

BLOCKING ERROR CODE TROUBLESHOOTING GUIDE

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Color Key
PPM Errors
Claim Block Errors
SE Block Errors
Claim Block/SE Block Errors

Blocking Code	Description	Type of Block	How To Unblock...
GG0022		PPM Block	Dealer to complete PPM Unblock form; and email completed form to maseratiservicecontracts@maserati.com. For a copy of the form dealers are to email maseratiservicecontracts@maserati.com.
GG0023			
GG0034			
GG0035			
GG0048			
GG0051			
GG0046	Labor Date out of validity limits	PPM Block	Dealer to email the service contracts department at maseratiservicecontracts@maserati.com for assistance
WW0006	Labour Code does not exist	Claim Block	<p>*Dealer to add part numbers one at a time to claim to identify which part number is kicking the error code.</p> <p>*Dealer to review the fluid part number chart within latest Maserati Warranty Newsletter to ensure the correct part number is being use if error is kicking on fluid part number.</p> <p>*If the part kicking the error is lord fuser, then it should be removed and added to the subset field.</p> <p>*It's the not the above solutions then dealer is to email warranty@maserati.com with a screenshot of the error, and SE and chassis number in the email.</p>
WW0007	Price does not exist	Claim Block	Dealers to review for superseded part numbers, and to make sure they're using a Maserati part number Dealer to open a Modis support ticket
WW0010	Operation is not allowed: delay in confirmation of claim	SE Block	Dealer to submit an unblock request via the "Authorization Request" button found on tab 3 of the SE with the following information: A.Total amount of all claims being submitted late to MNA: B. Reason of the delay (must be detailed):
WW0110	Please wait: Synchronizing data	Claim Block/SE Block	This is an IT related error and usually resolves itself after 24 hours; but dealer should open a Modis support ticket for a quicker resolve
WW0013	Current mileage less than the mileage on previous repair	SE Block	Dealer to email complete RO / odometer pic to warranty@maserati.com
WW0014	Component Code already used for this vehicle	SE Block	Dealer to submit an unblock request via the "Authorization Request" button found on tab 3 of the SE, with the reason they need to add a duplicate repair line.
WW0030	Vehicle Stolen	SE Block	Dealer to email warranty@maserati.com with SE, and chassis #, and customer name.
WW0031	Crashed car (warranty blocked)	SE Block	Dealer to email warranty@maserati.com with SE, and chassis #, and a description of reason the customer brought the vehicle in for service.
WW0065	Vehicle blocked; contact the Technical Service Dept.	SE Block	Dealer to email warranty@maserati.com with SE, and chassis #, and a description of reason the customer brought the vehicle in for service.
WW0066	Cost Code not allowed; Warranty has expired	Claim Block	Dealer to submit an unblock request via the "Authorization Request" button found within the claim, with the cost code they re using and the reason they re trying to use the cost code.
WW0069	Campaign to be performed	SE Block	Form on MAS002469 must be completed in its entirety and email to warranty@maserati.com along with a copy of the RO stating that the campaign was not completed and remains open. The RO must be signed by the customer and service manager.
WW0073	Campaign only valid for the USA	Claim Block	Dealer to email warranty@maserati.com with screenshot of the error screen for further assistance.
WW0074	Service not covered by Trident or Extended Warranty	Claim Block	<p>*Dealer to verify of the vehicle's extended coverage is showing in Modis (either Extended Warranty or CPO Warranty).</p> <p>*Dealer is to check to make sure the correct cost code is being used (CC36 for Extended Warranty, and CC32 for CPO Warranty).</p> <p>*Either the CPO or Extended Warranty are expired by mileage but not time: The dealer will need to submit a Modis support ticket requesting to have the CPO or Extended warranty start date changed to match the RO open date of your current SE, and attach a copy of the RO, and a screenshot of the SE to the ticket.</p>
WW0079	Campaign to be performed (non-US vehicle)	SE Block	Form on MAS002469 must be completed in its entirety and email to warranty@maserati.com along with a copy of the RO stating that the campaign was not completed and remains open. The RO must be signed by the customer and service manager.
WW0119	Cost Code ="12", service date > 30/70 days from invoice date	Claim Block	<p>*If vehicle had 1,000 miles/1,609KM or less on the odometer then dealer to submit an unblock request via the "Authorization Request" button found within the claim.</p> <p>*If vehicle has over 1,000 miles/1,609KM, but under 3,000 miles/4,828KMs, and has active demo warranty with a demo warranty start date that's dated before the RO open date of the SE currently being worked, then the claim is to go under CC13.</p> <p>*If vehicle has over 1,000 miles/1,609KM, but under 3,000 miles/4,828KMs, and has an active demo warranty but with a demo warranty start date dated after the date of the SE currently being worked, then dealer is to submit a modis support ticket to have the demo warranty start date changed the date matching the RO open date of the SE currently being worked.</p> <p>*If vehicle has over 1,000 miles/1,609KM, but under 3,000 miles/4,828KMs, and has no demo warranty coverage showing in modis, then dealer is to have their sales department add demo coverage to the vehicle, then once added, the dealer is to submit a modis ticket to have the demo warranty start date changed the date matching the RO open date of the SE currently being worked.</p> <p>*If the vehicle has over 3,000 miles/4,828KMs then the dealer's sales department has to activate the factory warranty, then once the factory warranty has been activated and showing in Modis then, the dealer will have to submit a warranty start date change request to have the factory warranty start date changed to match the RO open date of the SE currently being worked.</p>

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WW0223	Straight Time greater than 2 hours; BOL ticket required	Claim Block	*If dealer doesn't have a Support Request BOL for the ST over 2 hours, then claim is not supported. *If dealer has a support request BOL but on another claim line of the same SE, then dealer is to submit an unblock request via the "Authorization Request" button found within the claim with BOL number noted, or the RAM approval email already attached to the claim. *If the BOL is on a different SE and it still valid (within 90 days), then the dealer is to link the BOL via the BOL 2 option (see bulletin MAS001731 for complete details).
WW0228	"Mileage In" must be greater than previous repair	SE Block	Dealer to email complete RO / odometer pic to warranty@maserati.com
WW0230	Mileage has to be greater than previous claims	SE Block	Dealer to email complete RO / odometer pic to warranty@maserati.com
WW0231	Date out not according to warranty history	SE Block	Dealer to email complete RO warranty@maserati.com
WW0248	Cost Code ="12" with KM > 300	Claim Block	Dealer to place vehicle into demo service
WW0256	Modified Car	SE Block	Dealer to email warranty@maserati.com with SE, and chassis #, and a description of reason the customer brought the vehicle in for service.
WW0267	There is an open SE on this car, contact ABM (Warranty dept. for MNA/MCAN	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0277	Actual Owner = NO: please do the change of ownership	SE Block	Complete the Change of ownership as outlined in the Service Entry manual
WW0279	BOL is missing	Claim Block	Typically only kicks on CC28 claims with no BOL *If dealer doesn't have a BOL from their RAM, or RAM auth. via email in place of a BOL, then claim is not supported. *If dealer does have a BOL that's an another claim line but the same SE, or has RAM auth. via email then the dealer then dealer is to submit an unblock request via the "Authorization Request" button found within the claim with BOL number noted, or the RAM approval email already attached to the claim. *If the BOL is on a different SE and it still valid (within 90 days), then the dealer is to link the BOL via the BOL 2 option (see bulletin MAS001731 for complete details).
WW0298	Cost Code 22/26 not valid if repair dt < Delivery/Demo + 2 years	Claim Block	Dealer to email warranty@maserati.com with a screenshot of the error.
WW0316	Claim amount higher than authorized amount	Claim Block	Dealer to submit an unblock request via the "Authorization Request" button found within the claim with the following information: A. Cost Code: B. Claim total (dollar amount): \$ *If error is kicking on a CC75 claim, dealer to also attach the approval for excessive rental (such as RAM auth.) to the claim
WW0340	Subsidiary pricing missing	Claim Block	*Dealer to add part numbers one at time to claim to identify which part number is kicking the error code. *Dealer to review the fluid part number chart within Maserati Aftersales Newsletter Issue 20-02 to ensure the correct part number is being use if error is kicking on fluid part number. *If the part kicking the error is lord fuser, then it should be removed and added to the subset field. *It's the not the above solutions then dealer is to email warranty@maserati.com with a screenshot of the error, and SE and chassis number in the email.
WW0346	Claim amount > =1,000 Euros; authorization needed	Claim Block	Dealer to email warranty@maserati.com with a screenshot of the error.
WW0347	Wrong claim fill in; check component, defect, cost code	Claim Block	Dealer to submit a Modis support ticket.
WW0454	Repair Order already registered on the dealer code	SE Block	Dealer to check their RO number to make sure it's correct, as it's already been used on a previous SE.
WW0489	Exported to Foreign Market(EFM): Warranty blocked, contact ABM/RAM for in	SE Block	Dealer to email warranty@maserati.com with the chassis number
WW0487	Customer's details to be checked: please, contact the Help Desk (ID_CLIOL	SE Block	Submit a Modis Support Ticket with screenshot of the error screen
WW0514	Repair Order Opening Date less than S.Entry Repair Closing Date	SE Block	Dealer to email warranty@maserati.com with a complete copy of the RO, SE number, and chassis number on the email.
WW0540	The Customer Updating has to be done with the ChangeOfOwnership (SALES)	SE Block	Dealer to submit a modis support ticket, with a screenshot of the error.
WW0556	Mileage has surpassed the Demo Warranty coverage	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0562	Engine replaced still to be received by factory	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0577	Component code not available	SE Block	Dealer to submit a modis support ticket, as error related to browser, and browser settings.
WW0578	Courtesy car loan longer than 5 days; please contact your RAM	SE Block	Contact RAM for authorization once authorized, dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0592	Car out of contractual warranty	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0763	Please report serial # of replaced component	SE Block	Dealer needs to enter new serial number of the new component that was replace on the SE to the SE. The component normally kicking this error typically but not limited to engines, transmissions, differentials, transfer cases, etc. For details on entering the serial number of the new component please review page 58 "Vehicle Configuration Update" of the Service Entry Manual.

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WW0770	Authorization necessary for repairs => ; hours	Claim Block	Dealer is to submit an unblock request via the "Authorization Request" button found within the claim.
WW0771	Authorization necessary for repairs Cost Code 26	Claim Block	<p>*If dealer doesn't have a BOL from or RAM auth. via email in place of a BOL, then claim is not supported.</p> <p>*If dealer does have a BOL that's another claim line but the same SE or has RAM auth. via email then the dealer then dealer is to submit an unblock request via the "Authorization Request" button found within the claim with BOL number noted, or the RAM approval email already attached to the claim.</p> <p>*If the BOL is on a different SE and it still valid (within 90 days), then the dealer is to link the BOL via the BOL 2 option (see bulletin MAS001731 for complete details).</p>
WW0772	Parts warranty needs authorization during vehicle contractual warranty	Claim Block	Dealer is to submit an unblock request via the "Authorization Request" button found within the claim with customer pay invoice already attached to the claim.
WW0774	BOL missing; authorization code requested	Claim Block	<p>*If dealer doesn't have a BOL from or RAM auth. via email in place of a BOL, then claim is not supported.</p> <p>*If dealer does have a BOL that's another claim line but the same SE or has RAM auth. via email then the dealer then dealer is to submit an unblock request via the "Authorization Request" button found within the claim with BOL number noted, or the RAM approval email already attached to the claim.</p> <p>*If the BOL is on a different SE and it still valid (within 90 days), then the dealer is to link the BOL via the BOL 2 option (see bulletin MAS001731 for complete details).</p>
WW0776	Cost Code not allowed if Warranty has expired	Claim Block	Dealer is trying to build claim under a cost code where the warranty coverage has expired for said cost code. Repairs cannot be claim under warranty cost codes if the warranty for said cost code has expired.
WW0777	Contact MNA Consumer Affairs	SE Block	<p>Dealer to send email to MNACRM@maserati.com with the following info.:</p> <ol style="list-style-type: none"> 1. VIN (Last 6 digits): 2. Customers Name: 3. Service Entry (SE) #: 4. Date SE Opened: 5. Reason for Repair:
WW0853	Loaner Program inactive or expired	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0871	More than 90 days have elapsed. Contact RAM to unlock	SE Block	Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.
WW0906	Operation code (Lop # shown here) will be in the list of the father code (lop # shown here)	Claim Block	For example on a claim the error code description will look like "WW0906: Operation code 618500014 will be in the list of the father code 618500013". This error kicks because the dealer is using two or more labor operations where there is a complete overlap of labor. First the labor operation showing in the error code description is completely overlapped by the second labor operation of the error code description meaning, that the dealer is to remove the first labor operation stated in the error code description from the claim. In terms of our example the labor operation "8500014" will need to be removed from the claim.
WW0907	Vehicle with modified mileage; only campaign claims sending	SE Block	<p>No claims other than mandatory campaigns / recalls can be submitted.</p> <p>If SE access is blocked and dealer needs to submit mandatory campaigns / recalls, then dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.</p>
WW1035	Service not covered by Extended warranty/CPO	Claim Block	<p>*Dealer to verify of the vehicle's extended coverage is showing in Modis (either Extended Warranty or CPO Warranty).</p> <p>*Dealer is to check to make sure the correct cost code is being used (CC36 for Extended Warranty, and CC32 for CPO Warranty).</p> <p>*Either the CPO or Extended Warranty are expired by mileage but not time: The dealer will need to submit a Modis support ticket requesting to have the CPO or Extended warranty start date changed to match the RO open date of your current SE, and attach a copy of the RO, and a screenshot of the SE to the ticket.</p>
WW1094	Claim amount > =3,000 Euros: authorization needed	Claim Block	<p>*If dealer doesn't have a BOL from or RAM auth. via email in place of a BOL, then claim is not supported.</p> <p>*If dealer does have a BOL that's another claim line but the same SE or has RAM auth. via email then the dealer then dealer is to submit an unblock request via the "Authorization Request" button found within the claim with BOL number noted, or the RAM approval email already attached to the claim.</p> <p>*If the BOL is on a different SE and it still valid (within 90 days), then the dealer is to link the BOL via the BOL 2 option (see bulletin MAS001731 for complete details).</p>
WW1138	Loaner Car Already used in Service Entry #	SE Block	Dealer to submit an unblock request via the "Authorization Request" button found on tab 3 of the SE.
WW1174	Action not allowed: Engine Control Unit modified, (claim #) cannot be submitted	SE Block	<p>Error could be highlighted pink with blue text (not typical of blocking errors), but is still a blocking error found on tab 2 of the SE.</p> <p>*If SE is open, the dealer to open a "SUPPORT REQUEST" BOL and follow the process outlined in bulletin MAS002544.</p> <p>*If the SE is closed, the dealer must open a new RO and SE (cannot open just the SE, opening an SE without an RO is considered an invalid SE) so that the dealer can open a "SUPPORT REQUEST" BOL for the anomaly detected. The dealer to follow the process outlined in bulletin MAS002544.</p>

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WW1177	Possible engine anom. detected, please open a Support Request BOL	SE Block	<p>Error could be highlighted pink with blue text (not typical of blocking errors), but is still a blocking error found on tab 2 of the SE.</p> <p>*If SE is open, the dealer to open a "SUPPORT REQUEST" BOL and follow the process outlined in bulletin MAS002544.</p> <p>*If the SE is closed, the dealer must open a new RO and SE (cannot open just the SE, opening an SE without an RO is considered an invalid SE) so that the dealer can open a "SUPPORT REQUEST" BOL for the anomaly detected. The dealer to follow the process outlined in bulletin MAS002544.</p>
WW1178	CMM: Engine Control Unit Modified	SE Block	<p>Error could be highlighted pink with blue text (not typical of blocking errors), but is still a blocking error found on tab 2 of the SE.</p> <p>*If SE is open, the dealer to open a "SUPPORT REQUEST" BOL and follow the process outlined in bulletin MAS002544.</p> <p>*If the SE is closed, the dealer must open a new RO and SE (cannot open just the SE, opening an SE without an RO is considered an invalid SE) so that the dealer can open a "SUPPORT REQUEST" BOL for the anomaly detected. The dealer to follow the process outlined in bulletin MAS002544.</p>
WW1179	Possible engine anomaly detected	SE Block	<p>Error could be highlighted pink with blue text (not typical of blocking errors), but is still a blocking error found on tab 2 of the SE.</p> <p>*If SE is open, the dealer to open a "SUPPORT REQUEST" BOL and follow the process outlined in bulletin MAS002544.</p> <p>*If the SE is closed, the dealer must open a new RO and SE (cannot open just the SE, opening an SE without an RO is considered an invalid SE) so that the dealer can open a "SUPPORT REQUEST" BOL for the anomaly detected. The dealer to follow the process outlined in bulletin MAS002544.</p>
WW1180	Action not allowed: possible engine anomaly detected, (claim #) cannot be sent.	SE Block	<p>*If SE is open, the dealer to open a "SUPPORT REQUEST" BOL and follow the process outlined in bulletin MAS002544.</p> <p>*If the SE is closed, the dealer must open a new RO and SE (cannot open just the SE, opening an SE without an RO is considered an invalid SE) so that the dealer can open a "SUPPORT REQUEST" BOL for the anomaly detected. The dealer to follow the process outlined in bulletin MAS002544.</p>
WW1211	Attention: Select the provided mobility services	SE Block	Dealer to fill out the "Mobility services provided" option found on tab 1 of the SE.
WW1212	Attention: Select if the issue has been fixed at first time (FRFT)	SE Block	Dealer to fill the "Issues fixed at first time (FRFT)" option found on tab 3 of the SE.
WW2012	Cost code "14": the repair date is > than the warranty start date	Claim Block	Cost code 14 cannot be used if the RO open date is after the warranty start date of the vehicle.
WW2013	Cost code ="14" with M > 100	Claim Block	Cost code 14 cannot be used if the IN miles on the RO are greater than 100 miles/160KM.
WW2121	Maserati server error. Please open a support ticket.	SE Block	Dealer needs to submit a Modis support ticket
WW2122	Operation not performed for intervention line %2;	SE Block	<p>Dealer to submit an unblock request via the "Authorization Request" button found on tab 3 of the SE.</p> <p>This error kicks because the system is detecting that one or more of the module updates required for at least one or more of a campaign and/or recall being claimed with module update requirements has not been successfully completed. On the Request the dealer needs to attach the DTC scan report that was done after the complains were completed so that the warranty department can review the software level in the report and compare it to the software level requirements with said bulletin for the campaign/recall.</p> <p>*If all modules are showing up-to-date the request will be approved.</p> <p>*If one or more of the modules was not updated properly, the request will be rejected, the claim not supported, and the customer will need to be brought back in to have the campaign/recall completed.</p> <p>**Important Note: Make sure you are providing the correct DTC scan report as providing the pre-campaign scan report could lead to unnecessary rejections and bringing the customer back unnecessarily.**</p>