SERVICE BULLETIN

L1006 **2023-09-13**

L1006 (REV A): S2 DEL MAR INITIAL CARE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-09-13	A	Added section.
		* Added: Key Program Components
2023-09-12	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers about the LiveWire Initial Care program for the 2024 S2 Del Mar (S2DM).

LiveWire is asking dealers to provide information on all potential warranty claims to LiveWire Technical Service within 24 hours of a customer claim. The goal is to provide a rapid resolution that will enable us to have the customer back on the road within 72 hours.

Duration of Program

August 31, 2023 to December 31, 2023.

Vehicles Affected

2024: S2 Del Mar (S2DM)

Markets Affected

United States

Key Program Components

- Pre-Authorization from the Technical Service Initial Care Team is required for all warranty repairs of components listed in Table 2.

Part Numbers

Refer to Table 2.

Table 2. Part Numbers

Part No.	Item Description
66000365	Rechargeable Energy Storage System (RESS)
73000071	Motor
73100005	Power Electronics Unit (PEU)
66000371A	Alternating Current (AC) Filter
26600062	Coolant pump
70901105	Instrument Module (IM)

Table 2. Part Numbers

Part No.	Item Description
69202737A	Vehicle Inlet Assembly
69202881	Electric Vehicle Supply Equipment (EVSE)
41001221	Telematic Control Unit (TCU)
41100116	Anti-lock Braking System (ABS) Module
61301198	Motor Cover

Required Dealer Action

U.S. Market

Call 833-951-7433 for assistance and approval. This phone line allows direct access for technical support, diagnostic assistance and warranty pre-approval decisions.

Information Required

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.

Have the following information ready:

- Vehicle Identification Number (VIN)
- Vehicle mileage
- Claim description, diagnostics procedures performed and the test results.
  a. Be prepared to provide DT printouts, such as System Information, DTC summary, and DTC snapshot data.
  b. Do not clear any DTCs prior to contacting technical service.
- Other pertinent information as in:
  a. Vehicle maintenance
  b. Repair history
  c. Vehicle condition
  d. Detail of any modifications
- Obtain as much detailed information from the customer as possible.
  a. The LiveWire Technical Service Representative will seek to obtain specific information about the customer claim, their experiences, and the operation of the vehicle.

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									