

OS 05. Reception and Customer Service Agreement

OS 10. Explanation of work & Delivery

Mobility Offer – Reception and Delivery Method Sheet

Responsible: Service Advisor

Objectives

Ensure Customer mobility during a service intervention so that the immobilization of the vehicle does not trouble the smooth running of the day.

ACTIONS

MEANS

VEHICLE RECEPTION (The day of the appointment)

1

- Indicate on the Repair Order that a replacement vehicle is loaned to the Customer and specify the conditions for the assumption of costs (Warranty, third party paying, partial or total payment by the Customer).

- Repair Order
- Active Customer programs (Extended Warranty, Loaner Car program,...)

2

- Have the loan contract signed by the Customer and then give her/him a copy, the vehicle keys and all the documents.

- Loan contract
- Loaner car's on-board documentation (e.g. Owner's manual, Maserati Assistance, Insurance coverage)
- Vehicle and key tracking system

3

- Accompany the Customer to the area where the replacement vehicle is parked.
- Assess with her/him the condition of the vehicle by performing an inspection.
- Provide the replacement vehicle to the Customer.

- Loan contract

ACTIONS	MEANS
DELIVERY OF CUSTOMER VEHICLE (at the end of the operations)	
4	<ul style="list-style-type: none"> • Ensure that the vehicle has met the Customer's expectations.
5	<ul style="list-style-type: none"> • Carry out a visual inspection of the replacement vehicle with the Customer to note any concerns, the mileage and fuel level on the loan contract. • Loan contract
6	<ul style="list-style-type: none"> • Sign the loan contract and have the Customer sign again (validation of the conformity of the condition and use of the replacement vehicle between departure and return). • Loan contract
7	<ul style="list-style-type: none"> • Forward the Loan contract to the billing secretary for final billing and keep all supporting documents in the Customer file (if applicable). • Loan contract
8	<ul style="list-style-type: none"> • Ensure that the vehicle is in perfect running conditions and ready for the next loan.
9	<ul style="list-style-type: none"> • Check and store all the documents (copy of the driver's licence, contract and other supporting documents).
10	<ul style="list-style-type: none"> • Store the vehicle's keys in the storage cabinet. • Key Storage Cabinet