

06 | VEHICLE INSPECTION ON RECEPTION

Standard Benefits

- **Customer:** Benefit of personalized advice from the Service Advisor, receive a clear and justified estimate of the service.
- **Dealership:** Make additional sales, avoid complaints when returning the vehicle.

Main functions concerned: Service Advisor (SA).

1 Identification of the “Walk around” area

- In accordance with Maserati referential, the “Walk around” area shall be:
 - Sheltered, bright, quiet and close to the reception
 - Clean, Tidy, and Safe
 - Uncluttered, allowing unhindered movement around the vehicle.

2 Vehicle protection and identification

- Elements to protect:
 - driver seat
 - driver footwell
 - steering wheel
 - gear lever knob if concerned
 - handbrake lever (if manual handbrake)
- Vehicle identified:
 - Vehicle tag with identification number placed inside the vehicle.
 - Key tag with identification number attached to Customer keys.
 - Vehicle identification number is recorded and added to the repair order

3 Inspection of the vehicle at the reception by the Service Advisor

- In the presence of the Customer, the vehicle’s inspection is carried out with the support of the **Walk-around Checklist** (or digital checklist by tablet, smartphone,...) and the **Vehicle Reception Checklist** (according to the situation).
- Starting from the inside of the vehicle and the mileage reading, as well as the level of fuel or battery charge if concerned, the vehicle’s inspection is based on visual controls without disassembly.
 - Mileage & fuel level or traction battery charge statements are reported on the Walk around Checklist or Vehicle Reception Checklist (according to the situation) .
 - Checks are explained and highlighted with the Customer.
- The additional work is identified, valued and formalized on the repair order, taking into account the current promotional offers.
- The amount of additional work is carried over to the repair order.
- Accessories are promoted and Customer Programs are offered.

Supporting docs : [Walk-around Checklist](#) / [Vehicle reception Checklist](#)