

PRE-DIAGNOSIS CHECK



During the phone call, the receptionist / service advisor must be able to investigate on the technical issue, asking some diagnosis questions to directly to the customer.
Any answer collect will help the technician, while the vehicle will be in the workshop, to better identify the root cause and then to repair the correctly and at once, the vehicle

#	TYPE OF QUESTION	QUESTION	ACTION
1	OPEN COMPLAINT QUESTION	May you explain what is your issue?	Report detail customer complaint, if possible, even word by word
2	COMPLAINT CONDITION	When the complaint / issue is usually happening (driving condition, speed, gear, ...)?	Report the exact description of the condition in which it occurs (driving condition, speed, gear, ...)
3	COMPLAINT FREQUENCY	How often does the technical issue happen?	Report how often the technical issue comes up
4	DASHBOARD ALERT LIGHTS	Do you have any alert lights switched on on your dashboard? May you describe which one?	Report all the Dashboard alert lights switched on
5	ACCESSORY AND EQUIPMENT	Did you install any non genuine aftermarket accessory in your Maserati?	Report any non genuine accessory installed