

16 | BUILDING & MANAGING REPLACEMENT VEHICLES FLEET

Standard Benefits

- **Customer:** To be able to reserve a Replacement vehicle as soon as an appointment is booked in order to dispose of it on the day he drops her/his vehicle. Benefit immediate visibility on the offer and prices of the "Replacement Vehicles" proposed by the dealership.
- **Dealership:** Meet Customer mobility needs. Professionalize fleet management Replacement vehicle. Validate the offer Replacement vehicle with Customers.

Main functions concerned: Aftersales Manager, New vehicle Sales Manager.

1 Creation or renewal of the replacement vehicle fleet by the Sales Manager

- Taking into account the trade policy and financial aid of Maserati.
- By exchanging with the Aftersales Manager to determine the vehicles adapted to the type of aftersales Customers of the dealership (private Customers, companies, craftsmen, ...)
- The administrative (entry into Replacement vehicle stock, registration, insurance,...), technical and aesthetic preparation is carried out
- The management of the park exists and the eventual repair of the Replacement Vehicles are organized.

2 Operational Management for Replacement Vehicles fleet

A person in charge of managing the replacement vehicle fleet is identified. His / her main missions are:

- Updating fleet of Replacement Vehicles in the tools of the Service Advisors
- Daily management of the park with a follow-up of the state of the park and its planned rotation (maintenance, mileage, age, repair, ...), the management of loan/lease contracts, the reporting and monitoring of claims and fines,...

Supporting doc [Example of Fleet Management Table](#)

3 Park Animation and Monitoring Replacement Vehicles

Using a monthly dashboard, the Replacement Vehicle fleet manager tracks:

- Updating the list of vehicles according to the inputs and outputs of the fleet
- The rate and duration of use for each vehicle (Number of days of exit/number of working days)
- The billing rate (days invoiced/ working days) and the cost-effectiveness of the park
- Provisions for expenses and the cost of ownership (depreciation, fuel, washing, repair...).

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4 | Replacement vehicles easily accessible and ready to go

- Replacement vehicles are parked in a dedicated area.
- Keys are identified and stored in a secure location.
- Vehicles are clean (exterior and interior) and do not contain personal effects.
- Fuel and/or battery charge are upgraded if necessary.
- Each vehicle has wallet including: the user's guide, the current registration and insurance certificates (or copies), the telephone number of the Assistance, an accident report, the documents and equipment required by local legislation (e.g. safety kit),... In the case of a Low Emission Vehicle, a cable for loading the traction battery.

5 | Communication on Replacement Vehicles in Place

- The aftersales team is able to promote or inform the Customer about replacement vehicle usage and conditions.