

Changes

- Technical Publications: As Initial Care progresses, check Service Bulletin L1006 periodically for updates.

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
- Problem condition, 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 complaint, their experiences, and the operation of the vehicle.