicle that Karma has been accepted into the Powertrain Protection Program and any vehicles that are Certified Pre-Owned.

TSS cases must be created and submitted through the Karma Retailer Portal at:
<http://retailer.karmaautomotive.com>

Continue to follow TSS case guidelines for older for vehicles as outlined in Bulletin 01.01.16.0001.01 TSS Case Process.

Have a camera available and ready. Images may be required upon request by Technical Services Support group.



Karma Automotive Bulletins and service documents are intended for use by experienced and trained Technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to a Karma retailer and service provider. See your service provider for advice on whether your vehicle may benefit from the information contained within this document. The information contained in the Karma Bulletin is accurate at the date of publication. However, Karma Automotive regularly updates technical information. Please check with your Karma Automotive Retailer and Karma Automotive service provider that the bulletin you intend to use contains the latest available information.

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Technical Escalation and Process		
Everything must be checked "Yes" to proceed		
Please enter either "Y" for yes, or "N" for no in the check box next to each question		Check box
1	Duplicate client concerns. Scan entire vehicle and document DTC's	
2	Check for applicable technical solutions, bulletins, recalls, and service solutions	
3	Check workshop manuals (repair manual and wiring diagrams)	
4	Attempt to diagnose the vehicle	
5	If no resolution found within 1 hour, technician to internally escalate issue to shop foreman or service manager (prior to opening a TSS case)	
6	If shop foreman cannot resolve the issue, open a TSS case; attach applicable DTC, High Voltage Battery and System Status and all other information available. Make sure that attachments can be opened and viewed before sending to TSS.	
7	Contact the Technical Services Support group	
Next Steps		
1	Follow ALL TSS instructions and save documentation (including warranty forms and authorization numbers).	
2	On resolution, update the findings in the TSS case and provide an accurate description of what fixed the condition (Cause, Correction and Part number).	
3	If all processes (as listed above) have been followed and the concern has not been corrected, TSS will escalate the issue.	
4	If a case has been escalated, TSS will post recommendations under the suggestions tab in the system, including any telephone communications with the service center.	
5	Be Aware; when a case has been officially escalated, progress is being monitored by Karma Automotive engineering. Do not assume that Karma Automotive will dispatch a TSS representative or product engineer to inspect the vehicle; keep checking the system for official responses and recommendations to avoid unnecessary delays.	

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The following opcode may be included on claims to account for additional time associated with TSS case creation and additional diagnosis time that may be involved in that process, including road testing.

This operation code may only be used on eligible Maintenance claims, Campaign claims, and Warranty claims for Revero vehicles.

Labor Code	Description	Time
00-00-10-01	Revero Diagnostic Time	1.0

Please note the following:

When submitting a TSS Case, always include a screenshot of the following:

Diagnostic Trouble Codes (DTC's)

High Voltage Battery Live Data

Vehicle Health Check Screen (firmware level)

**High Voltage battery data is not required for non-powertrain related issues, but recommended.

Technical Service Support is available Monday – Friday, 6:00 am – 6:00 pm PST and a TSS case can be submitted 24 hours a day, 7 days a week.

Please contact TSS by phone and press Option 3 (Tech Support):

Within U.S.: 855-865-2762

International: 01+949-629-7503

Or email to: KarmaSupport@karmaautomotive.com

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