

3. Vehicle condition
4. Detail of any modifications
5. Obtain as much detailed information from the customer as possible.
6. The LiveWire Technical Service Representative will seek to obtain specific information about the customer claim, their experiences, and the operation of the vehicle.

Return Parts

Hold all claimed parts for 60 days from date of credit issued for possible field inspection and/or request to return to factory. After 60 days, destroy and discard the parts.