

# BLOCKING ERROR CODE TROUBLESHOOTING GUIDE

## SE / Claim Blocks

| 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 maseratiassist@maserati.com. For a copy of the form dealers are to email maseratiassist@maserati.com.  |
| GG0023        |  |                      |   |
| GG0034        |  |                      |   |
| GG0035        |  |                      |   |
| GG0048        |  |                      |   |
| GG0051        |  |                      |   |
| GG0046        | Labor Date out of validity limits                        | PPM Block            | Dealer to email the service contracts department at maseratiassist@maserati.com for assistance  |
| WW0006        | Labour Code does not exist                               | Claim Block          | *Dealer to add part numbers one at time to claim to identify which part number is kicking the error code.<br>*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.<br>*If the part kicking the error is lord fuser, then it should be removed and added to the sublet field.<br>*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. |
| WW0007        | Price does not exist                                     | Claim Block          | Dealers to review for superseded part numbers, and to make sure they're using a Maserati part number<br>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:<br>A.Total amount of all claims being submitted late to MNA:<br>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.  |

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| 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 Warranties to be confirmed                  | SE Block      | Dealer to email warranty@maserati.com with a screenshot of the error, and the SE number, and chassis number.  |

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| WW0119        | Cost Code ="12", service date > 30/70 days from invoice date | Claim Block   | <p>*If vehicle had 200 miles/320KM 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 200 miles/320KM, but under 3,000 miles/4,828KMs, and has an 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 200 miles/320KM, 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 200 miles/320KM, 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            | <p>*If dealer doesn't have a Support Request BOL for the ST over 2 hours then claim is not supported.</p> <p>*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.</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>   |
| 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  | SE Block / Claim Block | <p>Typically only kicks on CC28 claims with no BOL</p> <p>*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.</p> <p>*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.</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> |

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|---------------|---|---------------|--|
| 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:<br>A. Cost Code:<br>B. Claim total (dollar amount): \$<br>*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.<br>*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.<br>*If the part kicking the error is lord fuser, then it should be removed and added to the sublet field.<br>*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.  |
| 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.   |

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|---------------|--|---------------|---|
| 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.  |
| 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 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.</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.   |

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|---------------|---|---------------|---|
| 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 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.</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      | Dealer to send email to MNACRM@maserati.com with the following info.:<br>1. VIN (Last 6 digits):<br>2. Customers Name:<br>3. Service Entry (SE) #:<br>4. Date SE Opened:<br>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      | No claims other than mandatory campaigns / recalls can be submitted.<br><br>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.   |

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| 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 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.</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      | <p>Dealer to submit an unblock request via the "Authorization Request" button found on tab 3 of the SE.</p>   |
| 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>  |
| 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>  |

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| Blocking Code | Description   | Type of Block | How To Unblock...  |
|---------------|---|---------------|--|
| 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.  |