



SERVICE ENTRY +

USER'S GUIDE

2024 EDITION

INDEX

INTRODUCTION

SEARCH A SERVICE ENTRY

CHECK A SERVICE ENTRY DATA

CHECK VEHICLE DATA

Vehicle Information

Campaigns

Warranty

BOL

Vehicle Configuration Update

Service Entry

Customer Data

Dossier List

Maintenance

Maserati Connect

OPEN A SERVICE ENTRY

Go into the Vehicle Entry sheet

Enter Customer and vehicle data

Enter main visit information

Change of ownership

Mobility Services provided

Registered Service Entry

ENTER A JOB LINE

Go into the Repair sheet

First Punch Date

Anomaly Job Line

Paid Maintenance Job Line

Campaign Job Line

Maintenance Program Job Line

Additional Services Job Line

Paid Repair Job Line

3	Repair Information filling out
5	<u>ENTER A BOL TICKET</u>
9	Go into the BOL+ sheet
14	BOL + sheet filling out
15	Diagnosis sheets enquiry
18	BOL Interactions
20	BOL References
21	<u>SUBMIT A WARRANTY CLAIM AND CLOSE A SERVICE ENTRY</u>
22	Go into the Warranty sheet
23	Warranty claim filling out
24	Claim in temporary status
25	Go into the Close sheet
26	Enter Closing data
27	Issues Fixed at First Time (FRFT) Selection
28	Update Vehicle Specifications
29	Service Entry closure
30	Claim sending
31	Claim status
32	<u>MANAGEMENT OF SERVICE ENTRY BLOCKS</u>
46	CRM Case Flag (CRM)
52	Generic Flag (GEN)
53	Exported to/ from Foreign Market Flag (EFM)
54	Crashed Flag (INC)
55	Stole Flag (RUB)
56	Scrapped Flag (ROT)
64	Modified Mileage Flag (KMM)
65	Modified Flag (MOD)
67	Engine Control Unit Modified (CMM)
69	Blocking Error WW0010
70	Blocking Error WW0069

71	Blocking Error WW0279	138
85	Blocking Error WW0267	140
86	Unlocking Requests for Blocked Claims	141
87	Unlocking Requests for Blocked Service Entries	150
88	<u>MANAGEMENT OF SERVICE ENTRY STATUS</u>	156
89	Service Entry States	157
90	Open Status	160
91	Deleted Status	161
92	Repair On Hold Status	163
93	Repair On Hold Status - Waiting Parts	164
99	Repair On Hold Status - Waiting for Technical Support	168
100	Repair On Hold Status - Sublet in progress	169
101	Repair On Hold Status - Waiting for Authorization	170
102	Repair On Hold Status - Waiting for Vehicle Delivery	171
103	Automatic Messages Sending	172
106	<u>SERVICE ENTRY CONNECTIVITY FEATURES</u>	173
107	Activation Process	174
110	Return to New Process	180
111	<u>REPLACEMENT VEHICLES MANAGEMENT</u>	184
114	Loaner Car: Assignment	185
115	Loaner Car: Additional Days Request	193
116	Loaner Car: Close an Assignment	197
118	Loaner Car: Delete an Assignment	199
120	Rental Car: Standard days Assignment	200
121	Rental Car: Additional Days Request	202
122	Rental Car: Update an Assignment	206
124	Rental Car: Delete an Assignment	207
126	Rental Car: Confirm an Assignment	208
135	Rental Car: Close an Assignment	211
136	<u>BEST PRACTICES</u>	212



INTRODUCTION

INTRODUCTION

Service Entry + is an environment, accessible through ModisCS+, used to manage the service life of a vehicle, acting in this role as an interface between the Dealership and the Factory.

Service Entry + performs the following tasks:

- Storing the vehicle's service life (service and repair history, warranty history, completed campaigns, etc.)
- Keeping track of particular service actions to be performed (service and recall campaigns, updates, etc.)
- Managing technical support requests and anomaly reports through Blue On Line +
- Submission of warranty claims
- Containing vehicle's specific data (active warranties, specifications, equipment, colours, assembly number, engine number, etc.)

A "Service Entry" must be opened from the moment a vehicle enters the workshop, whatever the reason, and closed the moment the vehicle is returned to the customer. This is usually done by the service advisor.

All the works performed on the vehicle in terms of maintenance and repair must be entered in Service Entry +. In this way, the "Service Entry" is essentially the Repair Order as being monitored by the Factory.





SEARCH A SERVICE ENTRY

SEARCH A SERVICE ENTRY

On ModisCS+ Home Page, click on the Aftersales\Service Entry menu.

The screenshot displays the ModisCS+ Home Page interface. The top navigation bar includes the ModisCS+ logo, a flag icon, the text "ROSSOCORSA - MILANO", "HOME PAGE", and user information "SAT Training (Aftersales) Logout". Below the navigation bar, there are three buttons: "BULLETINS", "USER MANUALS", and "OPERATING GUIDELINES". On the left side, a vertical menu lists various categories, with "SERVICE ENTRY" highlighted in blue. The main content area features five large, blue, rounded square buttons with a Maserati logo background, labeled "SERVICE ENTRY MANAGEMENT", "NEW SPARE PARTS ORDER", "SPARE PARTS ORDERS MANAGEMENT", "DEALER INTELLIGENCE", and "TECHNICAL DOCUMENTATION ONLINE".

SEARCH A SERVICE ENTRY

Then click on “Service Entry Management” menu.

The screenshot displays the ModisCS+ web application interface. At the top, the header includes the ModisCS+ logo, a flag icon, the text "ROSSOCORSA - MILANO", "HOME PAGE", and user information "SAT Training (Aftersales) Logout". Below the header, there are three navigation buttons: "BULLETINS", "USER MANUALS", and "OPERATING GUIDELINES". On the left side, a vertical menu lists various categories: MERCHANDISING, PRODUCT MARKETING, WHITE BOOK AFTERSALES, AFTERSALES (with sub-items: TECHNICAL ASSISTANCE, PROXY, KNOWLEDGE ONLINE, INDEPENDENT OPERATOR, WARRANTY, EURA MANAGEMENT, SPARE PARTS, DATA UPLOAD / DOWNLOAD, MASERATI EXTENDED WARRANTY), SERVICE ENTRY (with sub-items: INSERT VIA DIAGNOSTIC TOOL, SERVICE ENTRY INSERT, SERVICE ENTRY MANAGEMENT), MAINTENANCE & SERVICES (with sub-items: VIN WRITE, STOCK LOCATOR, REPORT), and OWNER DOCUMENTATION (with sub-item: SCS - SUPPLIER CHARGEBACK SYSTEM). The main content area features five large blue buttons with a Maserati logo: "SERVICE ENTRY MANAGEMENT", "NEW SPARE PARTS ORDER", "SPARE PARTS ORDERS MANAGEMENT", "DEALER INTELLIGENCE", and "TECHNICAL DOCUMENTATION ONLINE".

SEARCH A SERVICE ENTRY

You can search a Service Entry by :

- Chassis Number
- Service Entry Number
- Dealer
- Repair Order
- Service Entry status
- BOL Number
- Repair Order Opening date
- Open Customer case
(All\Yes\No)

The screenshot displays the ModisCS+ interface for Service Entry Management. The top navigation bar includes the logo, the user's location (ROSSOCORSA - MILANO), the current page title (SERVICE ENTRY MANAGEMENT), and user information (SAT Training (Aftersales) Logout). A left-hand navigation menu lists various service categories, with 'SERVICE ENTRY MANAGEMENT' highlighted in yellow. The main content area features a 'Search for' panel with the following filters:

- Repair in Progress: 56
- Repair on Hold: 24
- Closed with claims to be completed: 520
- Chassis no.:
- Service Entry #:
- Dealer:
- Service Entry Status:
- BOL #:
- Repair Order #:
- Repair order opening date: From To
- Open Customer Case:

A 'Search' button is located at the bottom left of the search panel.

You can also check the Service Entries including Repair in progress, Repair on hold or which are Closed but claims to be completed.



CHECK A SERVICE ENTRY DATA

CHECK A SERVICE ENTRY DATA

Once you have found the Service Entry you were looking for, click on the button on the left to see its details.

The screenshot shows the ModisCS+ interface for SERVICE ENTRY MANAGEMENT. The left sidebar contains a navigation menu with the following items: SURVEY, CRM SALESFORCE, SALES, VEHICLE DATABASE INQUIRY, SERVICES, MASERATI PRE-OWNED, THRON, MERCHANDISING, PRODUCT MARKETING, WHITE BOOK AFTERSALES, AFTERSALES, TECHNICAL ASSISTANCE, PROXY, KNOWLEDGE ONLINE, INDEPENDENT OPERATOR, WARRANTY, EURA MANAGEMENT, SPARE PARTS, DATA UPLOAD / DOWNLOAD, MASERATI EXTENDED WARRANTY, SERVICE ENTRY, INSERT VIA DIAGNOSTIC TOOL, SERVICE ENTRY INSERT, and SERVICE ENTRY MANAGEMENT (highlighted in yellow).

The main area displays a search form with the following fields and values:

- Repair in Progress: 56
- Repair on Hold: 24
- Closed with claims to be completed: 520
- Chassis no.: [Empty]
- Service Entry #: IT0098584
- Dealer: [Empty]
- Repair Order #: [Empty]
- Service Entry Status: All
- BOL #: [Empty]
- Open Customer Case: All
- Repair order opening date: From [Empty] To [Empty]

A Search button is located below the search form.

Below the search form is a table with the following columns: Service Entry #, Repair Order#, Dealer, Chassis no., Date, Mileage, Date, Mileage, and Service Entry Status. The table contains one row of data:

Service Entry #	Repair Order#	Dealer	Chassis no.	Date	Mileage	Date	Mileage	Service Entry Status
IT0098584	846163	52222 ROSSOCORSA S.R.L.	397895	01.08.2023	33000 K	01.08.2023	33001 K	Closed

The first row of the table is selected, and a play button icon is circled in red. Below the table are navigation buttons: <=>, <<, <|, >|, >>, and Excel.

CHECK A SERVICE ENTRY DATA

In the first sheet “1. Vehicle Entry”, you can find, at the top, all the details related to the vehicle’s workshop visit and, at the bottom, information on vehicle, customer, campaigns and previous interventions. From this page, clicking on the dedicated buttons, it is also possible to print a Vehicle Report with the main vehicle/ visit data and access the “Bulletins” and “Knowledge on Line” sections specific for that vehicle.

1. Vehicle Entry2. Repair3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	16.11.2023 - WBTESTHQ2	2	1	2

Repair in Progress

Dealer
052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
327800	FV358HT	LEVANTE S	Customer First Name <input type="radio"/> Yes <input checked="" type="radio"/> No

Repair Order#	Repair order opening date	Mileage In	Vehicle towed in due to technical issues	Loaner Car
54321	16.11.2023	Km <input checked="" type="radio"/> M <input type="radio"/> 25200	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>

Mobility services provided
Yes No 1 selected

Fleet Vehicle
Yes No

Service Note
Leaking water radiator. Rear taillight damaged

Warning

WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date

WW0370:No Open Campaigns for this vehicle

If current owner flag has been selected by mistake, open Ticket.

One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

CHECK A SERVICE ENTRY DATA

At the end of the sheet's top part, you can find any warnings on the entered data.

Blocking warnings are highlighted in gray, informative warnings are highlighted in pink.

The screenshot displays the 'Vehicle Entry' form with the following data:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098584	01.08.2023	01.08.2023 - ITRSCA07	1	408	4

Status: C - Closed

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.: 397895 | **Plate #:** LEVANTE HYBRID | **Customer Name:** Customer First Name | **Actual Owner:** Yes No

Repair Order#: 848163 | **Repair order opening date:** 01.08.2023 | **Mileage In:** 33000 Km M

Mobility services provided: Yes No | **Vehicle towed in due to technical issues:** Yes No | **Loaner Car:** Yes No

Fleet Vehicle: Yes No | **Open Customer Case:** Yes No | **Rental Car:** Yes No

Service Note: [Empty text area]

Buttons: Back to list, Save, Vehicle Report, Bulletins, Knowledge on Line

Warnings:

- WW0013:Current mileage less than the mileage on previous repair
- WW0230:Mileage has to greater than previous claims 2
- Warning
- WW0656:The VIN has been previously repaired on date 01.08.2023
- WW0370:No Open Campaigns for this vehicle
- One or more Privacy consents are missing. Please present our Policy to the customer and request consents.
- There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process.

For more information on Service Entry warnings, see the "Management of Service Entry Blocks" section of this manual.

CHECK A SERVICE ENTRY DATA

Clicking on the "Status Changes" button it is possible to check the several Service Entry's changes of status.

Status	Reason	Operator	Operation Date	Status duration
Open		USTNKG09	09/14/2023	1
Repair on Hold	Waiting for Tech. support	US05513	09/15/2023	0
Open		SE_BOLWL	09/15/2023	7
Repair on Hold	Waiting for Tech. support	US05513	09/22/2023	0
Open		SE_BOLWL	09/22/2023	24
Repair on Hold	Waiting parts	USTNKG09	10/16/2023	3
Open		*INT.JOB*	10/19/2023	26
Closed		USTNKG09	11/14/2023	-

Actual Owner: Yes No

Per Car: No

Per Car: No

Service Note:

Buttons: Back to list, Save

Warnings:

- WW0013: Current mileage less than the mileage on previous repair
- WW0230: Mileage has to be greater than previous claims 2
- Warning
- WW0656: The VIN has been previously repaired on date 01.08.2023
- WW0370: No Open Campaigns for this vehicle
- One or more Privacy consents are missing. Please present our Policy to the customer and request consents.
- There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process.



For a correct management of Service Entry Status, see the Circular Letters:

- MAS003323 "Service Entry Management: Best Practices"
- MAS003354 "Service Entry Management: Correct use of the "Repair on Hold" status"
- MAS003513 "Service Entry Management: New Automatism for "On Hold - Waiting for Technical Support" status and vehicle days down alert"



CHECK VEHICLE DATA

CHECK VEHICLE DATA

VEHICLE INFORMATION

At the bottom of the "1. Vehicle Entry" sheet, you can find the "Vehicle Information" tab and the related sheet, which includes the following data:

- Assembly
- V.I.N.
- Model project code
- Engine and gearbox numbers
- Optional components
- Warranty start/ End date
- Sales Country
- Customer Programs, if active (Extended, Certified Pre-Owned warranty program...)
- Any Notes (e.g., blocking flags active on the vehicle)

The screenshot shows the ModisCS+ interface for 'ROSSOCORSA - MILANO' under 'SERVICE ENTRY MANAGEMENT'. The 'Vehicle Information' tab is highlighted. The data displayed includes:

Vehicle Information		
Chassis no.	397895	
Vehicle	881170000	L4 MHEV 330HP EUROPEGT
V.I.N.	ZN6AU61B00X397895	
Assembly #	8102227	
Model Year	2022	
PDI Status	Dealer Acceptance	
Finishing date	08.03.2022	
Arrival Date	10.03.2022	
Type	Number	
Engine	1645310	
Gearbox	1486344	
Ing. key	M0874	
Immo Code	9699	
Sales Country	Italy	
Wheel Size	N/A	
Tyre DOT 1	0XT53V1175021	
Tyre DOT 2	0XT53V1175021	
Tyre DOT 3	0XTB2V1162021	
Tyre DOT 4	0XTB2V1162021	
Radio Srt#	T00260112901840	
Customer Name	52222	ROSSOCORSA S.R.L.
Invoice Ref.	2649	
Invoice Ref.	10.03.2022	
Warranty		
Services Type	Start Date	End Date
Warranty	28.03.2022	28.03.2025
Note		
Records not found		

CHECK VEHICLE DATA

VEHICLE INFORMATION

In the “Vehicle Information” sheet you can also find the “Print” and “Change Request Warranty/ Reprint Labels” buttons. Clicking on “Print” you can print the information included in the “Vehicle Information” sheet.

The screenshot displays the ModisCS+ interface for Service Entry Management. The main content area is divided into three steps: 1. Vehicle Entry, 2. Repair, and 3. Close. The 'Vehicle Entry' step is active, and the 'Vehicle Information' tab is selected and circled in blue. The interface shows a detailed view of vehicle data, including maintenance, warranty, and configuration update sections. The 'Vehicle Information' section is circled in blue, and the 'Print' and 'Change Request Warranty/ Reprint Labels' buttons are also circled in blue at the bottom of the interface.

Vehicle Information		Finish	
Chassis no.	397895	External Color	94084202 GRIGIO
Vehicle	861170000 L4 MHEV 330HP EUROPEGT	Internal Color	94084349 TAN/TAN
V.I.N.	ZN8AU81B00X397895	Carpets	94084336 TAN/BLACK/TAN
Assembly #	6102227	Option List	
Model Year	2022	Code	Colour Code
PDI Status	Dealer Acceptance	DASH	UPPER DASH & CLUSTER BROW 094084336 TAN/BLACK/TAN
Finishing date	06.03.2022	KDFT	DEFAULT COMPLEMENTARY OPT.LE
Arrival Date	10.03.2022	KFXI	SPARE WHEEL/FIX & GO SELECTION
		KNAV	CTP SELECTION
Engine	Type Number	QMFS	Black Gloss Front Grille
Gearbox	1645310	QRB4	MTC Plus With Navi & DAB
Eng. key	M0874	QXJB	Traffic Sign Recognition (TSR)
Immo Code	9699	QXZ2	Kick Sensor
Sales Country	Italy	Q1T4	Driver Assistance Pack Plus
Wheel Size	N/A	Q137	Electric-Adjustable Steering
Tyre DOT 1	0XT63V1175021	Q2D5	Eco Level Euro 6d Final
Tyre DOT 2	0XT63V1175021	Q2XY	Active Driving Assist
Tyre DOT 3	0XTB2V1162021	Q2Y5	Sport Package
Tyre DOT 4	0XTB2V1162021	Q2Q4	Four-Zone Climate Control
Radio S/n#	700260112901840	Q210	Metallic Paint
Customer Name	52222 ROSSOCORSA S.R.L.	Q228	Soft-Close Doors
Invoice Ref.	2649	Q3LN	Welcome Pack
Invoice Ref.	10.03.2022	Q3QL	Light Blue Brake Calipers
		Q3XY	Connectivity Pack
		Q389	Lioenoe Plate Predisposition
		Q399	Panorama Sunroof
		Q44V	20" Staggered Elfesto
		Q4HV	Extended Leather Upholstery
		Q4MN	Open Pore Radica Wood Trim
		Q4NC	Pirelli Tyres
		Q407	Shift Padd. On Steering Column
		Q44B	Dual Cast Braking System Perf.
		Q499	Fix&Go Tyre Kit (I-POL-GB-TUR)
		Q508	Front And Rear Parking Sensors
		Q5BN	Sport St.Wheel Black Leather
		Q95H	Compulsory Pack
		ROC2	HEADLINER & PILLARS 094084295 BLACK
		STWH	STEERING WHEEL & SHIFTER 094084351 BLACK/BLACK
		Vehicle Configuration Update	
		Replacement date	Part Number Number
		Records not found	

CHECK VEHICLE DATA

VEHICLE INFORMATION

Clicking on "Change Request Warranty/ Reprint Labels", you can open the window that allow you to request a change warranty start date or to reprint the vehicle's warranty label, after 48 months from the warranty start date (within 48 months you can print the label without entering a request).

The screenshot displays the ModisCS+ interface for Service Entry Management. The top navigation bar includes the ModisCS+ logo, the user's location (ROSSOCORSA - MILANO), the current page title (SERVICE ENTRY MANAGEMENT), and user options (SAT Training (Aftersales) and Logout). A left-hand navigation menu lists various system functions, with 'SERVICE ENTRY MANAGEMENT' highlighted in yellow. The main content area shows a search window for chassis number 397895. Below the search bar is a table with columns for Id, Type, Dealer's Note, Factory's Note, Status, Send Date, and Approval Date. The table indicates 'Records not found'. Action buttons include 'Delete Request', 'Send Request', 'Save notes', 'Close', and 'Excel'. Two expandable sections are visible: 'Change requests warranty start date' with a 'Change Warranty Start Date' button and a note about managing warranty changes; and 'Print labels - Reprint Labels Requests' with buttons for 'Reprint request Labels', 'Warranty Cards', and 'Warranty + Assistance Cards', along with a note about reprinting labels after 48 months.

CHECK VEHICLE DATA

CAMPAIGNS

Clicking on the “Campaign” button you will find information on campaigns performed or still pending on the vehicle. When data related to the Dealer and the warranty claim number are reported in the campaign row, it means that the campaign has already been performed.

Campaigns **highlighted** in blue are **blocking**. If you don't submit a warranty claim for them, you won't be able to send any other claims.

Instead, the Service Entry can be closed.

Click on the related wrench to consult the campaign technical bulletin.

1.
Vehicle Entry

2.
Repair

3.
Close

▶ Vehicle Entry

Vehicle Information
Campaign
Warranty
BOL
Change of Ownership
Vehicle Configuration Update
Service Entry
Customer Data

Dossier list
Rental Car
Maintenance

Campaign #	Cost Code	Component Code	Description	Chassis no.	Warranty Claim #	Warranty Date	Dealer		Link to Doc
275	23	57020021	ENGINE COOLANT	77538	2	22/02/17	52222	ROSSOCORSA S.R.L.	
288	23	57190001	PROGRAMMED IGNITION	77538	7	19/07/16	52222	ROSSOCORSA S.R.L.	
301	24	57520109	ACCELERATOR PEDAL CO	77538	8	19/07/16	52222	ROSSOCORSA S.R.L.	
303	24	57620142	REAR CONVERGENCY ADJ	77538	9	19/07/16	52222	ROSSOCORSA S.R.L.	
307	24	57931007	RH FRONT DOOR LOCK	77538	1	22/02/17	52222	ROSSOCORSA S.R.L.	
339	24	57143109	UNDERFLOOR FUEL PIPI	77538	0	0			
342	24	57941090	PILOT SIDE FRONT SEA	77538	0	0			

Attention: the background colored indicates the mandatory campaigns

Attention: the background colored indicates the FOTA campaigns

2 / 2

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▶
Excel

CHECK VEHICLE DATA

CAMPAIGNS

1.
Vehicle Entry

2.
Repair

3.
Close

▶ Vehicle Entry

Vehicle Information
Campaign
Warranty
BOL
Change of Ownership
Vehicle Configuration Update
Service Entry
Customer Data

Dossier list
Rental Car
Maintenance

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288	23	57190001	PROGRAMMED IGNITION	77538	7	19/07/16	52222	ROSSOCORSA S.R.L.	
301	24	57520109	ACCELERATOR PEDAL CO	77538	8	19/07/16	52222	ROSSOCORSA S.R.L.	
303	24	57620142	REAR CONVERGENCY ADJ	77538	9	19/07/16	52222	ROSSOCORSA S.R.L.	
307	24	57931007	RH FRONT DOOR LOCK	77538	1	22/02/17	52222	ROSSOCORSA S.R.L.	
339	24	57143109	UNDERFLOOR FUEL PIPI	77538	0	0			
342	24	57941090	PILOT SIDE FRONT SEA	77538	0	0			

Attention: the background colored indicates the mandatory campaigns

Attention: the background colored indicates the FOTA campaigns

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Excel



Do not forget to check the pending campaigns before the vehicle delivery to the customer!

CHECK VEHICLE DATA

WARRANTY

In the “Warranty” sheet you can see all the claims submitted for the vehicle, except the Pre-delivery ones (Cost Code 12), which are visible in the ModisCS+ Warranty Management menu.

1. Vehicle Entry
2. Repair
3. Close

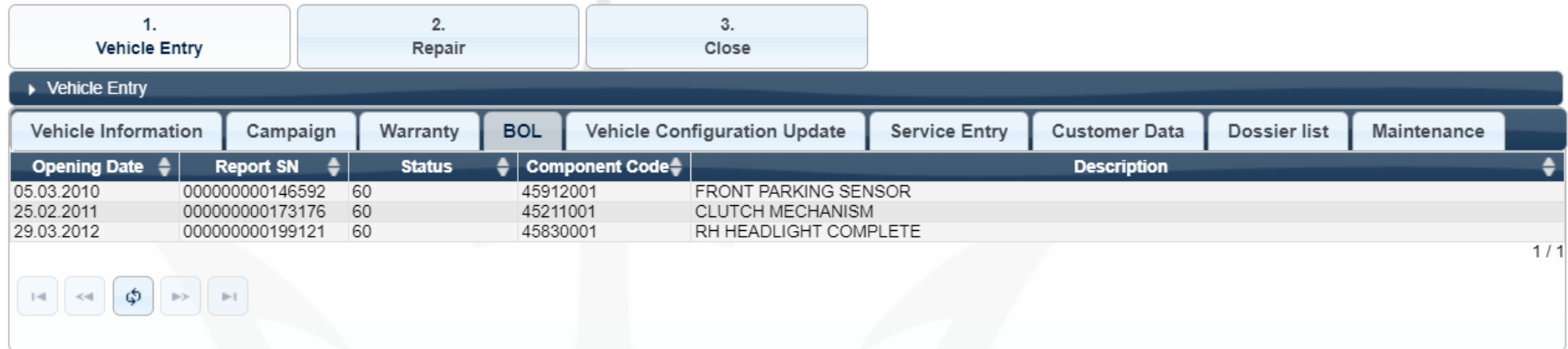
Vehicle Entry											
Vehicle Information		Campaign	Warranty	BOL	Change of Ownership	Vehicle Configuration Update	Service Entry	Customer Data			
Dossier list		Rental Car	Maintenance								
Warranty Status	Cost Code	Branch	Dealer	Repair Order#	Warranty Claim #	Service Entry #	Date out	Defective Component	Description	Defect	Mileage Out
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014244	1	IT0000658	17.03.2014	57430102	COMPLETE HANDBRAKE ELECTRONIC	DEFECTIVE ADJUSTEMENT OR SETTI	Km 9286
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2862014	1	IT0000887	08.04.2014	57400001	BRAKE SERVO	DIFFICULT OR FAULTY DRIVE	Km 9390
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014400	1	IT0001356	16.05.2014	57144122	PIPE TO INTAKE MANIFOLD	NOISE, KNOCK	Km 13522
F	23	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014435	1	IT0001525	05.06.2014	57849008	AIR-CONDITIONING ECU	UPDATING	Km 16090
F	23	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014720	1	IT0002919	07.10.2014	57852004	DRIVER-SIDE FRONT DOOR NODE	UPDATING	Km 19315
F	23	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014720	2	IT0002919	07.10.2014	57931017	RH. FRONT DOOR UPPER HINGE	UPDATING	Km 19315
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014720	3	IT0002919	07.10.2014	57913003	REAR GUARD FOR FRONT RH WHEELH	NOISE, KNOCK	Km 19315
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014720	4	IT0002919	07.10.2014	57171001	NOURICE	LEAKS / BAD SEALING	Km 19315
F	23	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014964	1	IT0004008	23.12.2014	57130120	R.H. WASTE GATE CLIP	MISSING, LACKING	Km 21424
F	16	ROSSOCORSA S.R.L.	ROSSOCORSA S.R.L.	2014964	2	IT0004008	23.12.2014	57610001	RH FRONT UPPER LEVER	NOISE, KNOCK	Km 21424

1 / 3

CHECK VEHICLE DATA

BOL

In the "BOL" sheet you can find information on the Blue on Line tickets opened for that vehicle.



The screenshot shows a software interface with three main navigation buttons at the top: "1. Vehicle Entry", "2. Repair", and "3. Close". Below these is a "Vehicle Entry" section with a sub-menu containing "Vehicle Information", "Campaign", "Warranty", "BOL", "Vehicle Configuration Update", "Service Entry", "Customer Data", "Dossier list", and "Maintenance". The "BOL" tab is selected, displaying a table with the following data:

Opening Date	Report SN	Status	Component Code	Description
05.03.2010	000000000146592	60	45912001	FRONT PARKING SENSOR
25.02.2011	000000000173176	60	45211001	CLUTCH MECHANISM
29.03.2012	000000000199121	60	45830001	RH HEADLIGHT COMPLETE

At the bottom of the table, there are navigation icons (back, forward, refresh, etc.) and a page indicator "1 / 1".

CHECK VEHICLE DATA

VEHICLE CONFIGURATION UPDATE

In the “Vehicle Configuration Update” sheet you can find information on any change in the original configuration of the vehicle. For information about the vehicle configuration update, see the “Vehicle Configuration Update” procedure included in the section “Submit a Warranty Claim and close a Service Entry”.

The screenshot shows a software interface for vehicle configuration updates. At the top, there are three buttons: "1. Vehicle Entry", "2. Repair", and "3. Close". Below these is a navigation bar with tabs: "Vehicle Information", "Campaign", "Warranty", "BOL", "Vehicle Configuration Update", "Service Entry", "Customer Data", and "Maintenance". The "Vehicle Configuration Update" tab is active. Underneath is an "Input" section with a table for adding parts. The table has columns for Part Number, Description, and Serial Number. Below the table is a note: "We recommend you to enclose the explanatory notes". There are two buttons: "Add" and "Go To Non-genuine part/accessory". At the bottom, there is a table with one entry:

Part Number	Description	Serial Number	Note
670032183	CPL FRONT DIFFERENTIAL M161	13618	

At the bottom right of the table, it says "1 / 1". There are also navigation buttons at the bottom left: a left arrow, a double left arrow, a refresh icon, a double right arrow, and a right arrow.

CHECK VEHICLE DATA

SERVICE ENTRY

In the “Service Entry” sheet it is possible to find the list of all the Service Entries opened for that vehicle.

1.
Vehicle Entry

2.
Repair

3.
Close

▶ Vehicle Entry

Vehicle Information	Campaign	Warranty	BOL	Vehicle Configuration Update	Service Entry	Customer Data	Dossier list	Maintenance
Service Entry #		Repair Order#	Dealer	In		Out		Service Entry Status
				Date	Mileage	Date	Mileage	
IT0000011		2014103	52222 ROSSOCORSA S.R.L.	07.01.2014	5466 K	21.04.2023	34423 K	Closed
IT0000658		2014244	52222 ROSSOCORSA S.R.L.	13.03.2014	9277 K	17.03.2014	9286 K	Closed
IT0000887		2862014	52222 ROSSOCORSA S.R.L.	02.04.2014	9382 K	08.04.2014	9390 K	Closed
IT0001356		2014400	52222 ROSSOCORSA S.R.L.	15.05.2014	13513 K	16.05.2014	13522 K	Closed
IT0001525		2014435	52222 ROSSOCORSA S.R.L.	03.06.2014	16083 K	05.06.2014	16090 K	Closed
IT0002919		2014720	52222 ROSSOCORSA S.R.L.	30.09.2014	19307 K	07.10.2014	19315 K	Closed
IT0004008		2014964	52222 ROSSOCORSA S.R.L.	22.12.2014	21424 K	23.12.2014	21424 K	Closed
IT0013485		2016886	52222 ROSSOCORSA S.R.L.	15.06.2016	40081 K	18.07.2016	40100 K	Closed
IT0019583		16817	52222 ROSSOCORSA S.R.L.	02.02.2017	57869 K	17.02.2017	57879 K	Closed

1 / 1

⏪ ⏴ 🔄 ⏵ ⏩

CHECK VEHICLE DATA

CUSTOMER DATA

The “Customer Data” sheet shows the customer’s information.

The screenshot shows a software interface for entering customer data. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with tabs for 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Vehicle Configuration Update', 'Service Entry', 'Customer Data', 'Dossier list', and 'Maintenance'. The 'Customer Data' tab is active, showing a form with the following fields:

Sex *	M	Country of Residence	Italy
Company		Preferred language for contacts	
Last Name *	Customer Last Name	Address *	Customer address
First Name *	Customer First Name	City	Milano
Occupation	Entrepreneur	State	MI - MILANO
Occupation Notes		Zip Code	20100
E-Mail *	xxxxx@xxxx.com	Phone	+ 39 123456789
	N/A <input type="checkbox"/>		N/A <input type="checkbox"/>
		Phone Type	Mobile

Below the main form is a section titled 'Your Maserati' with the following fields:

Purchase Date *	08.07.2010
Plate	

A pink banner below the form contains the text: "You can print the labels only for 90 days starting from the Service Entry opening date". At the bottom of the form are four buttons: 'Check', 'Save', 'Privacy', and 'Print labels'.

CHECK VEHICLE DATA

DOSSIER LIST

In the “Dossier List” sheet you can find the list of any dossiers available for that VIN relating to the roadside assistance services.

Vehicle Entry								
Vehicle Information	Campaign	Warranty	BOL	Vehicle Configuration Update	Service Entry	Customer Data	Dossier list	Maintenance
Dossier list	Opening Date Dossier	Component	Component Description					
0711003880103	11.06.2011	757575	DOSSIER A RIFATTURAZ					
0712006026793	19.08.2012	757575	DOSSIER A RIFATTURAZ					

CHECK VEHICLE DATA

MAINTENANCE

In the “Maintenance” sheet it is possible to find information about maintenance performed on the vehicle.

Vehicle Entry									
Vehicle Information		Campaign	Warranty	BOL	Vehicle Configuration Update	Service Entry	Customer Data	Dossier list	Maintenance
Type	Date in	Importer	Dealer	Service Entry #	Mileage In	Repair Order #	Component	Component Description	
Paid maintenance	25.11.2013	52222 ROSSOCORSA S.R.L.	52222 ROSSOCORSA S.R.L.	IT0000050	29597 K	2013649	46020020	INTERVENTION PAID BY CUSTOMER	
Paid maintenance	19.07.2012	52222 ROSSOCORSA S.R.L.	52222 ROSSOCORSA S.R.L.	0092368	20418 K	2012475	46010021	1ST SERVICE	
Paid maintenance	15.12.2011	52222 ROSSOCORSA S.R.L.	52222 ROSSOCORSA S.R.L.	0074309	16912 K	2011843	46020020	INTERVENTION PAID BY CUSTOMER	
Paid maintenance	29.06.2011	52222 ROSSOCORSA S.R.L.	52222 ROSSOCORSA S.R.L.	0060685	8484 K	2011478	46020020	INTERVENTION PAID BY CUSTOMER	1 / 1

CHECK VEHICLE DATA

MASERATI CONNECT

The “Maserati Connect” sheet shows information about Maserati Connect subscription status. For more information on Connectivity “Activation” and “Return to new” processes, see the dedicated section “Connectivity Features”.

Vehicle Information		Campaign		Warranty		BOL		Change of Ownership		Vehicle Configuration Update		Service Entry		Customer Data	
Dossier list		Maserati Connect													
Warning															
The registration process has been completed															
▼ Subscription															
ID Gigya	562e6bb3d22345f														
Status	Subscription Active					Activation Date	2022-06-24		14:33						
▼ Subscriber															
First Name	Sa				Last Name	Car				Phone Number					
Country	Italia				E-Mail	sar...m				Status	Full Registration				
Remove Subscription															



The Maserati Connect functions are only available for specific markets!



OPEN A SERVICE ENTRY

OPEN A SERVICE ENTRY

GO INTO THE VEHICLE ENTRY SHEET

To open a new Service Entry, click on the “Service Entry Insert” menu (path: Aftersales \ Service Entry \ Service Entry Insert).

ModisCS+ ROSSOCORSA - MILANO SERVICE ENTRY INSERT SAT Training (Aftersale)

1. Vehicle Entry 2. Repair 3. Close

▼ Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	0	

Status
-

Dealer
-

Chassis no. Plate # Customer Name Actual Owner
Yes No

Repair Order# Repair order opening date Mileage In Vehicle towed in due to technical issues Loaner Car
Yes No Yes No

Mobility services provided Open Customer Case Rental Car
Yes No Yes No Yes No

Service Note
-

Inquiry

There are no warnings

OPEN A SERVICE ENTRY

ENTER MAIN VISIT INFORMATION

Then, enter all the requested data related to the current workshop visit: Dealer (if more items are available), Repair Order number, Repair Order opening date, Mileage In.

Moreover, you must indicate if the vehicle was towed in due to technical issues and insert in the Service Note field a short recap of the interventions required by customer.

The system informs you if a Customer case is open.

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	1	

Status: -

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
327800	FV358HT	LEVANTE S	Customer Name Yes <input type="radio"/> No <input type="radio"/>

Repair Order#: 54321

Repair order opening date: 16.11.2023

Mileage In: Km M 25200

Vehicle towed in due to technical issues: Yes No

Open Customer Case: Yes No

Mobility services provided: Yes No

Service Note: Leaking water radiator. Rear taillight damaged

Buttons: Check, Save, Bulletins, Knowledge on Line



“Repair Order number”, “Repair order opening date” and “Mileage In” must match details registered on local DMS (Dealers Management System)!

Remember that customer must sign the Repair Order to authorize the intervention!

OPEN A SERVICE ENTRY

How to fill in the customer details correctly when it's a Fleet vehicle

If the vehicle is flagged against "Fleet Vehicle", then make sure to insert the complete and correct information of the **user (end customer)** in the **customer Data** tab.

Repair Order# 33389 Repair order opening date 10/01/2015 Mileage In Km M 44 Vehicle towed in due to technical issues Yes No Loaner Car Yes No Demo Car Yes No

Mobility services provided Yes No

Fleet Vehicle Yes No

Open Customer Case Yes No

Service Note MIRROR CAP

Back to list Save Vehicle Report Bulletins Knowledge on Line

Warning
WW0747: Regular Warranty to be started or Repair Date less than Reg. Wty Start Date
WW0370: No Open Campaigns for this vehicle
Vehicle with more than 10 visits in the workshop

Vehicle Information Campaign Warranty BOL Vehicle Configuration Update Service Entry **Customer Data** Maintenance

Customer Data

Sex * Company DADA Last Name * ESSA First Name * KHALED Occupation Entrepreneur Occupation Notes E-Mail * nlazzari@maserationtario.com N/A

Country of Residence Canada Preferred language for contacts Address * 200 AUTO PARK CIRCLE City VAUGHAN State ONTARIO Zip Code L4L8R1

Phone 4168597686 N/A Phone Type Mobile

Your Maserati
Purchase Date * 12/01/2018 Plate

You can print the labels only for 90 days starting from the Service Entry opening date

Check Save Privacy Print labels



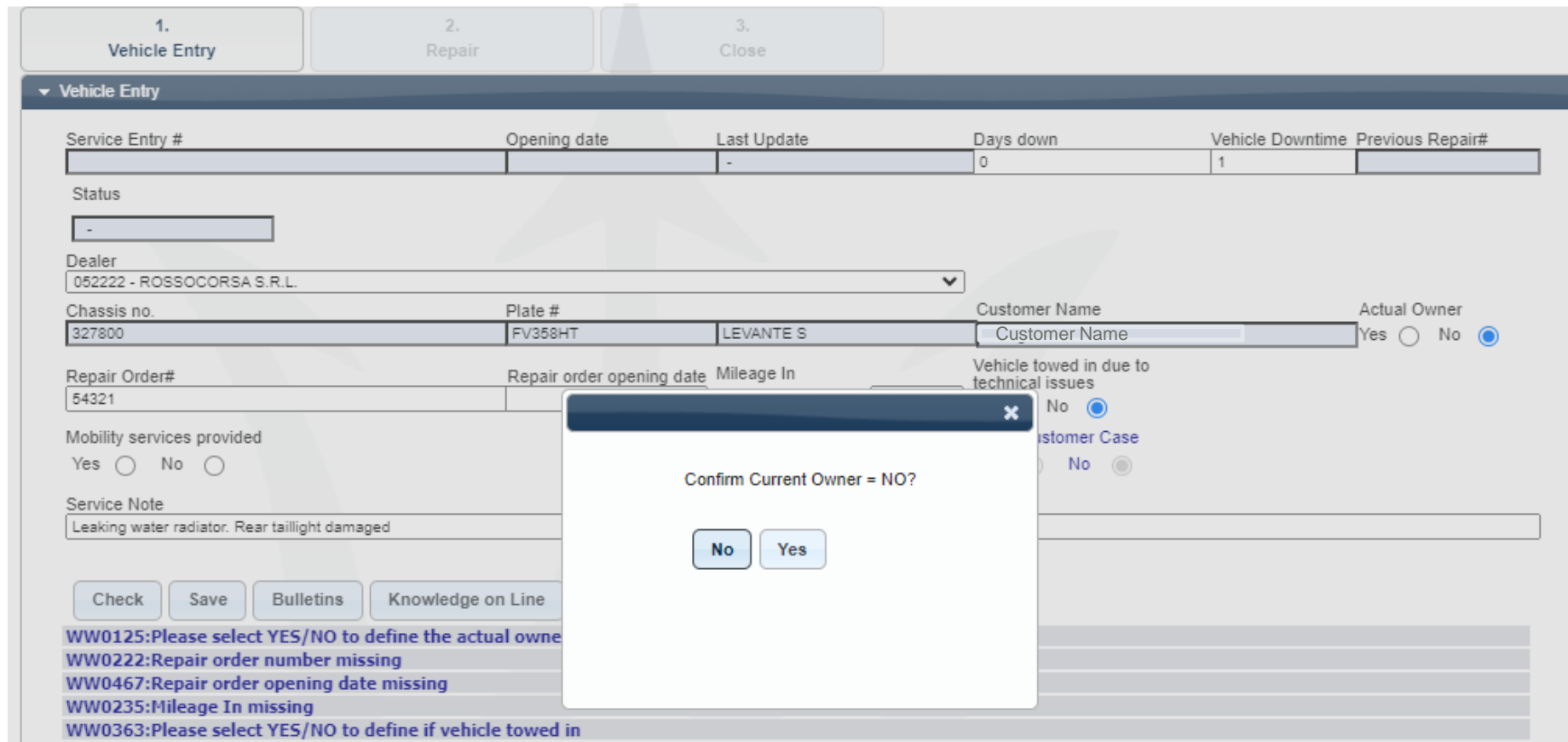
The customer data tab should be filled in correctly, by filling in the name of company and then the customer details in full.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

You must indicate whether the customer reported in the Customer Name field is the current one or not.

If you click on NO a pop-up window that ask you to confirm the selection appears.



The screenshot shows a web application interface for creating a service entry. At the top, there are three tabs: "1. Vehicle Entry" (active), "2. Repair", and "3. Close". Below the tabs is a form titled "Vehicle Entry" with the following fields:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	1	

Below the table, there are several input fields and radio buttons:

- Status: -
- Dealer: 052222 - ROSSOCORSA S.R.L.
- Chassis no.: 327800
- Plate #: FV358HT
- Customer Name: LEVANTE S
- Actual Owner: Yes No
- Repair Order#: 54321
- Repair order opening date: [empty]
- Mileage In: [empty]
- Vehicle towed in due to technical issues: No
- Mobility services provided: Yes No
- Service Note: Leaking water radiator. Rear taillight damaged

At the bottom of the form, there are buttons for "Check", "Save", "Bulletins", and "Knowledge on Line". A list of error messages is displayed below the buttons:

- WW0125: Please select YES/NO to define the actual owner
- WW0222: Repair order number missing
- WW0467: Repair order opening date missing
- WW0235: Mileage In missing
- WW0363: Please select YES/NO to define if vehicle towed in

A pop-up window titled "Confirm Current Owner = NO?" is overlaid on the form, with "No" and "Yes" buttons.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

If you confirm that customer reported in the Vehicle Entry sheet is not the current one, an informative message that remembers to present the Privacy policy to the customer and collect his/ her consents appears.

1. Vehicle Entry2. Repair3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	1	2

Status
-

Dealer
052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
327800	FV358HT	LEVANTE S	Customer Name Yes <input type="radio"/> No <input checked="" type="radio"/>

Repair Order#	Repair order opening date	Mileage In	Vehicle towed in due to technical issues
54321	16.11.2023	Km <input checked="" type="radio"/> M <input type="radio"/> 25200	Yes <input type="radio"/> No <input checked="" type="radio"/>

Mobility services provided
Yes No Select options

Fleet Vehicle
Yes No

Service Note
Leaking water radiator. Rear taillight damaged

CheckSaveBulletinsKnowledge on Line

WW1211:Attention: select the provided mobility services

Warning

WW0370:No Open Campaigns for this vehicle
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Once you have confirmed that vehicle has a new owner, you must update the customer information in the “Change of Ownership” sheet, which appears when you try to save the Service Entry.



The screenshot displays a software interface for opening a service entry. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a 'Vehicle Entry' section with a navigation bar containing tabs for 'Vehicle Information', 'Campaign', 'Warranty', 'BO', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' tab is highlighted with a blue border. Underneath is a 'Customer Search' section with the prompt 'Enter Last name (or part of last name)', a text input field labeled 'Last Name', and two buttons: 'Dealer Data' and 'Search'.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

In the Change of Ownership sheet, enter the customer's last name and click on "Search" button to check if that customer is already present into the Factory database.

The screenshot shows a software interface for vehicle management. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with tabs: 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' tab is active. Underneath, there is a 'Customer Search' section with a text input field labeled 'Enter Last name (or part of last name)'. The input field contains 'Rossi'. Below the input field are two buttons: 'Dealer Data' and 'Search'. The 'Search' button is highlighted with a blue border. Below the search section is a table titled 'Customer list' with the following columns: 'Surname and Name', 'Customer Status', 'Address', 'Chassis no.', and 'Model'. The table contains 10 rows of customer data. At the bottom of the interface, there are navigation buttons: '<=>', '<<=>', '<=>', '>>=>', 'New Customer', and 'Confirm'.

	Surname and Name	Customer Status	Address	Chassis no.	Model
<input type="radio"/>	ROSSI CHRISTIAN	Customer		22425	GRANSPORT
<input type="radio"/>	SPA SEATOUFFICIO ROSSI	Customer		20272	QUATTROPORTE
<input type="radio"/>	ROSSINI TERE SINA MARIA	Customer		44198	GRANTURISMO 4,2 C.A.MY09
<input type="radio"/>	Rossi Livio	Customer		238703	LEVANTE DIESEL
<input type="radio"/>	ROSSI FRANCO	Customer		46068	GRANTURISMO S
<input type="radio"/>	Rossi Giorgio	Customer		76876	M157 TDS 2WD 250 HP EU
<input type="radio"/>	DE ROSSI LUCIANO	Customer		133773	M157 TDS 2WD 250 HP EU
<input type="radio"/>	Rossi Luigi Emanuele	Customer		184734	GHIBLI DIESEL
<input type="radio"/>	ROSSI RAFFAELLA	Customer		264520	LEVANTE DIESEL
<input type="radio"/>	Rossi Germano	Customer		309984	GHIBLI DIESEL

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

If a match is found in the database, because the customer is or has already been a Maserati owner, select the Customer's name and click on "Confirm".

The screenshot shows a software interface for opening a service entry. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with tabs: 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' tab is selected.

Under the 'Change of Ownership' tab, there is a 'Customer Search' section. It contains a text input field labeled 'Enter Last name (or part of last name)' with 'Rossi' entered. Below the input field are two buttons: 'Dealer Data' and 'Search'.

Below the search section is a table titled 'Customer list'. The table has the following columns: 'Surname and Name', 'Customer Status', 'Address', 'Chassis no.', and 'Model'. The table contains the following data:

	Surname and Name	Customer Status	Address	Chassis no.	Model
<input type="radio"/>	ROSSI CHRISTIAN	Customer		22425	GRANSPORT
<input type="radio"/>	SPA SEATOUFFICIO ROSSI	Customer		20272	QUATTROPORTE
<input type="radio"/>	ROSSINI TERESINA MARIA	Customer		44198	GRANTURISMO 4,2 C.A.MY09
<input type="radio"/>	Rossi Livio	Customer		238703	LEVANTE DIESEL
<input type="radio"/>	ROSSI FRANCO	Customer		46068	GRANTURISMO S
<input checked="" type="radio"/>	Rossi Giorgio	Customer		78876	M157 TDS 2WD 250 HP EU
<input type="radio"/>	DE ROSSI LUCIANO	Customer		133773	M157 TDS 2WD 250 HP EU
<input type="radio"/>	Rossi Luigi Emanuele	Customer		184734	GIBLI DIESEL
<input type="radio"/>	ROSSI RAFFAELLA	Customer		264520	LEVANTE DIESEL
<input type="radio"/>	Rossi Germano	Customer		309984	GIBLI DIESEL

At the bottom of the interface, there are navigation buttons: '<=>', '<<=>', '<=>', '>>=>', and '>=>'. There are also two buttons: 'New Customer' and 'Confirm'. The 'Confirm' button is highlighted with a red box.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

After clicking on “Confirm”, you can check and update the data, if needed.

The screenshot displays a web interface for opening a service entry. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with several options: 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' section is active and contains the following fields:

Sex *	M	Country of Residence	Italy
Company		Preferred language for contacts	
Last Name *	Customer Last Name	Address *	
First Name *	Customer First Name	City	Milano
Occupation	Entrepreneur	State	MI - MILANO
Occupation Notes		Zip Code	201xxx
E-Mail *	giorgio.rossi@xxx.it	Phone	18612401868
	<input type="checkbox"/> N/A		<input type="checkbox"/> N/A
		Phone Type	Mobile

Below this, the 'Your Maserati' section includes:

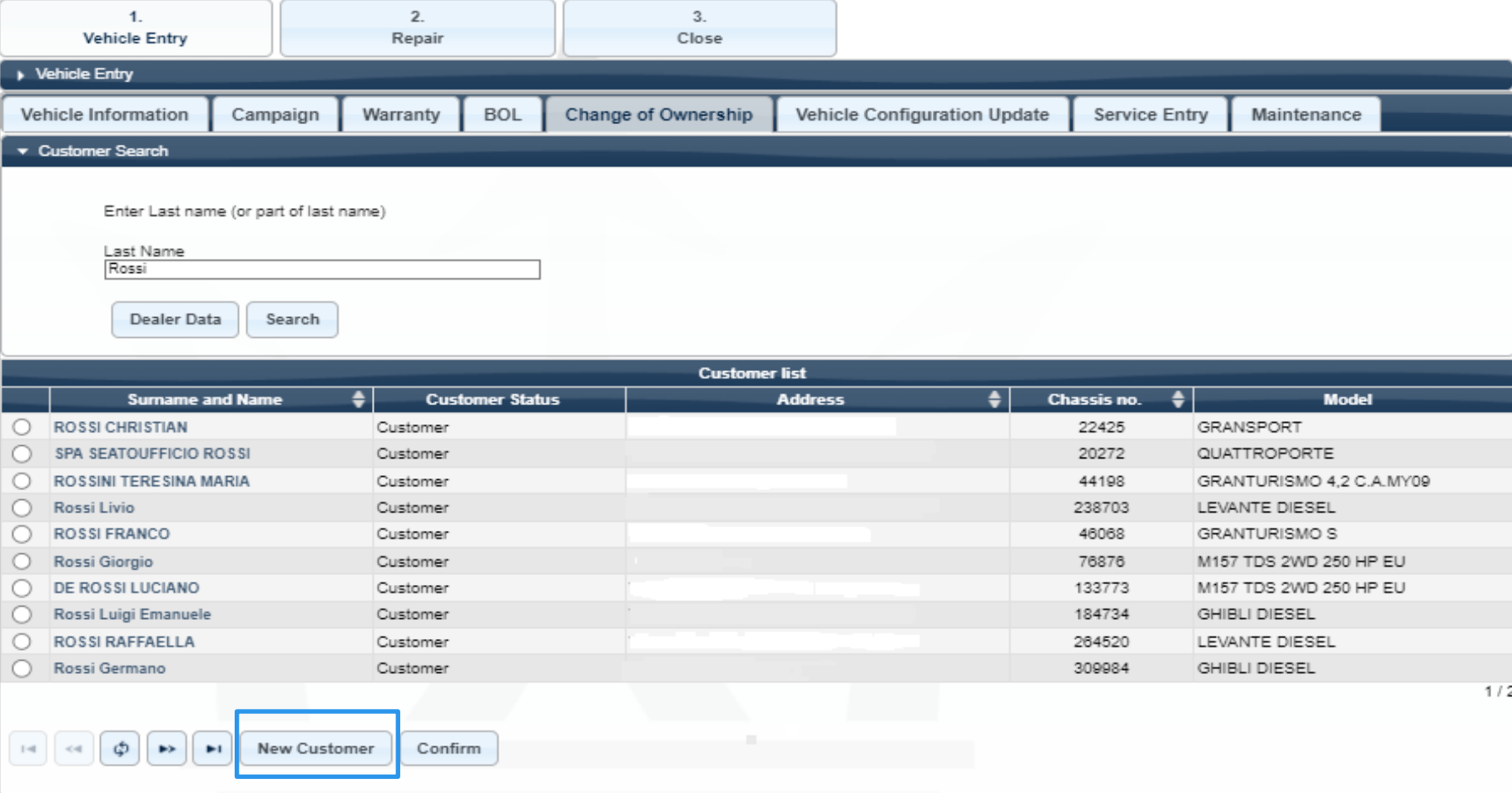
Purchase Date *	10.10.2023
Plate	

A pink banner below the form states: "You can print the labels only for 90 days starting from the Service Entry opening date". At the bottom, there are buttons for 'Check', 'Save', 'Back', 'Privacy', and 'Print labels'.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

If no match is found, click on “New Customer” button.



The screenshot displays a software interface for vehicle management. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with tabs: 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' tab is active.

Under the 'Change of Ownership' tab, there is a 'Customer Search' section with the prompt 'Enter Last name (or part of last name)'. A text input field contains 'Rossi'. Below the input field are two buttons: 'Dealer Data' and 'Search'.

Below the search section is a table titled 'Customer list' with the following columns: Surname and Name, Customer Status, Address, Chassis no., and Model. The table contains 10 rows of customer data.

At the bottom of the interface, there is a navigation bar with several buttons: a back button, a refresh button, a forward button, a 'New Customer' button (highlighted with a blue box), and a 'Confirm' button.

	Surname and Name	Customer Status	Address	Chassis no.	Model
<input type="radio"/>	ROSSI CHRISTIAN	Customer		22425	GRANSPORT
<input type="radio"/>	SPA SEATOUFFICIO ROSSI	Customer		20272	QUATTROPORTE
<input type="radio"/>	ROSSINI TERESINA MARIA	Customer		44198	GRANTURISMO 4,2 C.A.MY09
<input type="radio"/>	Rossi Livio	Customer		238703	LEVANTE DIESEL
<input type="radio"/>	ROSSI FRANCO	Customer		48088	GRANTURISMO S
<input type="radio"/>	Rossi Giorgio	Customer		78876	M157 TDS 2WD 250 HP EU
<input type="radio"/>	DE ROSSI LUCIANO	Customer		133773	M157 TDS 2WD 250 HP EU
<input type="radio"/>	Rossi Luigi Emanuele	Customer		184734	GIBLI DIESEL
<input type="radio"/>	ROSSI RAFFAELLA	Customer		264520	LEVANTE DIESEL
<input type="radio"/>	Rossi Germano	Customer		309984	GIBLI DIESEL

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Clicking on “New Customer” a window where you have to insert the new customer’s data appears. Mandatory fields are marked with “ * ”.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Vehicle Information Campaign Warranty BOL Change of Ownership Vehicle Configuration Update Service Entry Maintenance

Change of Ownership

Sex * Country of Residence
Company Preferred language for contacts
Last Name *
First Name *
Occupation
Occupation Notes
E-Mail * N/A Phone N/A Phone Type

Your Maserati

Purchase Date *
Plate

You can print the labels only for 90 days starting from the Service Entry opening date

Check Save Back Privacy Print labels

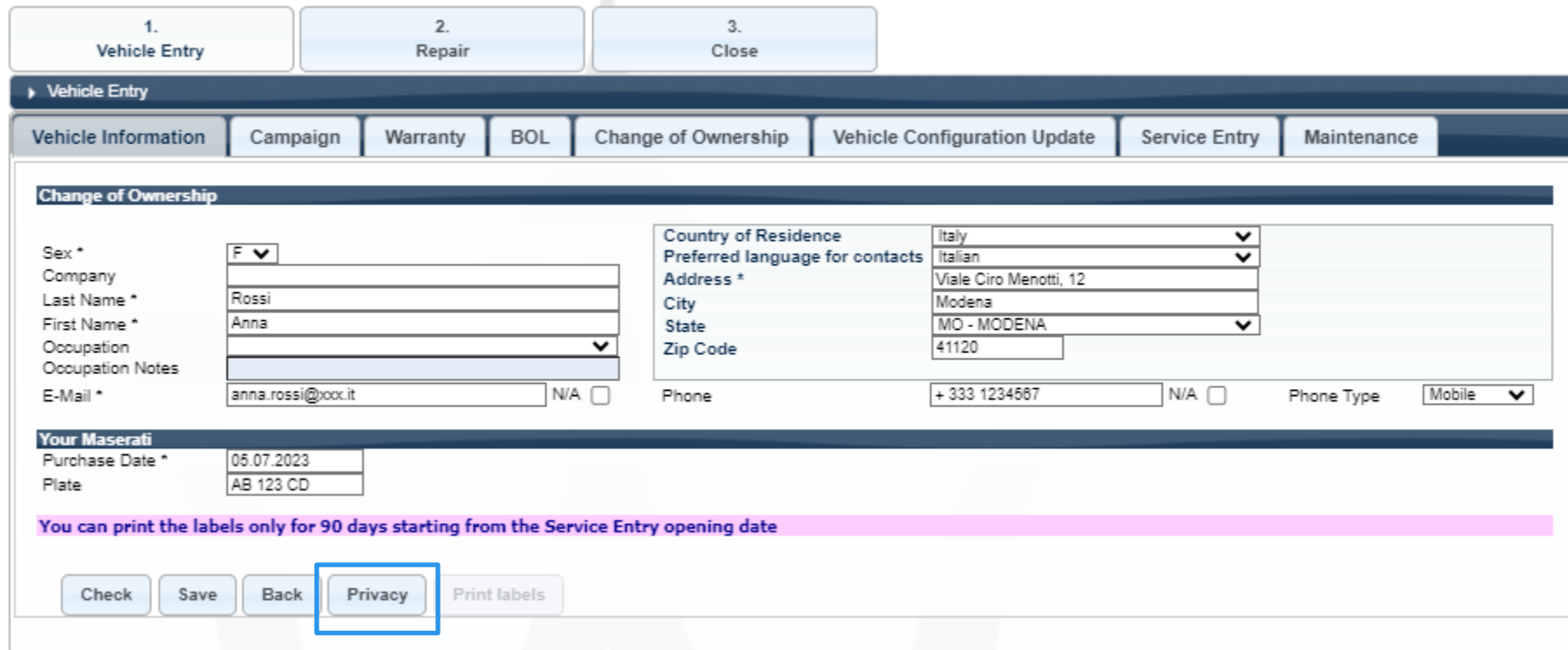


You can change the flag Actual Owner in the Vehicle Entry sheet until the new customer details have not been entered. After the data insertion, to change the selection you must open an IT ticket.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Once you have entered all the information related to the new customer, click on "Privacy" to record the customer's preferences.



The screenshot displays a web interface for opening a service entry. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a navigation bar with several menu items: 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Maintenance'. The 'Change of Ownership' section is active and contains the following fields:

Sex *	F	Country of Residence	Italy
Company		Preferred language for contacts	Italian
Last Name *	Rossi	Address *	Viale Ciro Menotti, 12
First Name *	Anna	City	Modena
Occupation		State	MO - MODENA
Occupation Notes		Zip Code	41120
E-Mail *	anna.rossi@xxx.it	Phone	+ 333 1234567
	N/A <input type="checkbox"/>		N/A <input type="checkbox"/>
		Phone Type	Mobile

Below the form, there is a section titled 'Your Maserati' with the following information:

Purchase Date *	05.07.2023
Plate	AB 123 CD

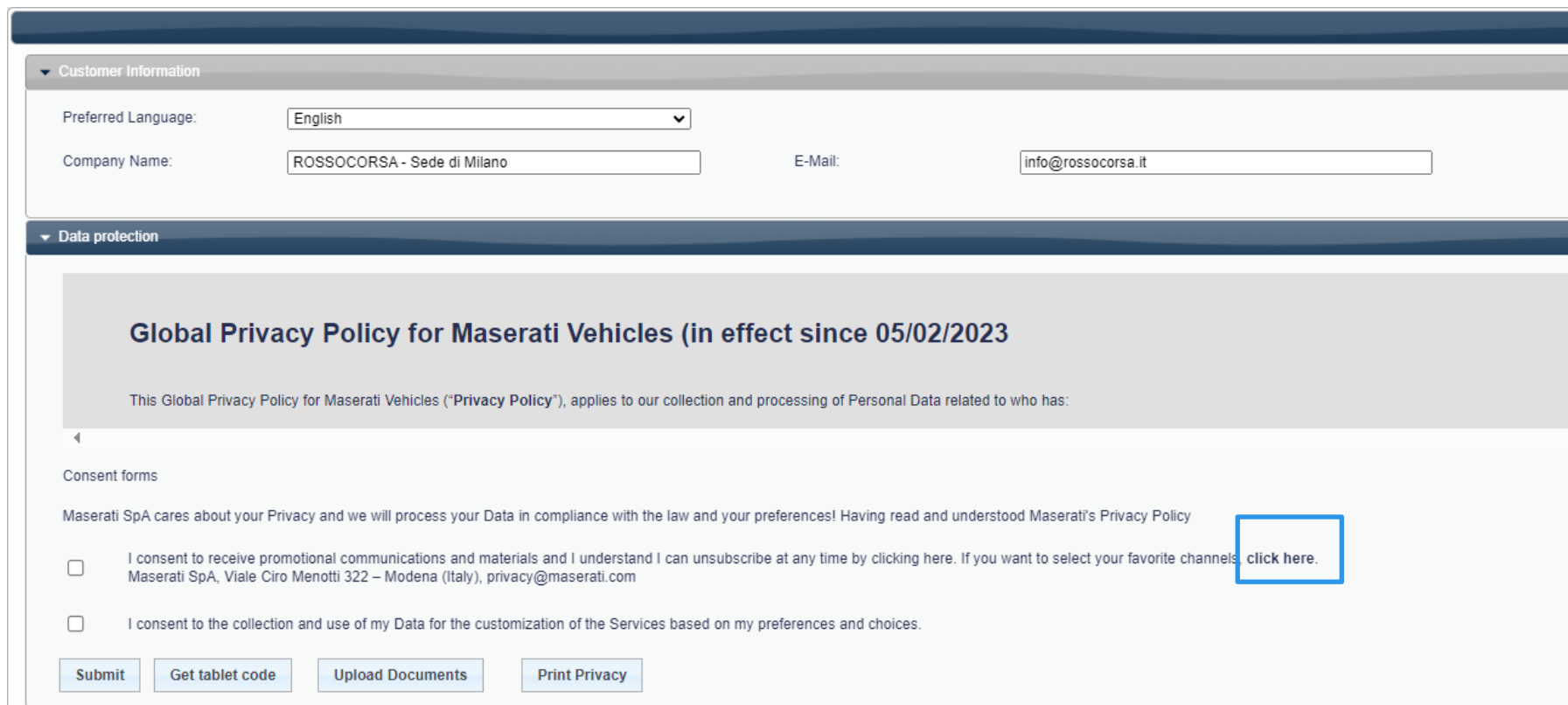
A pink banner below the form states: "You can print the labels only for 90 days starting from the Service Entry opening date". At the bottom, there are five buttons: 'Check', 'Save', 'Back', 'Privacy', and 'Print labels'. The 'Privacy' button is highlighted with a blue box.

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Clicking on Privacy, a new window appears.

Update the section according to the customer's preferences before submitting the privacy authorization, click on "**click here**" to select the communication preference of the subscription.



The screenshot displays a web form with two main sections: "Customer Information" and "Data protection".

Customer Information

- Preferred Language: English (dropdown menu)
- Company Name: ROSSOCORSA - Sede di Milano
- E-Mail: info@rossocorsa.it

Data protection

Global Privacy Policy for Maserati Vehicles (in effect since 05/02/2023)

This Global Privacy Policy for Maserati Vehicles ("Privacy Policy"), applies to our collection and processing of Personal Data related to who has:

Consent forms

Maserati SpA cares about your Privacy and we will process your Data in compliance with the law and your preferences! Having read and understood Maserati's Privacy Policy

- I consent to receive promotional communications and materials and I understand I can unsubscribe at any time by clicking here. If you want to select your favorite channels [click here](#).
- I consent to the collection and use of my Data for the customization of the Services based on my preferences and choices.

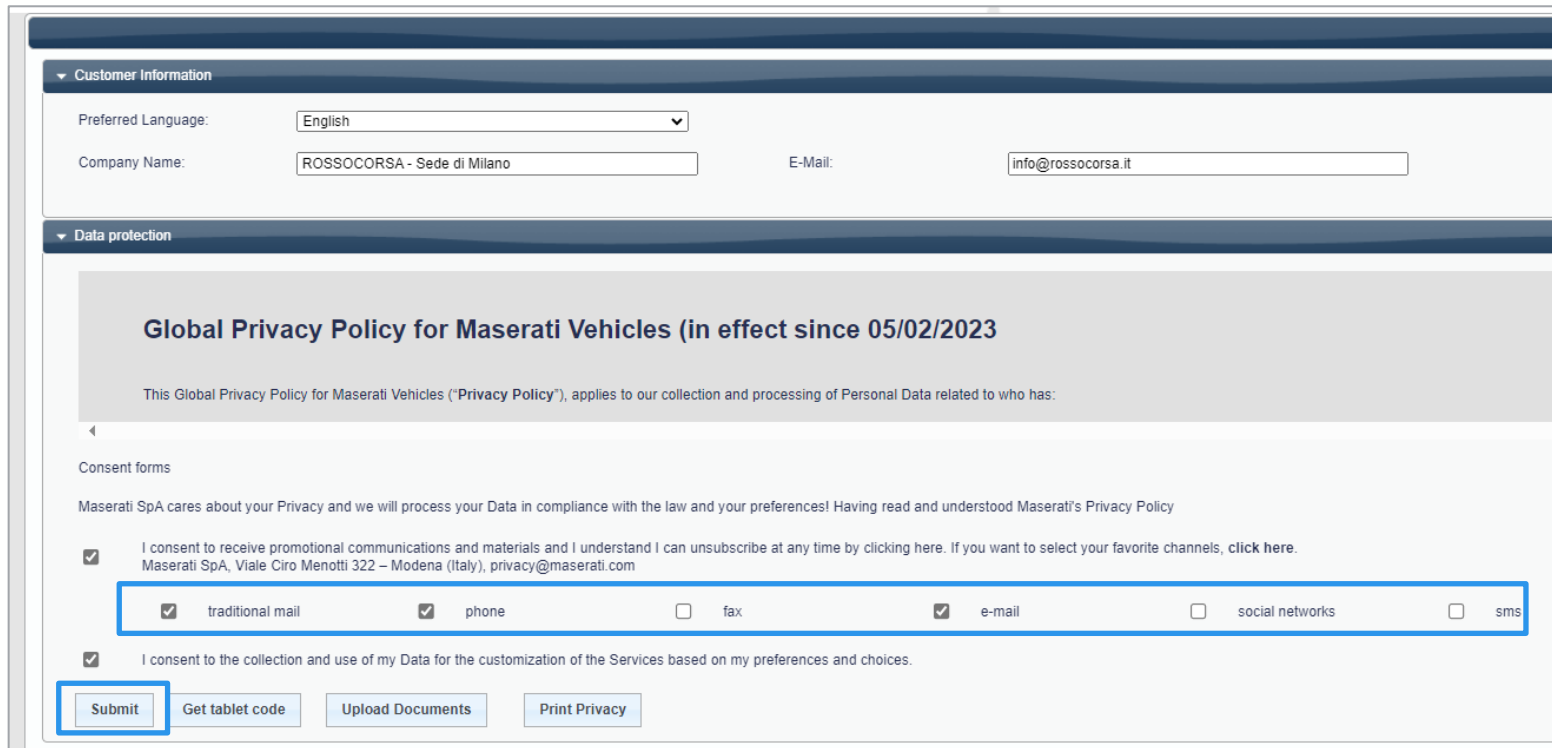
Buttons: Submit, Get tablet code, Upload Documents, Print Privacy

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Clicking on Privacy, a new window appears.

Once selected the desired options chosen by the customer for the communication, click on “Submit” then close the window to return to the Customer data section.



The screenshot displays a web form with two main sections: "Customer Information" and "Data protection".

Customer Information:

- Preferred Language: English (dropdown menu)
- Company Name: ROSSOCORSA - Sede di Milano (text input)
- E-Mail: info@rossocorsa.it (text input)

Data protection:

Global Privacy Policy for Maserati Vehicles (in effect since 05/02/2023)

This Global Privacy Policy for Maserati Vehicles ("Privacy Policy"), applies to our collection and processing of Personal Data related to who has:

Consent forms

Maserati SpA cares about your Privacy and we will process your Data in compliance with the law and your preferences! Having read and understood Maserati's Privacy Policy

I consent to receive promotional communications and materials and I understand I can unsubscribe at any time by clicking here. If you want to select your favorite channels, [click here](#).
Maserati SpA, Viale Ciro Menotti 322 – Modena (Italy), privacy@maserati.com

traditional mail phone fax e-mail social networks sms

I consent to the collection and use of my Data for the customization of the Services based on my preferences and choices.

Buttons: **Submit** (highlighted with a blue box), Get tablet code, Upload Documents, Print Privacy



To fill out this section, please see the information included in the Circular Letters MAS002029 "New Privacy Warning in Modis+" and MAS003234 "Customer Centricity - Privacy Consent" and enclosed documents

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

Once you have updated the Privacy section, click on “Save” to complete the data entry.

When done, the message “Data successfully entered” will appear.

1. Vehicle Entry | 2. Repair | 3. Close

Vehicle Entry

Vehicle Information | Campaign | Warranty | BOL | Change of Ownership | Vehicle Configuration Update | Service Entry | Maintenance

Change of Ownership

Sex * F
Company
Last Name * Rossi
First Name * Anna
Occupation
Occupation Notes
E-Mail * anna.rossi@xxx.it N/A

Country of Residence East Timor
Preferred language for contacts English
Address * Viale Ciro Menotti, 12
City Modena
State MO
Zip Code 41120

Phone 3331234567 N/A Phone Type Mobile

Your Maserati

Purchase Date * 05.07.2023
Plate AB 123 CD

You can print the labels only for 90 days starting from the Service Entry opening date

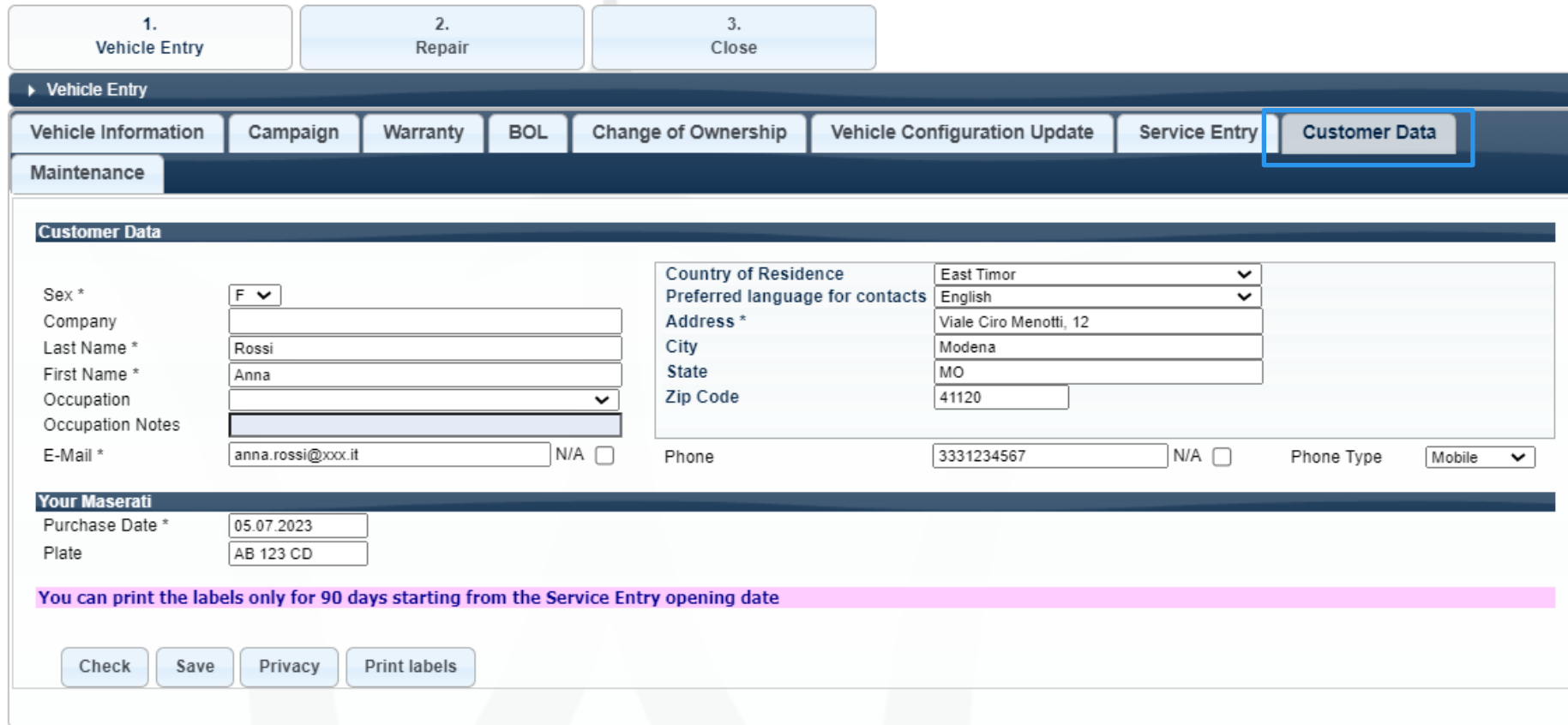
Data successfully entered

Check Save Privacy Print labels

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

After completing the change of ownership procedure, another tab "Customer data" will appear.



The screenshot displays a web application interface for opening a service entry. At the top, there are three numbered steps: 1. Vehicle Entry, 2. Repair, and 3. Close. Below this is a navigation bar with tabs for Vehicle Information, Campaign, Warranty, BOL, Change of Ownership, Vehicle Configuration Update, Service Entry, and Customer Data. The Customer Data tab is highlighted with a blue border. Underneath, there is a 'Maintenance' section and a 'Customer Data' section. The Customer Data section contains various input fields for personal information, including Sex, Company, Last Name, First Name, Occupation, Occupation Notes, E-Mail, Country of Residence, Preferred language for contacts, Address, City, State, Zip Code, Phone, and Phone Type. Below the Customer Data section is a 'Your Maserati' section with fields for Purchase Date and Plate. A pink banner at the bottom of the Customer Data section reads: "You can print the labels only for 90 days starting from the Service Entry opening date". At the very bottom, there are four buttons: Check, Save, Privacy, and Print labels.

Customer Data	
Sex *	F
Company	
Last Name *	Rossi
First Name *	Anna
Occupation	
Occupation Notes	
E-Mail *	anna.rossi@xxx.it
N/A	<input type="checkbox"/>
Country of Residence	East Timor
Preferred language for contacts	English
Address *	Viale Ciro Menotti, 12
City	Modena
State	MO
Zip Code	41120
Phone	3331234567
N/A	<input type="checkbox"/>
Phone Type	Mobile

Your Maserati	
Purchase Date *	05.07.2023
Plate	AB 123 CD

You can print the labels only for 90 days starting from the Service Entry opening date

Check Save Privacy Print labels

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

If the vehicle is not retailed yet, the system will default to "N/A": no info are available from Factory database.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	0	

Status
-

Dealer
-

Chassis no.	Plate #	Customer Name	Actual Owner
354880		LEVANTE	Yes <input type="radio"/> No <input type="radio"/> N/A <input checked="" type="checkbox"/>

Repair Order# Repair order opening date Mileage In Vehicle towed in due to technical issues

 Km M Yes No

Service Note

Check Save Bulletins Knowledge on Line

Warning
WW0370:No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact ABM/RAM

OPEN A SERVICE ENTRY

CHANGE OF OWNERSHIP

If details can be now updated, by unchecking the box "N/A" the system will automatically tick the radio button "NO" and it will be required to enter the new Customer's details following the procedure shown in the "Change of Ownership" sub-section.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	0	

Status
-

Dealer
-

Chassis no. Plate # Customer Name Actual Owner

354880 LEVANTE Yes No N/A

Repair Order# Repair order opening date Mileage In Vehicle towed in due to technical issues

 Km M Yes No

Service Note

Check Save Bulletins Knowledge on Line

Warning
WW0370:No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected,please contact ABM/RAM

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

To save the Service Entry, it is also mandatory to declare if a mobility service has been provided to the customer, by selecting YES or NO. Once selected YES or NO, and depending on the selection chosen, a pop up will be displayed.

In case of YES:

- Maserati loaner car
- Another brand's loaner car
- Rental car
- Public transportation (taxi, train...)
- Pick up & delivery
- Alternative transportation (bring customer at home...)

The screenshot shows the 'Vehicle Entry' form with the following fields and options:

- 1. Vehicle Entry** (selected), **2. Repair**, **3. Close**
- Service Entry #**: [Empty]
- Opening date**: [Empty]
- Last Update**: -
- Days down**: 0
- Vehicle Downtime**: 1
- Previous Repair#**: 2
- Status**: [Empty]
- Dealer**: 052222 - ROSSOCORSA S.R.L.
- Chassis no.**: 327800
- Plate #**: FV358HT
- LEVANTE S**
- Customer Name**: Customer Name
- Actual Owner**: Yes No
- Repair Order#**: 54321
- Repair order opening date**: 16.11.2023
- Mileage In**: Km M 25200
- Vehicle towed in due to technical issues**: Yes No
- Open Customer Case**: Yes No
- Mobility services provided**: Yes No
- Fleet Vehicle**: Yes No
- Service Note**: Leaking water radiator. Rear taillight damaged
- Select options** dropdown:
 - Maserati Loaner Car
 - Another brand loaner car
 - Rental Car
 - Public Transportation
 - Pick up & delivery
 - Alternative transportation
- Buttons**: Check, Save, Bulletins, Knowledge on
- Warnings**: WW1211:Attention: select the provided mobility service; WW0370:No Open Campaigns for this vehicle; One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

If you select YES and then Maserati Loaner Car and/or Rental Car within the available items, the Loaner Car and/or Rental car buttons become active, and you can select the service provided.

1. Vehicle Entry | 2. Repair | 3. Close

Vehicle Entry

WW0221: Mileage > Km 150000
WW0261: This car covers on average over 100 km per day

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098594	06.10.2023	27.11.2023 - WBTESTHQ2	53	2	4

Service Entry Status: Open Repair in Progress

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
392207	mddd44	LEVANTE HYBRID	Yes <input type="radio"/> No <input type="radio"/> N/A <input checked="" type="checkbox"/>

Repair Order#: 89561 | Repair order opening date: 06.10.2023 | Mileage In: 150009 Km

Mobility services provided: Yes No

Service Note:

2 selected

- Maserati Loaner Car
- Another brand loaner car
- Rental Car
- Public Transportation
- Pick up & delivery
- ...

Loaner Car: Yes No

Rental Car: Yes No

Warning
WW0656: The VIN has been previously repaired on...
WW0370: No Open Campaigns for this vehicle
There is no Maserati Connect active subscription for... for the registration process.



The functions related to Loaner and Rental car are only available for specific markets!

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

In case of Loaner car, once you have selected Loaner Car = Yes, a new “Loaner Car” tab appears. For information on the correct filling in of this sheet, see the “Replacement vehicles management” section of this manual.

The screenshot shows the 'Vehicle Entry' form in a web application. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. The main form area is titled 'Vehicle Entry' and contains the following information:

- Service Entry #:** IT0098594
- Opening date:** 08.10.2023
- Last Update:** 27.11.2023 - WBTESTHQ2
- Days down:** 53
- Vehicle Downtime:** 2
- Previous Repair#:** 4

Below this, there are buttons for 'Service Entry Status' and 'Status Changes'. The status is currently 'O - Open'. The dealer is '052222 - ROSSOCORSA S.R.L.'. The chassis number is '392207', the plate is 'rrddd44', and the customer name is 'LEVANTE HYBRID'. The actual owner is 'Yes'. The repair order number is '89581', and the repair order opening date is '08.10.2023'. The mileage in is '150009' km. The vehicle is marked as 'Loaner Car' (Yes) and 'Rental Car' (No). The 'Open Customer Case' is also marked as 'No'. The 'Mobility services provided' section has 'Yes' selected. A dropdown menu is open, showing '1 selected' and the following options:

- Maserati Loaner Car
- Another brand loaner car
- Rental Car
- Public Transportation
- Pick up & delivery

At the bottom of the form, there are buttons for 'Back to list', 'Check', 'Save', and 'Vehicle Report'. A warning message is displayed: 'Warning: WW0656: The VIN has been previously repaired on... WW0370: No Open Campaigns for this vehicle. There is no Maserati Connect active subscription for... for the registration process.' At the bottom of the page, there are tabs for 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Vehicle Configuration Update', 'Service Entry', 'Loaner Car', 'Maserati Connect', and 'Maintenance'. The 'Loaner Car' tab is highlighted with a blue box.



The functions related to Loaner car are only available for specific markets!

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

In case of Rental Car, once you have selected Rental Car = Yes, a new “Rental Car” tab appears. For information on the correct filling in of this sheet, see the “Replacement vehicles management” section of this manual.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

WW0221:Mileage > Km 150000
WW0261:This car covers on average over 100 km per day

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098594	06.10.2023	27.11.2023 - WBTESTHQ2	53	2	4

Service Entry Status Status Changes

- Open Repair in Progress

Dealer
052222 - ROSSOCORSA S.R.L.

Chassis no. Plate # LEVANTE HYBRID Customer Name Actual Owner N/A

392207 rrddd44 Yes No

Repair Order# Repair order opening date Mileage In Vehicle towed in due to technical issues Loaner Car

89561 06.10.2023 Km M Yes No Yes No

Mobility services provided Open Customer Case Rental Car

Yes No Yes No Yes No

Service Note

1 selected

- Maserati Loaner Car
- Another brand loaner car
- Rental Car
- Public Transportation
- Pick up & delivery
- Maserati Connect active subscription for the registration process

Back to list Check Save Vehicle Report On Line

Warning

WW0656:The VIN has been previously repaired on a Maserati vehicle

WW0370:No Open Campaigns for this vehicle

There is no Maserati Connect active subscription for this vehicle. Maserati Connect is required for the registration process.

Vehicle Information Campaign Warranty BOL Vehicle Configuration Update Service Entry Rental Car Maserati Connect Maintenance

Vehicle Information			Finish		
Chassis no.	392207		External Color	94084201	BIANCO
Vehicle	861170000	L4 MHEV 330HP EUROPEGT	Internal Color	94084354	BLACK/RED
VIN	7NRA1UR1R0NY392207		Camate	94084345	BLACK/BLACK/RED



The functions related to Rental car are only available for specific markets!

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

In case you did not provide a Mobility service and now click on NO, you must declare the reason why:

- Not offered
- Offered but not in line with customer need
- Offered but not needed

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	1	2

Status: -

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.: 327800 Plate #: FV358HT Customer Name: LEVANTE S Actual Owner: Yes No

Repair Order#: 54321 Repair order opening date: 16.11.2023 Mileage In: Km M 25200 Vehicle towed in due to technical issues: Yes No

Mobility services provided: Yes No Open Customer Case: Yes No

Fleet Vehicle: Yes No

Service Note: Leaking water radiator. Rear taillight damaged

Check Save Bulletins Knowledge on Line

WW1211:Attention: select the provided mobility services

Warning

WW0370:No Open Campaigns for this vehicle

One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

OPEN A SERVICE ENTRY

MOBILITY SERVICES PROVIDED

A blocking message will inform you in case of missing information regarding the Mobility services provided.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	1	2

Status
-

Dealer
052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
327800	FV358HT	LEVANTE S	Customer Name Yes <input type="radio"/> No <input checked="" type="radio"/>

Repair Order# 54321 Repair order opening date 16.11.2023 Mileage In Km M 25200

Vehicle towed in due to technical issues
Yes No

Mobility services provided
Yes No Select options

Open Customer Case
Yes No

Fleet Vehicle
Yes No

Service Note
Leaking water radiator. Rear taillight damaged

Check Save Bulletins Knowledge on Line

WW1211:Attention: select the provided mobility services

Warning

WW0370:No Open Campaigns for this vehicle

One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

OPEN A SERVICE ENTRY

REGISTERED SERVICE ENTRY

Once the Repair Order's data are entered and saved, a new Service Entry gets registered into the system with status "Open – Repair in Progress" and the Days Down Counter starts counting the vehicle's days down.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	16.11.2023 - WBTESTHQ2	1		2

Service Entry Status: **O - Open** Status Changes: Repair in Progress

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.: 327800 Plate #: FV358HT Customer Name: LEVANTE S Actual Owner: Yes No

Repair Order#: 54321 Repair order opening date: 16.11.2023 Mileage In: 25200 Km M Km

Vehicle towed in due to technical issues: Yes No

Loaner Car: Yes No

Open Customer Case: Yes No

Rental Car: Yes No

Mobility services provided: Yes No 1 selected

Fleet Vehicle: Yes No

Service Note: Leaking water radiator. Rear taillight damaged

Buttons: Back to list, Check, Save, Vehicle Report, Bulletins, Knowledge on Line

Warning:
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

Vehicle Information Campaign Warranty BOL Change of Ownership Vehicle Configuration Update Service Entry Maintenance



Days Down counter counts from the "Repair Order Opening Date" to the "Repair Order Closing Date" (Green colour: 1 to 5 days; Red colour: equal to or greater than 6 days)



ENTER A JOB LINE

ENTER A JOB LINE

GO INTO THE REPAIR SHEET

Once the Service Entry is in "Open" status, you can click on the "2. Repair" tab, to open the sheet and enter the work details.

1. Vehicle Entry

2. Repair

3. Close

Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2
Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In	
327800	FV358HT	LEVANTE S	54321	16.11.2023	K 25200

Service Entry Status: O - Open Repair in Progress

First Punch Date:

Repair Description: Component: Defect code:

Customer Complaint: W/C/I: Add

Warning
WW0370: No Open Campaigns for this vehicle

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

Ref.	Repair Description	Component Code	Description	W/C/I		Activity	Status	
	Defect code		Customer Complaint					
Records not found								

ENTER A JOB LINE

FIRST PUNCH DATE

It is mandatory to fill out the “First Punch Date” before the Service Entry closure, as an alternative at least one clock-in must be entered into the Repairs sheet (in this case, the “First Punch Date” will correspond with the entered clock-in); If no clock-in field is filled out, “First Punch Date” must be entered manually.

1. Vehicle Entry
2. Repair
3. Close

Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	16.11.2023

Service Entry Status

O - Open Repair in Progress

First Punch Date

Repair Description Component Defect code

Customer Complaint W/C/I Add

Warning

WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date

WW0370:No Open Campaigns for this vehicle

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

The First Punch date (First Clock IN) can be different from the Repair Order Opening date if the intervention starts in a following day compared to the vehicle's entry date in the workshop.

Ref.	Repair Description	Component Code	Description	W/C/I	X	Activity	Status	X
Defect code		Customer Complaint						
Records not found								

2024 Edition

Document reserved for the internal use of the Maserati Dealers

57

ENTER A JOB LINE

ANOMALY JOB LINE

Select the kind of repair “Anomaly” from the drop-down menu “Repair Description”.

1.
Vehicle Entry

2.
Repair

3.
Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status

0 - Open Repair in Progress

First Punch Date

20.11.2023 08:30

Repair Description ▼

Customer Complaint

- 01 - Anomaly
- 02 - Paid maintenance
- 03 - Campaign
- 04 - Maintenance Program
- 05 - Additional Services
- 07 - Paid Repair

Component

W/C/I ▼

Defect code ▼

Add

Warning
WW0747:RegularWar
WW0370:No Open Car

Date less than Reg.Wty Start Date

Back to list

Refresh

Save

Bulletins

Knowledge on Line

Summary

Ref.	Repair Description	Component Code	Description	W/C/I	✕	Activity	Status	✕
Defect code		Customer Complaint						
Records not found								

ENTER A JOB LINE

ANOMALY JOB LINE

Then click on the magnifying glass and select the component code from the pop-up frame.

The screenshot displays a software interface for entering a job line. At the top, there are three tabs: "1. Vehicle Entry", "2. Repair", and "3. Close". The "2. Repair" tab is active, showing a "Repair" section with a table of repair entries. The first entry is highlighted in green:

Service Entry #	Opening date	Last Update	Days down
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5

Below the table, there are fields for "Chassis no." (327800), "Plate #", "Model", and "Repair Order#" (54321). A "Service Entry Status" dropdown is set to "O - Open". The "Repair Description" is "01 - Anomaly" and the "Component" field is empty. A magnifying glass icon is circled next to the "Component" field. A "Warning" banner is visible below the form, and a "Search" pop-up window is open on the right. The pop-up window has a "Search for" section with fields for "Chassis no." (327800), "Project" (61), "Model", "Function Group", "Description", and "Component Code". A "Search" button is at the bottom of the pop-up. Below the search fields is a table of component codes and descriptions:

Code	Description
000105	CPO INSPECTION
010000	SCHEDULED SERVICE
010011	1ST SERVICE
010012	1ST SERVICE
010021	1ST SERVICE
010031	2ND SERVICE
010032	2ND SERVICE
010041	2ND SERVICE
010051	3RD SERVICE
010052	3RD SERVICE

At the bottom of the pop-up window, there are navigation buttons (back, forward, refresh, etc.) and a "Close" button. The page number "1 / 368" is displayed in the bottom right corner of the pop-up.

ENTER A JOB LINE

ANOMALY JOB LINE

If you already know the defective component code, enter the code in the "Component Code" field, then hit the "Search" button.

The screenshot shows a software interface with a search dialog box open. The dialog box has a "Search for" section with fields for Chassis no. (327800), Project (61), Model, Function Group, and Description. The "Component Code" field is highlighted with a blue box and contains the value "170001". Below the search fields is a "Search" button. The search results are displayed in a table with columns "Code" and "Description".

Code	Description
<input type="radio"/> 000105	CPO INSPECTION
<input type="radio"/> 010000	SCHEDULED SERVICE
<input type="radio"/> 010011	1ST SERVICE
<input type="radio"/> 010012	1ST SERVICE
<input type="radio"/> 010021	1ST SERVICE
<input type="radio"/> 010031	2ND SERVICE
<input type="radio"/> 010032	2ND SERVICE
<input type="radio"/> 010041	2ND SERVICE
<input type="radio"/> 010051	3RD SERVICE
<input type="radio"/> 010052	3RD SERVICE

At the bottom of the dialog box, there are navigation buttons (back, forward, refresh, etc.) and a "Close" button. The page number "1 / 368" is visible in the bottom right corner of the dialog box.

ENTER A JOB LINE

ANOMALY JOB LINE

Otherwise, if you don't know the component code, you can search it by "Function group" and component "Description". Once you have found the correct component code, select the related row to import it in the Service Entry.

The screenshot shows a software interface for entering a job line. The main window is titled "Repair" and has three tabs: "1. Vehicle Entry", "2. Repair", and "3. Close". The "2. Repair" tab is active. Below the tabs, there is a table with columns: "Service Entry #", "Opening date", "Last Update", and "Days down". The first row is highlighted in green. Below the table, there are fields for "Chassis no.", "Plate #", "Repair Order#", "Service Entry Status", "Repair Description", "Component", and "Customer Complaint". A "Warning" message is displayed: "WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date" and "WW0370:No Open Campaigns for this vehicle". A search dialog is open over the main window. The search dialog has a "Search for" section with fields for "Chassis no.", "Project", and "Model". Below these are "Function Group" (ENGINE) and "Description" (Water cooling radiator). A "Component Code" field is also present. A "Search" button is at the bottom of the search dialog. Below the search dialog is a table with columns "Code" and "Description". The first row is selected.

Code	Description
170001	WATER COOLING RADIATOR
170074	WATER COOLING RADIATOR FIXING CLIP
170081	WATER COOLING RADIATOR UPPER SEAL
170082	WATER COOLING RADIATOR LOWER SEAL
170084	SECONDARY WATER COOLING RADIATOR
170089	WATER COOLING RADIATOR UPPER SEAL BUTTON
171289	PIPE FROM SIDE EXCHANGERS PIPES GROUP TO SECONDARY WATER COOLING RADIATOR



Select always the defective component code which caused the problem or try to get as close as possible to the correct code.

ENTER A JOB LINE

ANOMALY JOB LINE

Then, select the correct "Defect code" in the related field.

1. Vehicle Entry

2. Repair

3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status

O - Open Repair in Progress

First Punch Date

16.11.2023 08:30

Repair Description 01 - Anomaly Component 61170001 WATER COOLING RADIATC Defect code ▼

Customer Complaint ... W/C/I ▼

Warning

WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date

WW0370:No Open Campaigns for this vehicle

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

- 006 - FISSURE - PUNCTURE
- 014 - OVERHEATING - BURNT
- 036 - SEIZURE-STIFFNESS
- 055 - OBSTRUCTION - CLOGGING-AIR
- 059 - LEAKS / BAD SEALING
- 063 - NOT TO SPECIFICATIONS
- 068 - WISTHLING NOISE
- 077 - IRREGULAR OR EARLY WEAR
- 120 - FOREIGN OBJECTS, RESIDUES

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code		Customer Complaint			
Records not found						

ENTER A JOB LINE

ANOMALY JOB LINE

Insert the "Customer Complaint".

The screenshot displays a software interface for entering a job line. At the top, there are three tabs: "1. Vehicle Entry", "2. Repair", and "3. Close". The "Repair" tab is active, showing a table of repair records. The table has columns for Service Entry #, Opening date, Last Update, Days down, Vehicle Downtime, and Previous Repair#. The first row shows Service Entry # IT0098595, Opening date 16.11.2023, Last Update 20.11.2023 - WBTESTHQ2, Days down 5 (highlighted in green), Vehicle Downtime 1, and Previous Repair# 2. Below the table, there are fields for Chassis no. (327800), Plate # (FV358HT), Repair Order# (54321), and Mileage In (K 25200). There is also a "Service Entry Status" dropdown set to "0 - Open" and a "First Punch Date" field with a time selector set to 08:30. The "Repair Description" is set to "01 - Anomaly" and the "Component" is "61170001" with a search icon. The "Defect code" is empty. A "Customer Complaint" field is present with a "W/C/I" dropdown and an "Add" button. A modal dialog is open in the foreground, containing a text area with the text "Customer reports presence of water on the garage floor." and "Confirm" and "Close" buttons. At the bottom, there is a table with columns for "Description", "W/C/I", "Activity", and "Status". The "Description" column contains "Customer Complaint" and the "Status" column contains "Records not found".

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	54321	16.11.2023	K 25200

Repair Description: 01 - Anomaly
Component: 61170001
Defect code: [Empty]
Customer Complaint: [Empty]
W/C/I: [Empty]

First Punch Date: 16.11.2023 08:30

Customer reports presence of water on the garage floor.

Description	W/C/I	Activity	Status
Customer Complaint			Records not found

ENTER A JOB LINE

ANOMALY JOB LINE

And specify the "Customer Type" (W/C/I = Warranty / Customer / Internal).

1.
Vehicle Entry

2.
Repair

3.
Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status

O - Open Repair in Progress

First Punch Date

16.11.2023 08:30

Repair Description 01 - Anomaly

Customer Complaint Customer reports presence of ...

Component 61170001

W/C/I ▼

WATER COOLING RADIATC

Defect code ▼

Add

Warning

WW0747:RegularWarranty to be started or RepairDate less than

WW0370:No Open Campaigns for this vehicle

Back to list

Refresh

Save

Bulletins

Knowledge on Line

Summary

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code		Customer Complaint			
Records not found						

ENTER A JOB LINE

ANOMALY JOB LINE

Once the main intervention data are inserted, clicking on “Add” button a job line is created and visible at the bottom of the sheet. Job Lines can be created or deleted whether Service Entry is in status Open or Closed (always refer to Status Bar). You can delete a Job Line by ticking the delete box field, then hitting “Save”.

1.
Vehicle Entry

2.
Repair

3.
Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2
Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In	
327800	FV358HT	LEVANTE S	54321	16.11.2023	K 25200

Service Entry Status: O - Open Repair in Progress

First Punch Date: 16.11.2023 08.30

Repair Description: - Component: Defect code:

Customer Complaint: ... W/C/I:

Add

Warning

WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date

WW0370:No Open Campaigns for this vehicle

Back to list

Refresh

Save

Bulletins

Knowledge on Line

Summary

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code	Customer Complaint				
1	Anomaly	170001	WATER COOLING RADIATOR	Customer ▼ <input type="checkbox"/>	Repair 1	<input type="checkbox"/>
59	LEAKS / BAD SEALING	Customer reports presence of water ...				



It is mandatory to create a job line and, if necessary, a warranty claim for each anomaly / intervention!

Do not enter operations and/or spare parts codes relating to different interventions in the same job line / claim

ENTER A JOB LINE

PAID MAINTENANCE JOB LINE

Select "Paid Maintenance" in the "Repair Description" and the service to be performed. The "Customer Type" is already set on "Customer". Clicking on "Add", you can generate a job line for Paid Maintenance.

1. Vehicle Entry2. Repair3. Close

Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status: Open Repair in Progress

First Punch Date: 16.11.2023 08.30

Repair Description: Component: Defect code:

Customer Complaint: W/C/I:

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle

ENTER A JOB LINE

CAMPAIGN JOB LINE

Select "Campaign" in the "Repair Description". Then, select the campaign through "Component" drop down menu: all the campaigns pending on the vehicle are listed with related Cost code and Component code.

1. Vehicle Entry2. Repair3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	54321	16.11.2023	K 25200

Service Entry Status: O - Open Repair in Progress

First Punch Date: 16.11.2023 08.30

Repair Description: 03 - Campaign Component: 215 - 23 - 57430102 - COMPLETE HANDBRAKE E
265 - 23 - 57190001 - PROGRAMMED IGNITION
270 - 23 - 57020004 - COOLING FLUID Add

Customer Complaint: WIC/

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle

Back to list Refresh Save Bulletins Knowledge on Line Summary



It will not be possible to send any claim for acceptance if blocking campaigns have not been attended.
See the section "Management of Service Entry Blocks" of this manual for more details

ENTER A JOB LINE

CAMPAIGN JOB LINE

The “Customer Type” is already set on “Warranty”. After selecting the correct defect code, you can click on “Add” to generate the job line.

1. Vehicle Entry2. Repair3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	LEVANTE S	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	16.11.2023	K 25200

Service Entry Status: O - Open Repair in Progress

First Punch Date: 16.11.2023 08.30

Repair Description: 03 - Campaign
Component: 215 - 23 - 57430
Defect code: 083 - NOT TO SPECIFICAT

Customer Complaint: Campaign 215
W/C/I: Warranty

Add

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle

Back to list Refresh Save Bulletins Knowledge on Line Summary

ENTER A JOB LINE

MAINTENANCE PROGRAM JOB LINE

If vehicle has to attend a maintenance intervention and a maintenance program is regularly active for the chassis, it is possible to select "Maintenance Program" into the "Repair Description" drop down menu. After selecting the item, a new button "Maintenance Program" will appear.

1. Vehicle Entry 2. Repair 3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S 54321	16.11.2023	K 25200

Service Entry Status: Repair in Progress

First Punch Date:

Repair Description:

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle

ENTER A JOB LINE

MAINTENANCE PROGRAM JOB LINE

Clicking on “Maintenance Program” button, the usual vehicle maintenance services list will appear, where service can be chosen and registered by hitting the tab “Execute”. Once the form has been saved, a new job line is generated.

The screenshot shows the software interface for entering a job line. It is divided into two main sections: a top navigation bar and a main content area.

Top Navigation Bar: Contains two buttons: "1. Vehicle Entry" and "2. Repair".

Main Content Area (Repair Tab):

- Service Entry #:** IT0098595
- Opening date:** 16.11.2023
- Last Update:** 23.11.2023 - WBTESTHQ2
- Chassis no.:** 327800
- Plate #:** FV358HT
- Vehicle Model:** LEVANTE S
- Service Entry Status:** O - Open
- Repair Description:** 04 - Maintenance Program
- Action Button:** Maintenance Program
- Warning:** WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty; WW0370:No Open Campaigns for this vehicle
- Bottom Buttons:** Back to list, Refresh, Save, Bulletins, Knowledge on Line

Detailed View (Right Panel):

Search for:

- Chassis no.: 80772
- Vehicle: 757804000
- Regular Warranty: 3Years
- Request date: 01.01.0001
- Program: GHDSLE
- Customer: [Empty]
- VIN: ZAMWS57B001080772
- Initial Mileage: 24.01.2014
- Current Mileage: 0
- Services Type: (GHDSLE)P+ GHIBLI DIESEL PREMIUM + CEE/ROW 20K KM-1Y
- Date Range of service availability: 24.01.2014 - 24.01.2017

Activity List Table:

Group	Activity	Check Km	Check Mts	Dealer refund	Refund Importer	Status
<input type="radio"/>	100 GDE2KL COUPON 20000 KM	20000	12420			to execute
<input type="radio"/>	100 GDE2AL COUPON 12 MONTHS					to execute
<input type="radio"/>	200 GDE4KL COUPON 40000 KM	40000	24854			to execute
<input type="radio"/>	200 GDE4AL COUPON 24 MONTHS					to execute
<input type="radio"/>	300 GDE6KL COUPON 60000 KM	60000	37282			to execute
<input type="radio"/>	300 GDE6AL COUPON 36 MONTHS					to execute
<input type="radio"/>	EPDFBD EXTRA PARTS FRONT BRAKE DISKS					to execute
<input type="radio"/>	EPDRBD EXTRA PARTS REAR BRAKE DISKS					to execute
<input type="radio"/>	EPDFBP EXTRA PARTS FRONT BRAKE PADS KIT					to execute
<input type="radio"/>	EPDRBP EXTRA PARTS REAR BRAKE PADS KIT					to execute

Bottom Buttons: Navigation arrows, Close, Execute

ENTER A JOB LINE

ADDITIONAL SERVICES JOB LINE

In case an additional service related to alternative transportation is required, you must select “Additional Services” into the “Repair Description” drop-down menu. The component code is already set as “Alternative transportation”.

Fill out the other fields and click on “Add” to generate the job line for additional services.

1. Vehicle Entry 2. Repair 3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTSTHQ2	3	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In	
327800	FV358HT	LEVANTE S	54321	16.11.2023	K 25200

Service Entry Status: O - Open Repair in Progress

First Punch Date: 16.11.2023 08:30

Repair Description: 05 - Additional Services Component: 81000100 ALTERNATIVE TRANSPOF Defect code:

Customer Complaint: breakdown W/C/I: Warranty

301 - LOANER CAR 1 DAY
500 - ACCIDENT
504 - BREAKDOWN Add

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
Campaign to be performed

Back to list Refresh Save Bulletins Knowledge on Line Summary

ENTER A JOB LINE

PAID REPAIR JOB LINE

In case of paid repair, select "Paid Repair" into the "Repair Description" drop-down menu. Select the component and the defect codes in the related fields and add the customer complaint. The Customer type is already set on "Customer". After filling out all the requested fields, click on "Add" to generate a job line for repairs at customer charge.

1. Vehicle Entry2. Repair3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	23.11.2023 - WBTESTHQ2	3	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status: Open Repair in Progress

First Punch Date: 16.11.2023 08:30

Repair Description: Component: COMPLETE RH TAIL LIGH' Defect code:

Customer Complaint: W/C/I:

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date Campaign to be performed

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

To enter additional information on the work, click on Repair (1,2,3,...) link.

1. Vehicle Entry
2. Repair
3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	20.11.2023 - WBTESTHQ2	5	1	2
Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In	
327800	FV358HT	LEVANTE S	54321	16.11.2023	K 25200

Service Entry Status
First Punch Date

○ - Open
Repair in Progress
16.11.2023
08.30

Repair Description
Component
Defect code

Customer Complaint
W/C/I
Add

Warning
WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
WW0370:No Open Campaigns for this vehicle

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code	Customer Complaint				
1	Anomaly	170001	WATER COOLING RADIATOR	Customer	Repair 1	
59	LEAKS / BAD SEALING	Customer reports presence of water				

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

When you click on “Repair (# 1, 2, 3..)” a multi-sheet window appears. The first sheet ‘INFO’ shows: data of user(s) who opened the Service Entry and the BOL ticket (if applicable) and first and last punch dates (after their entry).

The screenshot shows a software window with a dark blue header and a light blue background. The window has four tabs: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'INFO' tab is selected and highlighted with a blue box. Below the tabs, there are two main sections: 'Service Entry #' and 'BOL'. The 'Service Entry #' section contains a table with fields for User, First Name, Last Name, Phone, and Role. The 'BOL' section contains a similar table with fields for User, First Name, Last Name, Phone, and Role. Below these sections is a 'Time Clock' section with a table for 'Clock In' and 'Clock Out' times. A 'Close' button is located at the bottom left of the window.

Service Entry #		BOL	
User	WBTESTHQ2	User	
First Name		First Name	
Last Name		Last Name	
Phone		Phone	
Role		Role	

Time Clock	
Clock In	Clock Out
16.11.2023 08.30	17.11.2023 12.21



The BOL tickets can be opened only by a certified technician or by a technician with certification in progress.

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

In the second sheet "Repair" you must enter other work information: clocking details, labour code(s), any straight time and codes and quantity of all the Spare Parts replaced. The click on "Save", to register the data.

The screenshot displays the 'REPAIR' tab in a software interface. It is divided into three main sections:

- Time Clock [2 Element inserted]:** A table with columns for 'Clock In' and 'Clock Out'. It shows two entries: one for 16.11.2023 (08.30 to 09.20) and another for 17.11.2023 (09.30 to 12.21). There are '+' and '-' buttons and a '[RP1]' button below the table.
- Labour Code [1 Element inserted]:** A table with columns for 'Code', 'Description', 'Hours', and 'Amount'. It shows one entry with code '1700013', description 'WATER COOLING RADIATOR', and an amount of '230,850'. There is a 'Straight time' input field and '+' and '-' buttons below.
- Spare Part Replaced [1 Element inserted]:** A table with columns for 'Code', 'Description', 'Quantity', and 'Amount'. It shows one entry with code '670030844', description 'WATER RADIATOR', and a quantity of '1'. There are '+' and '-' buttons, a 'Part(s) Info' button, and a '[RP1]' button below.

At the bottom of the interface, there are buttons for 'Check', 'Save', 'Upload', 'Knowledge on Line', and 'Close'.



In the "Time clock section" enter always each Clock IN and Clock OUT reported in the Repair Order! If the intervention was interrupted, do not enter only one cumulative time slot

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

Labour Code [0 Element inserted]

Code	Description	Hours	Amount
1700013	WATER COOLING RADIATOR	2,85	230,850

Straight time

+ [RP1]



In case of claims with diagnostic or straight time, you must always explain why the diagnosis or straight time was necessary in the Notes section of the claim.

Test results and all measurements taken must be documented on the Repair Order and attached to the related claim.

Straight time must be clocked separately per occurrence.

If the time required for diagnostics is greater than 2 hours, a BOL report must be submitted as Support Request (as Request for authorization for Americas markets).

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

To find the correct labour(s) code(s) and part number(s), click on Knowledge on Line button. In case of warranty claims it is possible to import the codes from the Flat Rate Guide and the Spare Parts Catalogue, following the procedure shown in the next pages and available in the Circular Letter MAS003310 "New procedure for importing part numbers and operation codes from Knowledge Online".

INFO **REPAIR** BOL+ WARRANTY

Time Clock [2 Element inserted]

Clock In		Clock Out		
16.11.2023	08.30	16.11.2023	09.20	<input type="checkbox"/>
17.11.2023	09.30	17.11.2023	12.21	<input type="checkbox"/>

+ - [RP1]

Labour Code [1 Element inserted]

Code	Description	Hours	Amount	
1700013	WATER COOLING RADIATOR Straight time		2,85 230,850	<input type="checkbox"/>

+ - [RP1]

Spare Part Replaced [1 Element inserted]

Code	Description	Quantity	Amount	
670030844	WATER RADIATOR	1	412,90	<input type="checkbox"/>

+ - Part(s) Info [RP1]

Check Save Upload **Knowledge on Line**

Close

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

Once you have logged onto Knowledge Online and then the 'Flat Rate Guide' section, you will be able to select the operation codes by clicking on the corresponding trolley symbols.

The screenshot displays a repair information system interface. On the left, a sidebar shows a car model (Levante 2017) and technical specifications. The main area features a technical diagram of an engine with numbered parts (1-40). Below the diagram is a table of service codes. A blue box highlights the trolley symbols in the table's right column.

Pos	Faulty component	Time	Description of faulty component	Service Type Code	Service Type
0	1.00.003.2	12.35	ENGINE	02	Removal and refitting COMPLETE CAR
0	1.00.003.6	13.05	ENGINE	08	Car bench support preparation COMPLETE CAR
0	1.00.003.C	16.35	ENGINE	15	Replacement COMPLETE CAR
0	1.00.123.0	24.40	DIESEL LONG-BLOCK	15	Replacement COMPLETE CAR

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

In the 'Parts Catalogue' section, you will be able to select one or more spare part numbers (if applicable), by clicking on the corresponding trolley symbols.

The screenshot displays a parts catalogue interface for a Maserati Levante. On the left, a navigation menu is visible with a blue box highlighting the 'Parts Catalogue' icon. Below the menu is a car image and technical specifications for a 2019 Maserati Levante 3.0 TD5 V6 4WD 250 HP. The main area features an exploded view of an engine assembly with numbered callouts (1-27) and a detailed inset of a component (24). At the bottom, a table lists parts with their codes and descriptions. A blue box highlights the trolley icons in the bottom right corner of the table.

File	Code	Qty	Description				
0	67300701	1	DIESEL LONG-BLOCK				
0	4632346	1	ENGINE ASSEMBLY SUBJECT TO MASERATI TECHNICAL SERVICE AUTHORIZATION				
2	4632099	3	SCREW				
2	46328701	2	SCREW				
3	4632003	4	SCREW				

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

To view all selected codes, you need to access the 'Intervention List' section by clicking on the arrow that gives access to the pop-up menu, bottom left.

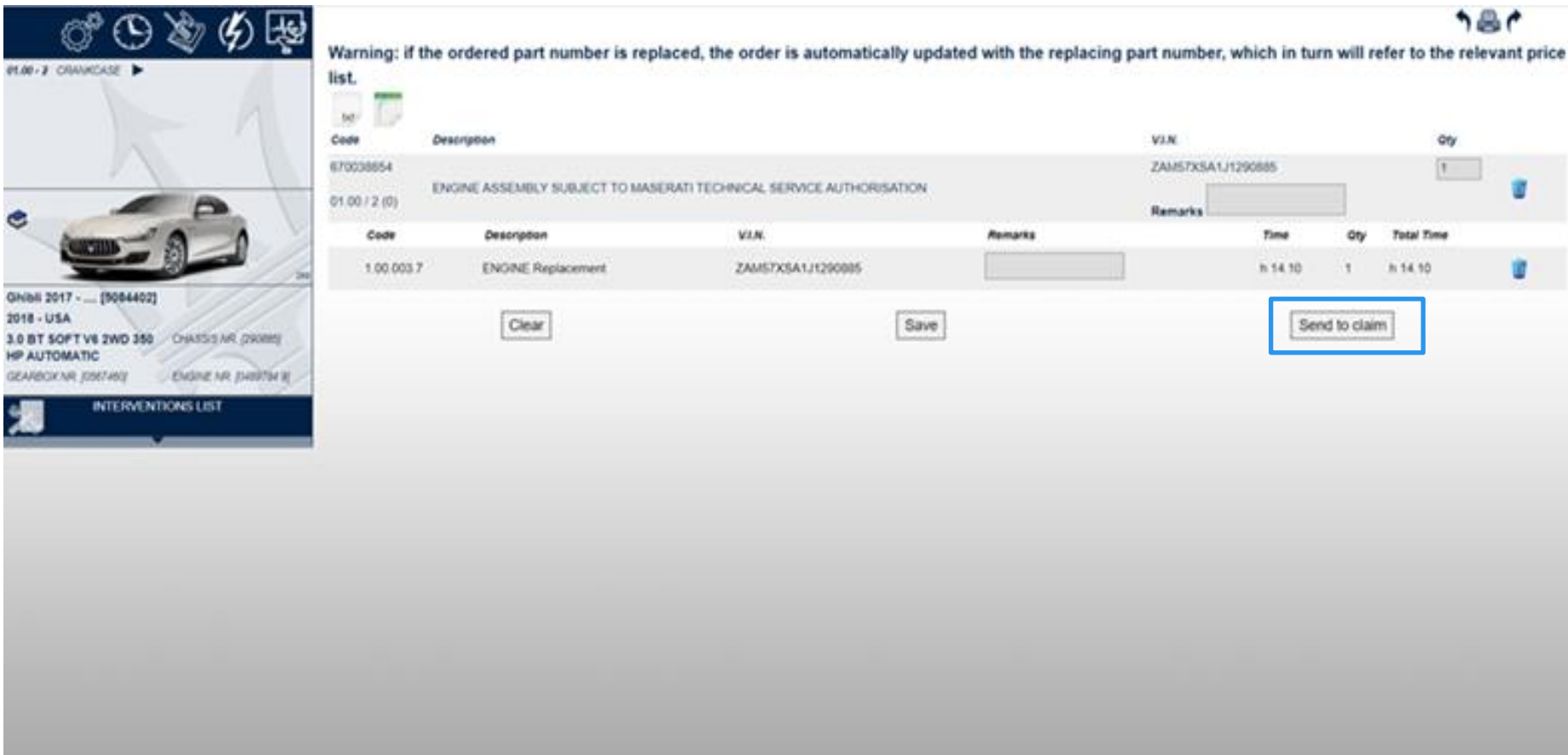
The screenshot displays a technical repair information system. On the left, a sidebar menu contains various navigation options: 'SPECIAL TOOLS / WORKSHOP EQUIPMENT', 'ACTIVITY NOTS', 'REPAIR NOTS', 'CONNECTORS', 'VIEWER LISTE', 'ASSEMBLED PARTS AND SPARE PARTS', 'INTERVENTIONS LIST' (highlighted with a blue box), 'OPTIONS', and 'COLOUR PALETTE'. Below the menu is a search bar. The main area shows an exploded view of a diesel engine assembly with numbered parts (1-40). A white arrow points to a small icon in the top left of the main area. At the bottom, a table lists parts:

QTY	PART NUMBER	DESCRIPTION
2	4632609	SCREW
2	46326701	SCREW
4	46326083	SCREW

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

In addition to the codes selected in the Spare Parts Catalogue and in the Flat Rate Guide, within the 'Intervention List' section there will be a 'Send to claim' button to import them into the Service Entry.



Warning: if the ordered part number is replaced, the order is automatically updated with the replacing part number, which in turn will refer to the relevant price list.

Code	Description	V.I.N.	Qty
67003854	ENGINE ASSEMBLY SUBJECT TO MASERATI TECHNICAL SERVICE AUTHORIZATION	ZAM57XSA1J129085	1

01.00 / 2 (0)

Code	Description	V.I.N.	Remarks	Time	Qty	Total Time
1.00.003.7	ENGINE Replacement	ZAM57XSA1J129085		h 14.10	1	h 14.10

Clear Save Send to claim



The "Send to claim" button will only be active if there is a warranty claim

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

Should the association of the selected spare parts and operation codes present inconsistencies (e.g. spare parts not provided in association with a certain operation code), the codes will be highlighted in yellow.

Warning: if the ordered part number is replaced, the order is automatically updated with the replacing part number, which in turn will refer to the relevant price list.

Code	Description	V.I.N.	Qty
870038854	ENGINE ASSEMBLY SUBJECT TO MASERATI TECHNICAL SERVICE AUTHORIZATION	ZAM57XSA1J1290885	1

01.00 / 2 (0)

Code	Description	V.I.N.	Remarks	Time	Qty	Total Time
1.00.003.0	ENGINE Removal and refitting	ZAM57XSA1J1290885		h 12 10	1	h 12 10

Clear Save Send to claim

QIN66 2017 - ... [5064402]
2018 - USA
3.0 BT SOFT V8 2WD 350 CHASSI NR [20682]
HP AUTOMATIC
GEARBOX NR [06746] ENGINE NR [04874]

INTERVENTIONS LIST

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

When you click on the question mark, the reason for the inconsistency will appear.

Warning: if the ordered part number is replaced, the order is automatically updated with the replacing part number, which in turn will refer to the relevant price list.

Code	Description	VIA	Qty
870038854	ENGINE ASSEMBLY SUBJECT TO MASERATI TECHNICAL SERVICE AUTHORIZATION	ZAM57XSA1J1290885	1

01.00 / 2 (0)

Code	Description	VIA	Remarks	Time	Qty	Total Time
1.00.003.0	ENGINE Removal and refitting	ZAM57XSA1J1290885		h 12.10	1	h 12.10

Attention: this type of labour code doesn't allow the insertion of spare parts

Clear Save Send to claim

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

Before going on to consult the claim, an information message will remind you to complete all the operations on Knowledge Online, if this has not already been done.

The screenshot displays the ModisCS+ software interface. On the left is a navigation menu with categories like 'MASERATI ACADEMY', 'VEHICLE DATABASE INQUIRY', 'PHYSICAL BRAND REPRESENTATION', 'MASERATI PRE-OWNED', 'THRON', 'MERCHANDISING', 'PRODUCT MARKETING', 'AFTERSALES', 'TECHNICAL ASSISTANCE', 'PROXY', 'KNOWLEDGE ONLINE', 'WARRANTY', 'PHD - PARTS HELP DESK (NEW)', 'SPARE PARTS', 'SPARE PARTS RETURN', 'DATA UPLOAD / DOWNLOAD', 'MASERATI EXTENDED WARRANTY', 'SERVICE CONTRACT AGREEMENT', and 'SERVICE ENTRY'. The main area shows a form for entering a job line. Fields include 'Cost Code' (15 - Regular warranty), 'Component' (10000), 'ENGINE', 'BOL2' (Not Available), and 'Defect' (001 - DIFFIC). A 'Labour Code' section is expanded to show a table with columns 'Code' and 'Description', containing a row for 'Straight line'. A 'Spare Part Replaced' section is also expanded, showing a table with columns 'Code' and 'Description', containing a row for 'W220009 FLANGE BOLT'. A 'Sublet' section contains a table with columns 'Amount', 'Invoice Ref.', 'Other Information', 'Adj. %', and 'Reason of Adjustment', with three rows. A 'Total' section is at the bottom. A 'Knowledge on Line' pop-up window is overlaid on the form, displaying the message: 'Complete the operations on TecDOC before closing this popup.' and a 'Close' button.

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

You can access the Knowledge On line Portal also by the button in the Service Entry "Vehicle Entry" sheet.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	21.11.2023 - WBTESTHQ2	8	1	2

Service Entry Status: Open Repair in Progress Status Changes

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Customer Name	Actual Owner
327800	FV358HT	LEVANTE S	Customer Name <input type="radio"/> Yes <input checked="" type="radio"/> No

Repair Order#	Repair order opening date	Mileage In	Vehicle towed in due to technical issues	Loaner Car
54321	16.11.2023	Km <input checked="" type="radio"/> M <input type="radio"/> 25200	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>

Mobility services provided: Yes No 1 selected

Fleet Vehicle: Yes No

Service Note: Leaking water radiator. Rear taillight damaged

Buttons: Back to list, Check, Save, Vehicle Report, Bulletins, Knowledge on Line

ENTER A JOB LINE

REPAIR INFORMATION FILLING OUT

Or, as an alternative, you can access the Flat Rate Guide and the Spare Parts Catalogue directly through the Knowledge Online \ Technical Documentation Online menu.



The 'Vehicle Entry' form contains the following fields and controls:

- Buttons: 1. Vehicle Entry, 2. Repair, 3. Close
- Section: Vehicle Entry
- Table:

Service Entry #	Opening date	Last Update
IT0098595	18.11.2023	21.11.2023 - WBTESTHQ2
- Buttons: Service Entry Status, Status Changes
- Form: O - Open Repair in Progress
- Dealer: 052222 - ROSSOCORSA S.R.L.
- Table:

Chassis no.	Plate #	
327800	FV358HT	LEVANTE S
- Table:

Repair Order#	Repair order opening date	Mileage In
54321	18.11.2023	Km <input checked="" type="radio"/> M <input type="radio"/> 25200
- Mobility services provided: Yes No (1 selected)
- Fleet Vehicle: Yes No
- Service Note: Leaking water radiator. Rear taillight damaged
- Buttons: Back to list, Check, Save, Vehicle Report, Bulletins, Knowledge on Line
- Warning: Warning



ENTER A BOL TICKET

ENTER A BOL TICKET

GO INTO THE BOL + SHEET

Click on the Repair's BOL+ button to enter the related sheet and fill out or consult a BOL ticket.

The screenshot shows a software window with a dark blue header and a light blue body. At the top, there are four tabs: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'BOL+' tab is highlighted with a blue rectangular box. Below the tabs, there are two main sections. The first section is titled 'Service Entry #' and contains a table with two columns: 'User' and 'BOL'. The 'User' column has five rows of input fields with labels 'User', 'First Name', 'Last Name', 'Phone', and 'Role'. The 'BOL' column has five rows of input fields with labels 'User', 'First Name', 'Last Name', 'Phone', and 'Role'. The second section is titled 'Time Clock' and contains a table with two columns: 'Clock In' and 'Clock Out'. The 'Clock In' field contains the text '16.11.2023 08.30' and the 'Clock Out' field contains '17.11.2023 12.21'. At the bottom left of the window, there is a 'Close' button.

ENTER A BOL TICKET

BOL + SHEET FILLING OUT

In the "BOL+" sheet you must fill out all the required fields before the ticket opening. If you need help for diagnosis, consult the available diagnosis sheets, clicking on "Diagnosis" button.

The screenshot shows a web application interface for entering a BOL+ ticket. The interface has a dark blue header with four tabs: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'BOL+' tab is currently selected. Below the tabs, there are several sections of form fields:

- Report type:** A dropdown menu.
- Expected Reply date:** A text input field.
- BOL Status:** A text input field.
- Dealer's detected issue:** A large text area.
- Anomaly Conditions:** Three dropdown menus arranged in two columns.
- Safety:** Radio buttons for 'Yes' and 'No'.
- Demerit score:** A dropdown menu.
- Repair technically authorized:** A text input field.
- Repeated/Customer Case:** A checkbox.
- Diagnostic Sheet ID:** A text input field.
- Date of detection:** A text input field.
- BOL #:** A text input field containing the value '00000003227406'.
- Technician Operation:** A large text area.
- Interactions Field:** A large text area.

At the bottom of the form, there are several buttons: 'Check', 'Save', 'Attachments', 'Print', and 'Reopening'. A 'Close' button is located at the bottom left of the window. A 'Diagnosis' button is highlighted with a blue border. A 'Survey' button is located next to the Diagnostic Sheet ID field.

ENTER A BOL TICKET

DIAGNOSIS SHEETS ENQUIRY

Once you have found the Diagnosis sheet you need, click on “Apply” to open a BOL ticket referring to the selected sheet. Clicking on the “Book” icon you can consult the sheet in pdf format.

Report type	Diagnostic Sheet ID	Diagnostic Sheet ID	Diagnostic Sheet ID	Diagnostic Sheet ID	Diagnostic Sheet ID	Diagnostic Sheet ID
DS2011017	000000000000177	PRESTAZIONE MOTORE (ERRORI P0327-P0328-P1382-P1383)	Engine	ALL MODELS	0	
DS2011004	000000000000164	DS: CHECK ENGINE LIGHT ON (ERROR P0016-P0018-P1013-P1015) / SPIA AVARIA MOTORE (ERRORI P0016-P0018-P1013-P1015)	Engine	ALL MODELS	0	

Apply

Progressive	File name	Size	Sent on	View
0	DS_001-2011_VIBRAZIONE MOTORE (CIRCA 1500 – 1700 rpm).docx	302580	2011-10-06 13:04:10	
1	DS_001-2011_Engine_Vibration.pdf	342937	2011-10-06 12:51:19	

Close

ENTER A BOL TICKET

BOL INTERACTIONS

Through an editable field you can interact with the BOL Help Desk and share documentation, if needed, using the button “Attachments”

- It is possible to link a previously closed BOL ticket to a warranty claim submitted in a further Service Entry only if:

- The VIN is the same
- The Component Code (anomaly) in the new Service Entry Job line is the same
- The time between the previous BOL ticket closure and new Repair order opening date does not exceed 45 days.

The screenshot displays a software interface for entering a BOL ticket. At the top, there are tabs for 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'BOL+' tab is active. The interface is divided into several sections:

- Report type:** A dropdown menu set to 'Support request' with a 'Diagnosis' button next to it.
- Expected Reply date:** A text field containing '24.11.2023'.
- BOL Status:** A text field containing 'Pending info from Dealer'.
- Diagnostic Sheet ID:** An empty text field with a 'Survey' button next to it.
- Date of detection:** An empty text field.
- BOL #:** A text field containing '00000003227873'.
- Dealer's detected issue:** A text area containing 'Knocking noise tuning the steering wheel'.
- Technician Operation:** A text area containing 'Visual inspection of steering rack. Early wear of left joint.'
- Anomaly Conditions:** Two columns of dropdown menus. The first column has 'GENERAL' selected, and the second column has 'More and more frequently' selected.
- Interactions Field:** A large text area containing a message: 'Which kind of checks do you suggest? 22 November 2023 13.50 SAT HD - Good morning, please attach to the BOL picture of damaged joint. Check as well any evidence of external damages on steering rack tie rod and surrounding area. Thanks FG'. Below this, a blue box highlights a new entry: 'Please find attached the picture of wear joint . front axle check. No evidence of damage or impact.'
- Safety:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Demerit score:** A dropdown menu set to 'Functional serious'.
- Repair technically authorized:** An empty text field.
- Repeated/Customer Case:** An unchecked checkbox.

At the bottom of the form, there are buttons for 'Check', 'Save', 'Attachments' (highlighted with a blue box), 'Print', and 'Reopening'. A 'Close' button is located at the bottom left of the window.

ENTER A BOL TICKET

BOL REFERENCES

Once all BOL details are fulfilled and saved, a BOL's closure notification appears on the related job line and inside the related claim, where is present a button "BOL" with a link to the Repair's BOL+ sheet.



A BOL can be filled out or re-opened only if the Service Entry is Open (always refer to the Status Bar);
A BOL cannot be deleted, unless via Help Desk ticket.

Ref.	Repair Description	Component Code	Description	W/C/I	X
Defect code		Customer Complaint			
1	Anomaly	831001	RH REAR TAILLIGHT	Customer <input type="checkbox"/>	<input type="checkbox"/>
	95 - SCRATCHES, SCORES	scratches on the right rear taillight			
2	Anomaly	170001	WATER COOLING RADIATOR	Warranty <input type="checkbox"/>	<input type="checkbox"/>
	83 - NOT TO SPECIFICATIONS	The customer reports the presence of water on t			
3	Anomaly	510001	SERVO-ASSISTED STEERING RACK	Warranty <input type="checkbox"/>	<input type="checkbox"/>
	67 - NOISE, KNOCK	Customer reports noise turning the steering whe			

Activity	Status	X
Repair 1		<input type="checkbox"/>
Repair 2	BOL 00000000110008 Closed	<input type="checkbox"/>
Repair 3	BOL 00000000110018 Closed	<input type="checkbox"/>

▼ Defect

Cost Code: 16 - Regular warranty Campaign #: **BOL** 00000000110008 N/A Authorization #

Component: 170001 WATER COOLING RAD BOL2: Defect: 063

Repair technically authorized

SUBMIT A WARRANTY CLAIM AND CLOSE A SERVICE ENTRY



SUBMIT A WARRANTY CLAIM AND CLOSE A SE

GO INTO THE WARRANTY SHEET

Click on the Repair's Warranty tab to enter the related sheet and complete the warranty claim

The screenshot displays a software window with a dark blue header and a light blue background. At the top, there are four tabs: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'WARRANTY' tab is highlighted with a blue border. Below the tabs, the form is organized into sections. The first section is titled 'Service Entry #' and contains two columns of input fields. The left column includes fields for 'User' (with the value 'WBTESTHQ2'), 'First Name', 'Last Name', 'Phone', and 'Role'. The right column is titled 'BOL' and includes fields for 'User', 'First Name', 'Last Name', 'Phone', and 'Role'. Below this is a 'Time Clock' section with a table showing 'Clock In' as '16.11.2023 08.30' and 'Clock Out' as '17.11.2023 12.21'. At the bottom left of the window, there is a 'Close' button. The window has a standard Windows-style title bar with a close button (X) in the top right corner.

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

In the Warranty sheet you must enter the information needed for claim completion such as Cost Code, labour and spare parts information.

INFO REPAIR BOL+ WARRANTY

WW0989:Attention: Warranty in draft state

Repair

Warranty # Dealer Repair Order # Creation claim date
Chassis no. Assembly # Submit date HQ/Importer
Service Entry # Confirmation claim date
Date in Service Warranty Start Date
Mileage Km M In Warranty End Date

Defect

Cost Code Campaign # BOL N/A Authorization #
Component BOL2 Defect
Repair technically authorized

Labour Code [0 Element inserted]

Code	Description	Hours	Amount	X	Adj. %	Reason of Adjustment
	Straight time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Spare Part Replaced [1 Element inserted]

Code	Description	Quantity	Amount	Part Return Causes	X	Adj. %	Reason of Adjustment
<input type="text" value="188814"/>	<input type="text" value="OIL FILTER CARTRIDGE"/>	<input type="text" value="25"/>	<input type="text" value="20,57"/>	<input type="text" value="RESI RETE Modena"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

In the below table you can find the list of main Warranty Cost Codes. For other Cost Codes related to specific markets, please refer to the local policies.

SCOPE	COST CODE	COST CODE NAME	COST CODE DESCRIPTION
Pre-delivery	12	PDI	Pre-delivery repairs
Contractual Warranty	16	Contractual Warranty	Contractual Warranty
Parts Warranty	21	Parts Warranty	Warranty on defective parts and accessories bought by the Customer
Campaigns	23	Service campaigns	Product improvement campaigns
Campaigns	24	Recall campaigns	Product improvement campaigns for safety related components
Extra Warranty Grant	22	Technical goodwill	Contribution for repairs with warranty voided or expired
Extra Warranty Grant	26	Commercial gesture	Commercial gesture
Extra Warranty Grant	28	ABM Goodwill	Contribution on repair approved by ABM
Extra Warranty Grant	29	CRM Goodwill	Contribution on repair approved by Customer Care Department
Loyalty Programs	25	Certified Pre-Owned (CPO)	Warranty devoted to used vehicles
Loyalty Programs	35	Maintenance	Maintenance programs
Loyalty Programs	36	Extended Warranty	Extended Warranty
Extra Warranty Grant	62	Consumer Protection Law	Contribution for trade-in and buy-back
Mobility Services	75	Assistance	Mobility services provided during warranty validity period

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

If labour Code, spare parts codes and straight time have been entered in Repair sheet, these data are already present in the 'Warranty' sheet, therefore it is not necessary to enter these data again.

The screenshot displays a software interface for submitting a warranty claim. It is divided into several sections:

- Top Section:** A grid of input fields for line items. Each row contains a quantity field (all set to 0.00), a dropdown menu (all set to 'Not required'), and two empty text fields. A '+ [RP1]' button is located at the bottom left of this section.
- Sublet Section:** A table with columns: Amount, Invoice Ref., Other Information, a checkbox, Adj. %, and Reason of Adjustment. It contains three rows labeled 1), 2), and 3). A '[RP1]' button is at the bottom left.
- Total Section:** Two summary tables side-by-side.

Dealer				Importer / Branch			
Currency	USD	Exchange Rate	1.000000000	Currency	EUR	Exchange Rate	1.091100000
	Requested Amount	Amount to be Paid	Amount Adjusted		Requested Amount	Amount to be Paid	Amount Adjusted
Labour	0.000	0.000		Labour	0.000	0.000	
Spare Part	0.000	0.000		Spare Part	0.000	0.000	
Sublet	0.000	0.000		Sublet	0.000	0.000	
Total	0.000	0.000		Total	0.000	0.000	
- Bottom Section:** A row of buttons: Check, Save, Print, Upload, Note, Knowledge on Line, Authorization request, and Authorization request history.

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

If the information on labour and parts have not entered yet, you can also click on the “Knowledge on Line” button to consult and import the correct codes.

The screenshot shows a software interface for submitting a warranty claim. It features several sections: a top table with columns for amount, invoice reference, and other information; a 'Sublet' section with a table for adjustments; and a 'Total' section with two summary tables for Dealer and Importer/Branch. At the bottom, a row of buttons includes 'Check', 'Save', 'Print', 'Upload', 'Note', 'Knowledge on Line', 'Authorization request', and 'Authorization request history'. The 'Knowledge on Line' button is highlighted with a blue box.

Amount	Invoice Ref.	Other Information	Adj. %	Reason of Adjustment
1)				
2)				
3)				

Dealer				Importer / Branch			
Currency	Requested Amount	Amount to be Paid	Amount Adjusted	Currency	Requested Amount	Amount to be Paid	Amount Adjusted
USD	0.000	0.000		EUR	0.000	0.000	
Labour	0.000	0.000		Labour	0.000	0.000	
Spare Part	0.000	0.000		Spare Part	0.000	0.000	
Sublet	0.000	0.000		Sublet	0.000	0.000	
Total	0.000	0.000		Total	0.000	0.000	

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

In case of external interventions (Sublet), enter the number of the invoice issued by the external repair, the amount (net of VAT) and the repair's description in the "Sublet" claim section.

External services are accepted only if the operation can't be performed by the Maserati Workshop with the aid of the normal equipment supplied. If the repair performed outside is included in the Knowledge On Line documentation, the reimbursed amount will be in line with the KoL. Otherwise, it is recognized an amount reasonable for the operation performed. The invoice must be attached to the claim through the "Upload" button.

▼ **Sublet**

	Amount	Invoice Ref.	Other Information	✕	Adj. %	Reason of Adjustment
1)	500	75193	body repair ▼	<input type="checkbox"/>		
2)			▼	<input type="checkbox"/>		
3)			▼	<input type="checkbox"/>		

[RP1]

▼ **Total**

Dealer				Importer / Branch			
Currency	EUR	Exchange Rate	1,000000000	Currency	EUR	Exchange Rate	1,000000000
	Requested Amount	Amount to be Paid	Amount Adjusted		Requested Amount	Amount to be Paid	Amount Adjusted
Labour			0,000	Labour			0,000
Spare Part	592,230	592,230	0,000	Spare Part	592,230	592,230	0,000
Sublet			0,000	Sublet			0,000
Total	592,230	592,230	0,000	Total	592,230	592,230	0,000

Check
Save
Print
Upload
Note
Knowledge on Line
Authorization request
Authorization request history

Close

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

WARRANTY CLAIM FILLING OUT

Once all claim details have been inserted, click on 'Save' button.

▼ Sublet

	Amount	Invoice Ref.	Other Information	✕	Adj. %	Reason of Adjustment
1)	500	75193	body repair	<input type="checkbox"/>		
2)				<input type="checkbox"/>		
3)				<input type="checkbox"/>		

[RP1]

▼ Total

Dealer				Importer / Branch			
Currency	EUR	Exchange Rate	1,000000000	Currency	EUR	Exchange Rate	1,000000000
	Requested Amount	Amount to be Paid	Amount Adjusted		Requested Amount	Amount to be Paid	Amount Adjusted
Labour			0,000	Labour			0,000
Spare Part	592,230	592,230	0,000	Spare Part	592,230	592,230	0,000
Sublet			0,000	Sublet			0,000
Total	592,230	592,230	0,000	Total	592,230	592,230	0,000

Check Save Print Upload Note Knowledge on Line Authorization request Authorization request history

Close



If you are not able to save the warranty claim because of one or more blocking messages that can be removed, click on the "Authorization request" button and follow the procedure described in the "Management of Service Entry Blocks" section of this manual.

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

CLAIM IN TEMPORARY STATUS

Once the claim has been fulfilled and saved, a notification will appear into the related job line. The claim is now in a "Temporary" status.

1. Vehicle Entry
2. Repair
3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	24.11.2023 - WBTESTHQ2	9	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	K 25200

Service Entry Status

O - Open Repair in Progress

First Punch Date

16.11.2023 08.30

Repair Description - Component Defect code

Customer Complaint ... W/C/I Add

Warning

Campaign to be performed

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

As long as a claim is in status "Temporary" (not sent yet), it can be deleted by ticking the delete box field, then by hitting the "Save" tab

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code	Customer Complaint				
5	Campaign No. 00338	190001	PROGRAMMED IGNITION CONTROL UN	Warranty	Repair 5	<input type="checkbox"/>
63 - NOT TO SPECIFICATIONS	campaign				Claim 1 Temporary	

2024 Edition

Document reserved for the internal use of the Maserati Dealers

101

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

GO INTO THE CLOSE SHEET

You can send claims only once the Service Entry is closed. To close the Service Entry, open the "3. Close" sheet.

1.
Vehicle Entry

2.
Repair

3.
Close

▼ Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	24.11.2023 - WBTESTHQ2	9	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	16.11.2023 Km 25200

Service Entry Status: Repair in Progress

- Open

Last Punch Date	Repair order closing date	Mileage Out	Km	M	Issues fixed at first time (FRFT)
			<input checked="" type="radio"/>	<input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>

Back to listCheckSaveSummaryAuthorization requestAuthorization request history

Warning
Campaign to be performed

▼ Warranty to be sent

<input checked="" type="checkbox"/>	5	Campaign	61190001	PROGRAMMED IGNITION CONTROL UN	Claim 1
<input checked="" type="checkbox"/>	6	Campaign	61941090	PILOT SIDE FRONT SEAT CABLES	Claim 2
<input checked="" type="checkbox"/>	7	Campaign	61871223	MTC+ MODULE WITH DISPLAY	Claim 3
<input checked="" type="checkbox"/>	8	Campaign	61144001	FUEL VAPOUR FILTER	Claim 4

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

ENTER CLOSING DATA

Fill out "Last Punch date", "Repair Order Closing date" and "Mileage out".

1.
Vehicle Entry

2.
Repair

3.
Close

▼ Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	24.11.2023 - WBTESTHQ2	0	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	16.11.2023	Km 25200

Service Entry Status: O - Open

Repair in Progress: Repair in Progress

Last Punch Date	Repair order closing date	Mileage Out	Issues fixed at first time (FRFT)
23.11.2023	23.11.2023	25230 Km <input checked="" type="radio"/> M <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>

Back to list
Check
Save
Summary
Authorization request
Authorization request history

Warning
Campaign to be performed

▼ Warranty to be sent

<input checked="" type="checkbox"/>	5	Campaign	61190001	PROGRAMMED IGNITION CONTROL UN	Claim 1
<input checked="" type="checkbox"/>	6	Campaign	61941090	PILOT SIDE FRONT SEAT CABLES	Claim 2
<input checked="" type="checkbox"/>	7	Campaign	61871223	MTC+ MODULE WITH DISPLAY	Claim 3
<input checked="" type="checkbox"/>	8	Campaign	61144001	FUEL VAPOUR FILTER	Claim 4



"Last punch date" (last Clock OUT) and "Repair order closing date" (Vehicle delivery date) could not match if the delivery date is in a following day compared to the repair end.

"Last Punch date", "Repair order closing date" and "Mileage Out" must always match details registered on local DMS / Repair Order

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

ISSUES FIXED AT FIRST TIME (FRFT) SELECTION

The “Issues fixed at the first time (FRFT)” selection tracks the resolution of customer complaints at first vehicle’s workshop entry. You must report if the repair has been completed, selecting YES or NO.

If the answer is NO, you must select in a drop-down menu one or more among the following possible options:

- Spare part/s not available
- Repair not approved by Customer
- Customer required car delivery
- Technical solution not available

1. Vehicle Entry 2. Repair 3. Close

▼ Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	24.11.2023 - WBTESTHQ2	9	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	16.11.2023 Km 25200

Service Entry Status: - Open Repair in Progress

Last Punch Date	Repair order closing date	Mileage Out	Km	M
23.11.2023	23.11.2023	25230	<input type="radio"/>	<input type="radio"/>

Issues fixed at first time (FRFT): Yes No

Select options:

- Spare part/s not available
- Repair not approved by Cust.
- Customer required car delivery
- Tech. solution not available

Buttons: Back to list, Check, Save, Summary, Authorization request, Authorization request history

Warning: Campaign to be performed

▼ Warranty to be sent

✓	5	Campaign	61190001	PROGRAMMED IGNITION CONTROL UN	Claim 1
---	---	----------	----------	--------------------------------	---------

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

UPDATE VEHICLE SPECIFICATION

Before closing the Service Entry all changes made to the vehicle configuration must be notified to the Factory, both in relation to services under warranty and out of warranty, though the "Vehicle Configuration" function available in the "Vehicle Entry" sheet.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0012574	10.05.2016	25.05.2016 - ITSEPLUS1	18	0	3

Service Entry Status
 - Open Repair in Progress

Dealer

Chassis no. Plate # Customer Name Actual Owner
150884 EZ208HX M157 TDS 2WD 275 HP EU Yes No

Repair Order# Repair order opening date Mileage in Vehicle towed in due to technical issues
2487 10.05.2016 Km M 27500 Yes No

Service Note

Back to list Check Save Vehicle Report Bulletins Knowledge on Line

Warning
WW0370: No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact your ABM

Vehicle Information Campaign Warranty BOL **Vehicle Configuration Update** Service Entry Customer Data

Inserting

Part Number	Description	Serial Number	Note
-------------	-------------	---------------	------

We recommend you to enclose the explanatory notes

Add Go To Non-genuine part/accessory

Part Number Description Serial Number Note

Records not found

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

UPDATE VEHICLE SPECIFICATION

After clicking on the “Vehicle configuration update” tab, fill in the “Part Number” field entering the part number of genuine new component (different from the vehicle original configuration one) or enter the non-genuine part number clicking on “Go To Non-genuine part/ accessory” button.

Part Number	Description	Serial Number
081606708	REAR HEADREST,CUOIO L.	

We recommend you to enclose the explanatory notes

Then, click on “Add” button to register the related line.

Part Number	Description	Serial Number	Note	
081606708	REAR HEADREST,CUOIO L.			X

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

UPDATE VEHICLE SPECIFICATION

To enter comments on the replacement/ installation, click on the “Note” icon.

Part Number	Description	Serial Number
981606708	REAR HEADREST,CUOIO L.	

We recommend you to enclose the explanatory notes

Part Number	Description	Serial Number	Note
981606708	REAR HEADREST,CUOIO L.		

Then, enter the notes and click on “Save”.

Vehicle Information Campaign Warranty BOL Change of Ownership Vehicle Configuration Update Service Entry Customer Data

Maintenance

Replacement date: 16.11.2023 Part Number: 981606708 Description: APPOGGIAT.POST.CPL.CUOIO Serial Number: []

Note: abcdefghijklm

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

SERVICE ENTRY CLOSURE

Once you have entered all the required information and clicked on "Save" button, the Service Entry status will change to "Closed".

1. Vehicle Entry 2. Repair 3. Close

Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	16.11.2023	24.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	16.11.2023 Km 25200

Status
C - Closed

Last Punch Date	Repair order closing date	Mileage Out	Km	M
23.11.2023	23.11.2023	25230	<input checked="" type="radio"/>	<input type="radio"/>

Issues fixed at first time (FRFT)
Yes No 1 selected

Back to list Check Save Summary Authorization request Authorization request history

Warning



If you are not able to save the Service Entry because of one or more blocking messages that can be removed, click on the Authorization request button and follow the procedure described in the "Management of Service Entry Blocks" section of this manual

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

CLAIM SENDING

Once the Service Entry is closed, you can send the warranty claim(s), selecting the claim row(s) and clicking on “Save” button.

1. Vehicle Entry2. Repair3. Close

Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	18.11.2023	24.11.2023 - WBTESTHQ2	3	1	2

Chassis no.	Plate #	LEVANTE S	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	54321	18.11.2023	Km 25200

Status
C - Closed

Last Punch Date	Repair order closing date	Mileage Out	Km	M
23.11.2023	23.11.2023	25230	<input checked="" type="radio"/>	<input type="radio"/>

Issues fixed at first time (FRFT)
Yes No 1 selected

Back to listCheckSaveSummaryAuthorization requestAuthorization request history

Warning
Campaign to be performed

Warranty to be sent

<input checked="" type="checkbox"/>	5	Campaign	61190001	PROGRAMMED IGNITION CONTROL UN	Claim 1
<input checked="" type="checkbox"/>	6	Campaign	61941090	PILOT SIDE FRONT SEAT CABLES	Claim 2
<input checked="" type="checkbox"/>	7	Campaign	61871223	MTC+ MODULE WITH DISPLAY	Claim 3
<input checked="" type="checkbox"/>	8	Campaign	61144001	FUEL VAPOUR FILTER	Claim 4

Send



If you are not able to send the claim(s) because of any blocking messages that can be removed, click on the “Authorization request” button and follow the procedure in the “Management of Service Entry Blocks” section of this manual.

It will not be possible to send any claim for acceptance if blocking campaigns have not been attended.

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

CLAIM SENDING

Once the claim is sent, a successful sending message appears in the "Close" sheet.

1. Vehicle Entry2. Repair3. Close

Close

The claim no 1 has been correctly sent
The claim no 2 has been correctly sent
The claim no 3 has been correctly sent
The claim no 4 has been correctly sent

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098595	18.11.2023	24.11.2023 - WBTESTHQ2	8	1	2

Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In
327800	FV358HT	LEVANTE S	18.11.2023	Km 25200

Status
C - Closed

Last Punch Date	Repair order closing date	Mileage Out	Service Entry Closing Date
23.11.2023	23.11.2023	25230 Km <input checked="" type="radio"/> M <input type="radio"/>	24.11.2023

Issues fixed at first time (FRFT)
Yes No 1 selected

Back to listCheckSaveSummaryAuthorization requestAuthorization request history

Warning
WW0370:No Open Campaigns for this vehicle

Warranty to be sent

Records not found

Send



Claims must be sent for acceptance within 30 Days from the Repair Order Closing Date and only via Service Entry.

A claim can be entered or deleted whether Service Entry is in status Open or Closed (always refer to the Status Bar).

To send the claims it is always necessary that the Service Entry is Closed.

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

CLAIM SENDING

A "Sent" notification will also appear in the job line row.

The screenshot displays a software interface for managing repairs. At the top, there are three steps: 1. Vehicle Entry, 2. Repair (highlighted with a blue border), and 3. Close. Below this is a dark blue bar with a right-pointing arrow and the word 'Repair'. The main area contains two tables.

Ref.	Repair Description	Component Code	Description	W/C/I	✕
Defect code		Customer Complaint			
5	Campaign No. 00338	190001	PROGRAMMED IGNITION CONTROL UN	Warranty	<input type="checkbox"/>
	83 - NOT TO SPECIFICATIONS	campaign			
6	Campaign No. 00342	941090	PILOT SIDE FRONT SEAT CABLES	Warranty	<input type="checkbox"/>
	83 - NOT TO SPECIFICATIONS				
7	Campaign No. 00351	871223	MTC+ MODULE WITH DISPLAY	Warranty	<input type="checkbox"/>
	83 - NOT TO SPECIFICATIONS				
8	Campaign No. 00368	144001	FUEL VAPOUR FILTER	Warranty	<input type="checkbox"/>
	83 - NOT TO SPECIFICATIONS				

Activity	Status	✕
Repair 5		<input type="checkbox"/>
	Claim 1 Sent to factory	
Repair 6		<input type="checkbox"/>
	Claim 2 Sent to factory	
Repair 7		<input type="checkbox"/>
	Claim 3 Sent to factory	
Repair 8		<input type="checkbox"/>
	Claim 4 Sent to factory	

SUBMIT A WARRANTY CLAIM AND CLOSE A SE

CLAIM STATUS

The warranty claim can turn from “Temporary” (not sent yet) status to “Confirmed by Factory” / “Rejected” status.

The claim status can be checked in the “Warranty Management menu” (Aftersales/ Warranty/ Warranty Management) on ModisCS+.

The screenshot shows the ModisCS+ interface for Warranty Management. The top navigation bar includes 'ModisCS+', 'ROSSOCORSA - MILANO', and 'WARRANTY MANAGEMENT'. A left sidebar contains various menu items, with 'WARRANTY MANAGEMENT' highlighted. The main area features a search form with fields for 'Work order closure date', 'Sending claim date', 'Warranty Code', 'Dealer', 'Component', 'Warranty #', 'Chassis no.', 'Repair Order #', 'Status', 'Campaign #', and 'Service Entry #'. Below the search form is a table of warranty claims with columns: Status, Country, Dealer, Chassis no., Service Entry #, Warranty #, CC, Work order closure date, Sending claim date, Repair Order #, Component, Importer Amount, Amount, and Note. The table contains 12 rows of data, with some rows highlighted in pink. At the bottom of the table, there is a warning: 'Warning: highlighted lines refer to edited warranties'. Navigation buttons like 'Update', 'Print', 'Confirm', 'Delete', and 'Excel' are visible at the bottom of the interface.

LIST OF MAIN CLAIM STATUS

Claim Status	
Code	Description
Temporary	
C	Sent by dealer to Subsidiary/ 1st Level Dealer
F	Sent to Factory (by 1st Level Dealer)
I	Returned to dealer
P	Partially confirmed
R	Rejected
FF	Confirmed by Factory



MANAGEMENT OF SERVICE ENTRY BLOCKS

MANAGEMENT OF SERVICE ENTRY BLOCKS

In the different sheets of the Service Entry, you can find blocks and informative warnings.

- The blocks can be:

- Blocking flags related to particular vehicle's states
- Blocks related to policies not observed

Blocking warnings are always highlighted in grey.

- The informative warnings are located along the Service Entry and into the Repair sheets and are highlighted in pink.

1. Vehicle Entry
2. Repair
3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	87	

Status
-

Dealer
053214 - ITALCAR SERVICE S.N.C.

Chassis no.	Plate #	Customer Name	Actual Owner
92401	ET737LC	M157 TDS 2WD 250 HP EU Customer Name	Yes <input type="radio"/> No <input type="radio"/>

Repair Order# Repair order opening date Mileage In Km M Vehicle towed in due to technical issues Yes No

Service Note

Check
Save
Bulletins
Knowledge on Line

WW0125:Please select YES/NO to define the actual owner

WW0222:Repair order number missing

WW0467:Repair order opening date missing

WW0235:Mileage In missing

WW0363:Please select YES/NO to define if vehicle towed in

Warning

WW0370:No Open Campaigns for this vehicle

Vehicle with more than 10 visits in the workshop

If the flag "actual owner" was incorrectly selected,please contact your ABM

MANAGEMENT OF SERVICE ENTRY BLOCKS

The blocking flags related to vehicle's status are:

- **CRM CASE (CRM)**
- **GENERIC BLOCK (GEN)**
- **EXPORTED (EFM)**
- **CRASHED (INC)**
- **SCRAPPED (ROT)**
- **STOLEN (RUB)**
- **MODIFIED MILEAGE (KMM)**
- **MODIFIED (MOD)**
- **NOT REGULAR MAINTENANCE (MNG)**
- **ENGINE CONTROL UNIT MODIFIED (CMM)**



MANAGEMENT OF SERVICE ENTRY BLOCKS

CRM CASE FLAG (CRM)

- The “CRM” flag is used for internal Information.
- We add this flag in case of critical customer cases, and we can remove it when we don't need to manage the customer as critical anymore.
- This flag does not allow to open Service Entries without the intervention of your ABM.

When we inquiry a VIN with “CRM” flag in “Vehicle Entry” sheet, a blocking warning appears and no information on the car is found.

Ask your reference ABM for removing the flag, if the customer is not considered critical anymore!

MERCHANDISING
PRODUCT MARKETING
AFTERSALES SERVICE OPERATIONS MANUAL
AFTERSALES
TECHNICAL ASSISTANCE
PROXY
KNOWLEDGE ONLINE
INDEPENDENT OPERATOR
WARRANTY
SPARE PARTS
DATA UPLOAD / DOWNLOAD
MASERATI EXTENDED WARRANTY
SERVICE ENTRY
INSERT VIA DIAGNOSTIC TOOL
SERVICE ENTRY INSERT
SERVICE ENTRY

1. Vehicle Entry | 2. Repair | 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	4	

Status: -

Dealer: [dropdown]

Chassis no.: 250547 | Plate #: 684354567 | LEVANTE | Customer Name: [text] | Actual Owner: Yes No

Repair Order#: [text] | Repair order opening date: [text] | Mileage In: [text] Km M | Vehicle towed in due to technical issues: Yes No

Service Note: [text area]

Inquiry

WW0520:Warranty blocked: please contact your ABM

WW0370:No Open Campaigns for this vehicle

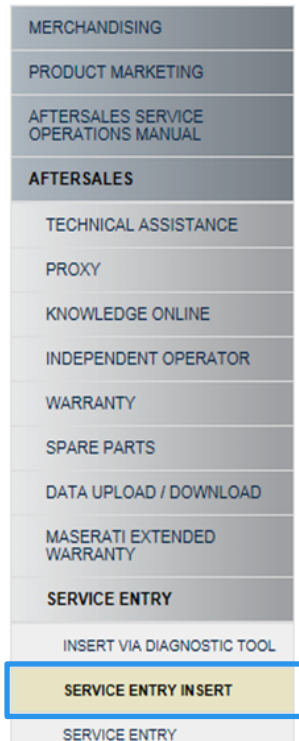
WW0777:Contact MNA Consumer Affrs

If the flag "actual owner" was incorrectly selected,please contact ABM/RAM

MANAGEMENT OF SERVICE ENTRY BLOCKS

GENERIC FLAG (GEN)

- The “Generic” flag is used to track a vehicle for a generic information; it appears in the “Vehicle Entry” sheet when we inquiry the VIN.
- We can remove the flag when we don’t want/ need to track the vehicle anymore.



1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
		-	0	4	

Status: -

Dealer: -

Chassis no.: 250547 Plate #: 684354567 LEVANTE Customer Name: Actual Owner: Yes No

Repair Order#: Repair order opening date: Mileage In: Km M Vehicle towed in due to technical issues: Yes No

Service Note:

Inquiry

WW0520:Warranty blocked: please contact your ABM

WW0370:No Open Campaigns for this vehicle

WW0777:Contact MNA Consumer Affrs

If the flag "actual owner" was incorrectly selected,please contact ABM/RAM

MANAGEMENT OF SERVICE ENTRY BLOCKS

EXPORTED TO/ FROM FOREIGN MARKET FLAG (EFM)

- When a vehicle is exported from/to a country with different warranty conditions compared to the original ones (e.g. from USA to a European market):

- 1) You (new market dealer) are not able to see the information related to the vehicle and cannot open a Service Entry;
- 2) a blocking warning (in grey) "WW0520: Warranty blocked" appears in the "Vehicle Entry" sheet of the Service Entry;
- 3) If the car is not already flagged as "EFM", you must contact the reference ABM to make the car is assigned to the new market and flagged as EFM.

1. Vehicle Entry

2. Repair

3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down
		-	0

Status

Dealer

Chassis no. Plate # Customer Name

92752 1 M157 V6 350 RWD US

Repair Order# Repair order opening date Mileage In Vehicle towed in d

Km M Yes No

Service Note

Inquiry

WW0520:Warranty blocked: please contact your ABM

Warning

Campaign to be performed

If the flag "actual owner" was incorrectly selected, please contact ABM/RAM

One or more Privacy consents are missing. Please present our Policy to the customer and request o

MANAGEMENT OF SERVICE ENTRY BLOCKS

EXPORTED TO/ FROM FOREIGN MARKET FLAG (EFM)

- Once the EFM flag is assigned, the vehicle's warranty expires; Only the Recall Campaigns can be performed under warranty.
- The Service Campaigns can be performed at customer's expense and you can ask only the reimbursement of the administrative cost (entering Labour code 0200200 and Cost Code 23). See Circular Letter MAS000461 "Policy update for Service Entry and warranty claims for vehicles with EFM flag" for more details.
- With the EFM flag active is allowed the Service Entry opening.
- The flag can be removed only if we have the proof that the vehicle is back in its market of origin.

The screenshot shows a web interface for 'Service Entry' with three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. The 'Vehicle Entry' tab is active. The form contains the following fields:

- Service Entry #: [Empty]
- Opening date: [Empty]
- Last Update: [Empty]
- Status: [Empty]
- Dealer: [Empty]
- Chassis no.: 144148
- Plate #: 1
- Mileage In: M157 V6 410 AWD US
- Repair Order#: [Empty]
- Repair order opening date: [Empty]
- Mileage In: Km M
- Mobility services provided: Yes No
- Service Note: [Empty]

Buttons at the bottom: Check, Save, Bulletins, Knowledge on Line.

Warning
WW0370: No Open Campaigns for this vehicle
WW0489: Exported to Foreign Market (EFM): Warranty blocked, contact ABM for info



Once the EFM flag is entered, in the first Service Entry step an informative warning (highlighted in pink) appears. If you try to enter a claim not for campaigns in the Repair sheet, the warning becomes blocking (grey)

MANAGEMENT OF SERVICE ENTRY BLOCKS

CRASHED FLAG (INC)

- Are flagged as crashed the vehicles that have suffered a severe damage because of an accident and:

1. it is not possible to repair the vehicle;
2. the customer does not authorize the repair;
3. the customer commits the vehicle's repair to a not authorized dealer that cannot guarantee the quality of the execution.

- When you inquiry a VIN flagged as "Crashed", an informative warning appears in the "Vehicle Entry" sheet and a note in "Vehicle Information" section as well.

- Contact your ABM or Subsidiary's Warranty Department when a crashed car that will not be repaired visits your workshop, to add the "crashed" flag and track it.

Service Entry #	Opening date	Last Update	Days dt
		-	0

Status	Dealer	Chassis no.	Plate #	Custom
-		289722	HP-FA 400	GHIBLI

Repair Order#	Repair order opening date	Mileage In	Vehicle technici
		Km <input checked="" type="radio"/> M <input type="radio"/>	Yes <input type="checkbox"/>

Mobility services provided	Open C
Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="checkbox"/>

Warning
WW0370: No Open Campaigns for this vehicle
EW0013: Accidented vehicle, please contact directly Factory Aftersales department

Dealer	Certificate of Origin	Warranty
70076	254503	

Services Type	Start Date	End Date
Warranty	12/13/2017	12/13/2020

Note
INC Crashed car -Warranty blocked

MANAGEMENT OF SERVICE ENTRY BLOCKS

CRASHED FLAG (INC)

- Any active warranty expires for vehicles flagged as “Crashed”, it is possible to perform only Recall Campaigns under warranty.
- The Service Campaigns can be performed at customer’s charge; you can ask only the reimbursement of the administrative costs (Labour code 0200200, Cost Code 23).
- You can ask for refund of pre-paid maintenance (Cost Code 35).
- If you try to enter a new Service Entry for a VIN flagged as crashed, clicking on “Save”, the warning becomes grey (blocking).
- If you must enter a Service Entry for an intervention at customer’s charge and/or for campaigns, please contact your ABM or Subsidiary’s Warranty Department to temporarily unlock the VIN.

The screenshot shows a software interface for entering a service entry. At the top, there are three buttons: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below these is a dropdown menu labeled 'Vehicle Entry'. The main form contains the following fields:

- WW0268:Repairer area different from market of sale** (Warning)
- Service Entry #, Opening date, Last Update, Days down
- Status
- Dealer: 052222 - ROSSOCORSA S.R.L.
- Chassis no.: 289722, Plate #: HP-FA 400, Customer Name: GHIBLI
- Repair Order#: 345678, Repair order opening date: 19.10.2020, Mileage In: 33333 Km, Vehicle towed in due to technical issues: Yes No
- Service Note: Water leaks

At the bottom, there are buttons for 'Check', 'Save', 'Bulletins', and 'Knowledge on Line'. A blue box highlights a warning: **WW0031:Crashed car (warranty blocked)**. Below this, a pink box contains the following text: **Warning WW0370:No Open Campaigns for this vehicle EW0013:Accidented vehicle, please contact directly Factory Aftersales department If the flag "actual owner" was incorrectly selected,please contact ABM/RAM**



Customer must sign an Informative Note (Maserati's discharge of responsibility) to allow the execution of both Recall and Service Campaigns.

A car flagged as crashed can be unblocked if it is repaired by an authorized dealer or if an authorized dealer certifies that the repairs performed outside the Authorized Network meet the Maserati standards.

MANAGEMENT OF SERVICE ENTRY BLOCKS

STOLEN FLAG (RUB)

- The “Stolen” flag is added when we receive notification about car theft by the Police or an insurance company.
- With this flag active, the warranty and the Service Entry opening are blocked.
- It can be removed only when we have the proof that the vehicle has been recovered (Police report needed).

- When you inquiry a VIN flagged as “Stolen” a blocking warning appears and you cannot see vehicle's information.
- For details on the block, it is necessary you contact your ABM.

The screenshot shows the ModisCS+ interface for a Maserati dealer. The main window is titled "SERVICE ENTRY INSERT" and contains a form for entering a new service entry. The form is divided into three steps: 1. Vehicle Entry, 2. Repair, and 3. Close. The "Vehicle Entry" step is active, showing fields for Service Entry #, Opening date, Last Update, Days down, Vehicle Downtime, and Previous Repair#. Below these are fields for Status, Dealer, Chassis no. (339493), Plate #, Customer Name (QUATTROPORTE S), and Actual Owner (Yes/No). There are also fields for Repair Order#, Repair order opening date, Mileage In (Km/M), and Vehicle towed in due to technical issues (Yes/No). A Service Note field is present at the bottom. A warning message is displayed in a blue box: "WW0520:Warranty blocked: please contact your ABM". Below this, a pink box contains the message: "WW0370:No Open Campaigns for this vehicle. If the flag 'actual owner' was incorrectly selected, please contact ABM/RAM. One or more Privacy consents are missing. Please present our Policy to the customer and request consents." The left sidebar contains a menu with various options, including "SERVICE ENTRY INSERT" which is highlighted.

MANAGEMENT OF SERVICE ENTRY BLOCKS

SCRAPPED FLAG (ROT)

- The “Scrapped” flag can be used only for destroyed vehicles, upon presentation of official documentation which proves the scrapping.
- If still active, the vehicle warranty expires for all car components.
- Once the scrapping is confirmed by official documentation, it is possible to remove the VIN from the car park of any pending campaigns.
- When you try to enter a Service Entry on a VIN flagged as “Scrapped”, a blocking warning appears.
- You can also find a note about this car status in “Vehicle Information” section.

The screenshot shows a web-based interface for vehicle management. At the top, there are three tabs: '1. Vehicle Entry' (highlighted with a blue box), '2. Repair', and '3. Close'. Below the tabs is a 'Vehicle Entry' section with a dropdown arrow. The main form contains several fields:

- Service Entry #**: [Empty]
- Opening date**: [Empty]
- Last Update**: [Empty]
- Days down**: [0]
- Status**: [Empty]
- Dealer**: [092222 - ROSSOCORSA S.R.L.]
- Chassis no.**: [025703]
- Plate #**: [XXXXXX]
- Customer Name**: [LEVANTE]
- Repair Order#**: [957654]
- Repair order opening date**: [20.10.2020]
- Mileage In**: [66666] (with radio buttons for Km, M, O)
- Vehicle towed in due to technical issues**: [Yes No
- Service Note**: [Engine noise]

Below the form are buttons for 'Check', 'Save', 'Bulletins', and 'Knowledge on Line'. A warning message is displayed in a blue box:

WW0384:Car total loss
Warning
WW0370:No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact ABM/RAM

At the bottom, there is a table with columns 'Service Type', 'Start Date', and 'End Date':

Service Type	Start Date	End Date
Warranty	27.06.2019	27.06.2022

Below the table is a 'Note' section with a blue box around the text: **ROT Total loss**. To the right of the table is a 'Vehicle Configuration Update' section with a list of items: Q8FA FIX&GO TYRE KIT(RUB), Q9EK COMPULSORY PACK T, R002 HEADLINER & PILLARS, STVH STEERING WHEEL & S.

MANAGEMENT OF SERVICE ENTRY BLOCKS

MODIFIED MILEAGE FLAG (KMM)

- The “Modified mileage (KMM)” flag must be used in case of evidence of a mileage modification (inconsistencies between mileage on the dashboard and service history/ data stored in the ECUs).
- Once the flag is added, any active warranty expires.
- With the flag active, you can:
 - Open new Service Entries
 - Claim both for Recall (Cost Code 24) and Service (Cost Code 23) campaigns
 - Ask for refund of pre-paid maintenance (Cost Code 35)
 - Enter job lines for interventions at customer's charge
- A note on this status is present in the “Vehicle Information” section.

Service Entry #	Opening date	Last Update	Days down
		-	0

Chassis no.	Plate #	Customer Name
261071	MVETUBA	LEVANTE DIESEL

Repair Order#	Repair order opening date	Mileage In	Vehicle towed in due to technical
		Km <input type="radio"/> M <input checked="" type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>

Warranty	Service Type	Start Date	End Date
Warranty		30.11.2017	30.11.2020

Vehicle Configuration Update	Replacement date	Part Number
Q84V REAR PRIVACY LAMINATED GLASS	18.04.2019	046334875
Q8J5 COMPULSORY PACK UK/CDY		
RO02 HEADLINER & PILLARS		094084297
STVM STEERING WHEEL & SHIFTER		094084351
MOTORE CPL V6 275/250 DIESEL M1E1		

MANAGEMENT OF SERVICE ENTRY BLOCKS

MODIFIED MILEAGE FLAG (KMM)

The screenshot shows a 'Vehicle Entry' form with the following fields and values:

- Service Entry #: [Empty]
- Opening date: [Empty]
- Last Update: -
- Days down: 0
- Status: -
- Dealer: [Empty]
- Chassis no.: 281071
- Plate #: MV67LBA
- Customer Name: LEVANTE DIESEL
- Repair Order#: [Empty]
- Repair order opening date: [Empty]
- Mileage in: Km M
- Vehicle towed in due to technical: Yes No

Warning: WW0370: No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact ABM/RAM

Warranty	Service Type	Start Date	End Date
Warranty		30.11.2017	30.11.2020

Vehicle Configuration Update	Replacement date	Part Number
Q84V REAR PRIVACY LAMINATED GLASS		
Q8J5 COMPULSORY PACK UK/0Y		
ROO2 HEADLINER & PILLARS		094084297
BTVAH STEERING WHEEL & SHIFTER		094084351
18.04.2019	046334875	MOTORE CPL V6 275/290 DIESEL M161



Once the "KMM" flag has been added, to proceed with the opening of a new Service Entry, you must enter the mileage currently shown on the dashboard.

For more details, see the Circular Letters «MAS000988 - Management of vehicle with modified mileage" and "MAS000661 - Service Entry Improvements - Job line insertion and new vehicle status KMM"

MANAGEMENT OF SERVICE ENTRY BLOCKS

MODIFIED FLAG (MOD)

- The “Modified (MOD)” flag is added to a vehicle when we have evidence (by pictures, repair orders or other documents) of modification of one or more vehicle's components.
- Any warranty expires on components affected by the modification.
- Both Recall and Service campaigns can be performed unless they are related to the modified components.
- You can ask for refund of pre-paid maintenance (Cost Code 35).
- When you inquiry a VIN with “MOD” flag, the vehicle data are available; only a note is reported in the «Vehicle Information» sheet.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Vehicle Information
Campaign
Warranty
BOL
Service Entry
Maintenance

Vehicle Information			Finish																																																																																		
Chassis no.	303137		External Color	94084200	NERO																																																																																
Vehicle	757861040	3.0 BT V6 2WD 430 HP GS USA	Internal Color	94084311	RED/BLACK																																																																																
V.I.N.	ZAM57YSAXJ1303137		Carpets	94084217	BLACK/BLACK BELT																																																																																
Assembly #	5088722		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Vehicle</th><th>WHS</th><th>MSRP</th></tr> </thead> <tbody> <tr> <td>3.0 BT V6 2WD 430 HP GS USA</td><td>74,381.000</td><td>79,980.000</td></tr> </tbody> </table>			Vehicle	WHS	MSRP	3.0 BT V6 2WD 430 HP GS USA	74,381.000	79,980.000																																																																										
Vehicle	WHS	MSRP																																																																																			
3.0 BT V6 2WD 430 HP GS USA	74,381.000	79,980.000																																																																																			
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Print Change Request Warranty/ Reprint Labels

* Actual selling price may vary. Dealer prep., transportation, taxes, title, license and registration fees not included if not explicitly stated.

MANAGEMENT OF SERVICE ENTRY BLOCKS

MODIFIED FLAG (MOD)

If you try to save a Service Entry, instead, a blocking warning appears and you cannot go on without asking support to your ABM, who evaluates if any repairs can be performed under warranty.



The flag can be removed if we have proof that all modified parts have been replaced and the vehicle is at Maserati standards.

The screenshot shows a web interface for managing service entries. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. The 'Vehicle Entry' tab is active. Below the tabs is a form with the following fields:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
			0	0	0

Below the table are several input fields:

- Status: -
- Dealer: 052222 - ROSSOCORSA S.R.L.
- Chassis no.: 301431
- Plate #: FPE175G
- Customer Name: QUATTROPORTE DIESEL
- Actual Owner: Yes No
- Repair Order#: 957654
- Repair order opening date: 20.10.2020
- Mileage in: Km M 77777
- Vehicle towed in due to technical issues: Yes No
- Service Note: Engine noise

At the bottom of the form, there are buttons for 'Check', 'Save', 'Bulletin', and 'Knowledge on Line'. Below the buttons, there is a warning banner with the following text:

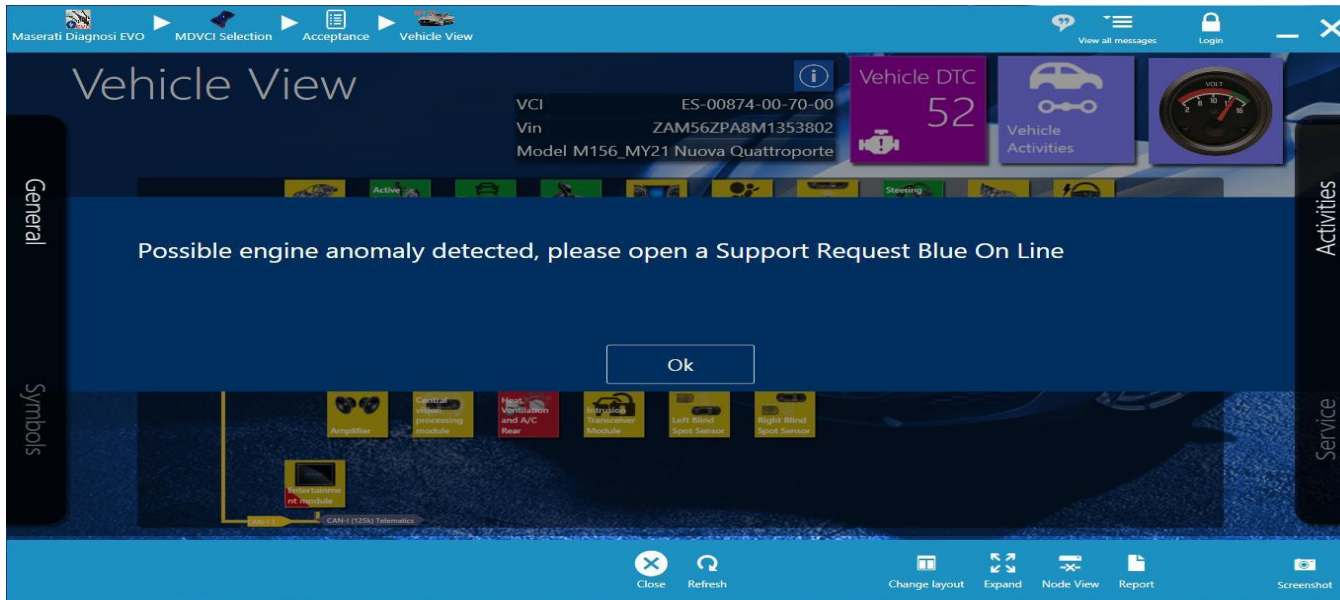
WW0256:Modified Car

WW0370:No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact ABM/RAM
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

When the MDEVO connection reveals a KO check (CVN not correct), it will be showing a pop-up with the message «Possible engine anomaly detected, please open a Support Request Blue On Line»:



The blocking errors related to the ECM tuning, cannot be managed through the “Unlocking Requests for Blocked Claims” procedure described in this manual. For more information on the management of these errors, please refer to the Circular Letter MAS002544 “Check of Engine Control Module (ECM) parameters”

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

In correspondence with a KO check, the vehicle will be automatically blocked with flag CMM: Engine Control Unit Modified (flag not yet visible).
Once the Service Entry will be open, you will only be allowed to open a job line as:

Anomaly – Engine – Engine Control Unit (1.90.001) – Customer

The screenshot displays a web-based service entry management interface. At the top, there is a 'Service Entry Status' dropdown menu with 'O - Open' selected, and a 'First Punch Date' field with a calendar icon. Below this is a 'Repair in Progress' section with a blue border. It contains the following fields: 'Repair Description' (01 - Anomaly), 'Component' (57190001), 'Defect code' (083 - NOT TO SPECIFICATI), and 'Customer Complaint' (TEST CMM). There is also a 'W/C/I' dropdown menu set to 'Customer' and an 'Add' button. Below the form is a pink warning banner with the text: 'Warning WW0370:No Open Campaigns for this vehicle WW1177:Possible engine anom. detected, please open a Support Request BOL'. At the bottom, there are several buttons: 'Back to list', 'Refresh', 'Save', 'Bulletins', 'Knowledge on Line', and 'Summary'.

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

If the **Service Entry is Open**, there can be two circumstances:

1. **Tuning confirmed** -> the BOL ticket will be closed and the "CMM: Engine Control Unit modified" Warning Information message (in pink color) will appear automatically in the Service Entry.

The screenshot displays a service entry form with the following fields and controls:

- Service Entry Status:** A dropdown menu currently set to "Open" with "Repair in Progress" as a sub-label. This area is highlighted with a blue box.
- First Punch Date:** A date selection field.
- Repair Description:** A dropdown menu.
- Component:** A text input field with a search icon.
- Defect code:** A dropdown menu.
- Customer Complaint:** A text input field with a search icon.
- W/C/I:** A dropdown menu.
- Add:** A button to save the entry.

Below the form, a warning message is displayed in a pink bar:

Warning
WW0370:No Open Campaigns for this vehicle
WW1178:CMM: Engine Control Unit modified

At the bottom, there are two tables:

Ref.	Repair Description	Component Code	Description	W/C/I	X
	Defect code		Customer Complaint		
3	Anomaly	190001	PROGRAMMED IGNITION ECU	Customer	<input type="checkbox"/>

Activity	Status	X
Repair 3	BOL 000000001981617 Closed	<input type="checkbox"/>

2. **Tuning not confirmed** -> before closing the ticket, the BOL specialist must request to Warranty Dept. HQ the removal of the CMM flag. No new Warning message will therefore be shown.

NOTE: only after opening the job line and BOL is closed on ECM component, you will be able to open additional job lines on other components.

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

When the **Service Entry is Closed**, there can be two conditions:

1. **Tuning confirmed**, BOL (closed) on engine control unit present and CMM flag active:

The "CMM: Engine Control Unit modified" information warning (in pink colour) appears in the Service Entry.

Status: First Punch Date:

Repair Description: Component: Defect code:

Customer Complaint: W/C/I:

Warning

WW0370:No Open Campaigns for this vehicle

WW1178:CMM: Engine Control Unit modified

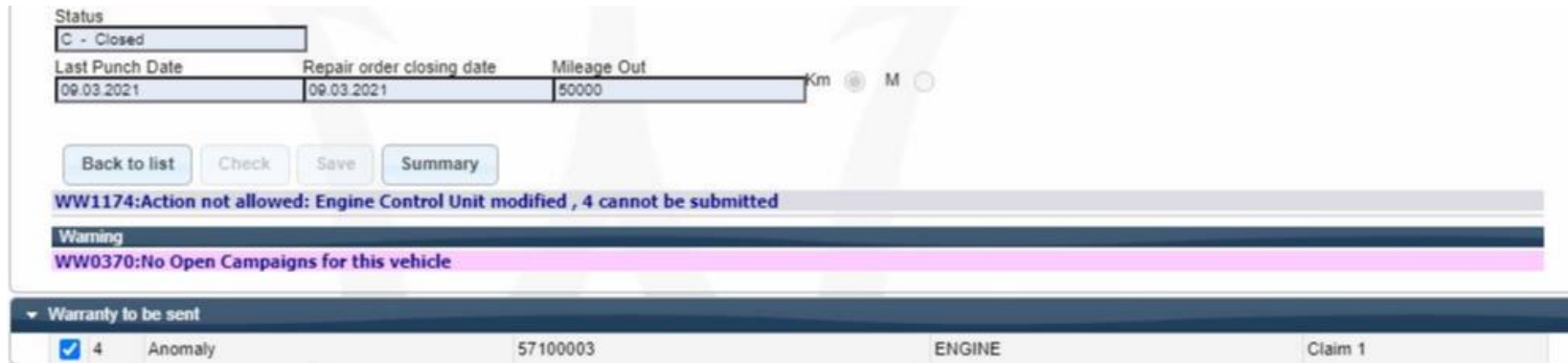
Ref.	Repair Description	Component Code	Description	W/C/I	✕
	Defect code	Customer Complaint			
3	Anomaly	190001	PROGRAMMED IGNITION ECU	Customer	<input type="checkbox"/>
63	- NOT TO SPECIFICATIONS	TEST CMM			

Activity	Status	✕
Repair 3	BOL 000000001981617 Closed	<input type="checkbox"/>

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

Claim submission for components of functional groups 1 and 3 is not allowed: "Action not allowed: Engine Control Unit modified, claim xxx cannot be submitted" blocking message (in grey color) appears.



The screenshot displays a service entry form with the following fields and controls:

- Status: C - Closed
- Last Punch Date: 09.03.2021
- Repair order closing date: 09.03.2021
- Mileage Out: 50000
- Unit: Km (selected), M
- Buttons: Back to list, Check, Save, Summary

Warning messages are displayed below the form:

- WW1174: Action not allowed: Engine Control Unit modified, 4 cannot be submitted (grey background)
- Warning
- WW0370: No Open Campaigns for this vehicle (pink background)

A table at the bottom shows warranty information:

Warranty to be sent					
<input checked="" type="checkbox"/>	4	Anomaly	57100003	ENGINE	Claim 1

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

2. Tuning not confirmed, BOL on engine control unit not present/not closed and CMM flag active (you have ignored the first message or closed the Service Entry without closing the BOL ticket):

- The "Possible engine anomaly detected" warning Information message (in pink color) appears in the Service Entry. This message is similar to the one with Service Entry open but the request to open BOL is missing because once the Service Entry is closed, you can no longer open a BOL.

Status: First Punch Date:

Repair Description: Component: Defect code:

Customer Complaint: W/C/I:

Warning

WW0370:No Open Campaigns for this vehicle

WW1179:Possible engine anomaly detected

Ref.	Repair Description	Component Code	Description	W/C/I	✕
	Defect code	Customer Complaint			
3	Anomaly	190001	PROGRAMMED IGNITION ECU	Customer <input type="text" value=""/>	<input type="checkbox"/>
83	- NOT TO SPECIFICATIONS	TEST CMM <input type="text" value=""/>	<input type="text" value=""/>		
4	Anomaly	100003	ENGINE	Warranty <input type="text" value=""/>	<input type="checkbox"/>
12	ENGINE KNOCKING - BAD IGNITION	TEST CMM <input type="text" value=""/>	<input type="text" value=""/>		

Activity	Status	✕
Repair 3		<input type="checkbox"/>
Repair 4		<input type="checkbox"/>
Claim 1 Temporary		

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

- Claim submission for components of functional groups 1 and 3 is not allowed:

The "Action not allowed: Possible engine anomaly detected, claim xxx cannot be submitted" Warning Blocking message (in grey color) appears.

The screenshot displays a service entry form with the following fields and controls:

- Status: C - Closed
- Last Punch Date: 09.03.2021
- Repair order closing date: 09.03.2021
- Mileage Out: 50000 Km (with radio buttons for M and Km, where Km is selected)
- Buttons: Back to list, Check, Save, Summary

Below the form, there are two warning messages:

- WW1180: Action not allowed: possible engine anomaly detected, 4 cannot be sent. (Grey background)
- WW0370: No Open Campaigns for this vehicle (Pink background)

At the bottom, there is a table titled "Warranty to be sent":

Warranty to be sent					
<input checked="" type="checkbox"/>	4	Anomaly	57100003	ENGINE	Claim 1

MANAGEMENT OF SERVICE ENTRY BLOCKS

ENGINE CONTROL UNIT MODIFIED (CMM)

GENERAL INFORMATION

- If the customer replaces the engine control unit and related damaged components by tuning at his own expense, you must attach to the BOL ticket the invoice certifying the replacement and/or repair.
- After documentation check, the blocking CMM flag will be removed. If the BOL has already been closed, this would be reopened, only with Service Entry open.
- In case the engine control unit is not replaced and the CMM flag is still active on the vehicle, you can open a subsequent new Service Entry without opening a new BOL for the CMM flag. You will be able to open any job line, remembering that for components of functional groups 1 and 3 it must be under Customer Type as per policy.
- In case the vehicle with CMM flag active is out of warranty / Extended Warranty / CPO for at least 2 years, when opening the Service Entry the BOL is not mandatory. You will be able to open any job line, remembering that for components of functional groups 1 and 3 it must be under Customer Type as per policy.

MANAGEMENT OF SERVICE ENTRY BLOCKS

The main warnings related to blocking errors appearing when policies are not observed are:

- **WW010: Action not allowed. Delay in claim confirmation**
- **WW0069: Campaign to be performed**
- **WW0279: BOL Missing**
- **WW0267: There is an open Service Entry on this car**



MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0010: Action not allowed. Delay in claim confirmation”

- This blocking error appears when a claim is submitted over 30 calendar days from the date the Repair Order and the related Service Entry were closed.
- It is shown in the “Closure” sheet, when you try to send the claims later than 30 days after the Repair Order closure.



In case of objective issues which caused the delay, send an unblocking request for an evaluation about the claims sending unblocking.

1. Apertura 2. Intervento 3. Chiusura

▼ Chiusura

SE Numero	Aperta il	Ultima Modifica	Days down	Fermo Storico	Precedenti Passaggi D'officina
IT0058970	25.10.2019	03.09.2020 - TITTEMP01	1	33	8

Matricola	Targa	Ordine Riparazione	Data apertura ordine di riparazione	Percorrenza Ingresso
194888	A SZ 1166	LEVANTE DIESEL	31119	25.10.2019

Stato
C - Chiusa

Data Fine Lavoro	Data chiusura ordine di riparazione	Percorrenza Uscita	Km	M	Data chiusura Service Entry
25.10.2019	25.10.2019	98142	<input checked="" type="radio"/>	<input type="radio"/>	25.10.2019

Torna alla lista Controlla Salva Sommario

WW0010:Azione non consentita: Ritardo nella conferma claim

Warning Informativi

WW0370:Non esistono campagne aperte per questa vettura

Vettura con piu' di 10 passaggi in officina

▼ Garanzie da inviare

<input checked="" type="checkbox"/>	1	Anomalia	61171001	NOURICE	Garanzia 1
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Invia

MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0069: Campaign to be performed”

- This blocking warning “WW0069: Campaign to be performed” appears when there are one or more mandatory campaigns still pending on a vehicle.
- When you inquiry the VIN, in the Service Entry “Vehicle Entry” sheet, the warning is informative (highlighted in pink).
- Opening the “Campaign” sheet, you can see all the blocking campaigns (highlighted in blue).

The screenshot displays the 'Vehicle Entry' form in a software application. At the top, there are three tabs: '1. Vehicle Entry' (highlighted in blue), '2. Repair', and '3. Close'. The form contains several input fields and sections:

- Service Entry #**: []
- Opening date**: []
- Last Update**: []
- Days down**: [0]
- Vehicle Downtime**: [0]
- Previous Repair#**: []
- Status**: []
- Dealer**: []
- Chassis no.**: 180000
- Plate #**: []
- Customer Name**: []
- Actual Owner**: Yes No
- Repair Order#**: []
- Repair order opening date**: []
- Mileage In**: Km M []
- Vehicle towed in due to technical issues**: Yes No
- Service Note**: []

Below the form are buttons for 'Check', 'Save', 'Bulletins', and 'Knowledge on Line'. A warning message is displayed in a pink box:

Warning
WW0069: THE VIN has been previously repaired on date 01.01.0001
Campaign to be performed
If the flag "actual owner" was incorrectly selected, please contact ABM/RAM
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

At the bottom of the form, there are tabs for 'Vehicle Information', 'Campaign' (highlighted in blue), 'Warranty', 'BOL', and 'Service Entry'.

MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0069: Campaign to be performed”

- Once the Service Entry is closed, if one or more claims for mandatory campaigns have not been submitted, the warning becomes blocking (highlighted in grey) and any other claim sending is blocked.



In case of objective issues which caused the non-execution of a mandatory campaign, send an unblocking request for an evaluation about the claim sending unblocking.

1. Vehicle Entry2. Repair3. Close

Close

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
BG0000789	18.11.2019	27.11.2019 - BG00000	1	1	2
Chassis no.	Plate #	Repair Order#	Repair order opening date	Mileage In	
238010	LEVANTE S	868	18.11.2019	Km 40532

Status
C - Closed

Last Punch Date	Repair order closing date	Mileage Out	Service Entry Closing Date
18.11.2019	18.11.2019	40535 Km <input checked="" type="radio"/> M <input type="radio"/>	27.11.2019

[Back to list](#) [Check](#) [Save](#) [Summary](#)

WW0069: Campaign to be performed

Warning

WW0656: The VIN has been previously repaired on date 30.10.2019 Campaign to be performed

Warranty to be sent

<input checked="" type="checkbox"/>	ID	Description	Claim
<input checked="" type="checkbox"/>	1	Anomaly 61141042 LOWER RH. AIR DUCTING	Claim 1
<input checked="" type="checkbox"/>	2	Anomaly 61610003 RH FRONT LOWER LEVER	Claim 2

[Send](#)

MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0279: BOL Missing”

- This blocking error appears when you do not enter a BOL ticket that, according to the warranty policies (Tutorship list, exceeded parts cost amounts,...), should be mandatorily opened before submitting a claim.
- The blocking error appears in the Warranty sheet.
- In this case, BOL number is missing in the related field.

The screenshot shows a software interface for managing warranty claims. At the top, there are tabs for INFO, REPAIR, BOL, and WARRANTY. A blue box highlights the error message "WW0279: BOL is missing" in the top navigation area. Below this, the "Repair" section contains fields for Warranty # (BH2739_1), Dealer (63742 - EURO MOTORE), Repair Order # (12898), Chassis no. (99718), M156 V6 410 RWD ME MY14, Assembly # (004012125), Service Entry # (BH0002739), Date in (03.02.2020), Mileage (62132), and various dates. The "Defect" section includes Cost Code (28 - ABM Goodwill), Campaign #, Component (934005), PASSENGER'S SIDE FF, and a dropdown menu for BOL (Not Available) which is also highlighted with a blue box. The "Labour Code" section shows a table with columns for Code, Description, Hours, Amount, Adj. %, and Reason of Adjustment. The "Spare Part Replaced" section shows a table with columns for Code, Description, Quantity, Amount, Part Return Causes, Adj. %, and Reason of Adjustment.

MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0279: BOL Missing”

- It is possible to link the current claim to a BOL opened in a previous Service Entry on condition that:
 1. The VIN is the same.
 2. The Component Code (anomaly) in the new job line is the same.
 3. The time between the previous BOL closure and new Repair Order opening date does not exceed 45 days.
- Check in the “BOL 2” drop down menu” if there are previous closed BOLs you can link to the current claim.

The screenshot displays a software interface for managing service entries. It features several tabs: INFO, REPAIR, BOL+, and WARRANTY. The 'Repair' section contains fields for Warranty # (IT15716_1), Dealer, Repair Order # (2112212), Creation claim date (30.11.2018), Chassis no. (LEVANTE DIESEL), Assembly # (006053181), Submit date HQ/Importer, Service Entry # (IT0015716), Confirmation claim date, Date in (30.11.2018), Service Warranty Start Date (29.06.2018), Mileage (12000), and Warranty End Date (29.06.2021). The 'Defect' section includes Cost Code (16 - Regular warranty), Campaign #, a 'BOL' dropdown menu, Authorization #, Component (100008), RH ENGINE FASTENING, a 'BOL2' dropdown menu (highlighted with a blue circle), and Defect (027 - MISALIGI). Below the 'Defect' section are tables for 'Labour Code' and 'Spare Part Replaced'. The 'Labour Code' table has columns for Code, Description, Hours, Amount, Adj. %, and Reason of Adjustment. The 'Spare Part Replaced' table has columns for Code, Description, Quantity, Amount, Part Return Causes, Adj. %, and Reason of Adjustment. A 'Sublet' section is also visible at the bottom.



A BOL can be filled out or re-opened only if the Service Entry is Open (always refer to the Status Bar) and cannot be deleted, unless via IT ticket.

In case of objective issues which caused the BOL missing in the claim, contact the ABM to evaluate the unblocking.

MANAGEMENT OF SERVICE ENTRY BLOCKS

BLOCKING ERROR “WW0267: There is an open Service Entry on this car, contact ABM (Warranty dept. for MNA/MCAN)”

- This blocking error appears when there is another Service Entry already opened for the same vehicle. In this cases:
 - you need to make sure that a Service Entry was not already opened by your Dealership -> If so, please use the open Service Entry (since only 1 Service Entry must be registered for each car visit).
 - if you do not find an “Open Service Entry” registered by your Dealership, it is very possible that another dealer left a Service Entry open -> contact your ABM for assistance.

The screenshot shows a web-based form for entering vehicle service data. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. The 'Vehicle Entry' tab is active. Below the tabs, there are several fields and sections:

- Vehicle Entry** (dropdown menu)
- WW0221:Mileage > Km 150000** (highlighted in yellow)
- WW0261:This car covers on average over 100 km per day** (highlighted in yellow)
- Service Entry #**, **Opening date**, **Last Update**, **Days down**, **Vehicle Downtime**, **Previous Repair#** (table with one row of data)
- Status** (dropdown menu)
- Dealer** (dropdown menu: 052222 - ROSSOCORSA S.R.L.)
- Chassis no.**, **Plate #**, **Customer Name**, **Actual Owner** (radio buttons: Yes , No)
- Repair Order#**, **Repair order opening date**, **Mileage In** (radio buttons: Km , M ,)
- Vehicle towed in due to technical issues** (radio buttons: Yes , No)
- Service Note** (text area: Engine noise)
- Buttons:** Check, Save, Bulletins, Knowledge on Line
- Blocking Error:** WW0267:There is an open SE on this car, contact ABM (Warranty dept. for MNA/MCAN) (highlighted in blue)
- Other Messages:** WW0370:No Open Campaigns for this vehicle; If the flag "actual owner" was incorrectly selected,please contact ABM/RAM; One or more Privacy consents are missing. Please present our Policy to the customer and request consents. (highlighted in pink)

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

When one or more blocking errors appear in the claim it is possible to send a request for an evaluation about the unlocking, clicking on the “Authorization request” button.

ATTENTION: You can send a request only in case of objective issues which caused the failure in the policies observance.

The screenshot displays a software interface for managing claims. At the top, there are tabs for 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. Below the tabs, two error messages are listed: 'WW0112:Model not present in the Technical Doc.' and 'WW0279:BOL is missing'. The 'Repair' section contains various input fields for 'Warranty #', 'Chassis no.', 'Service Entry #', 'Date in', 'Mileage', 'Dealer', 'Assembly #', 'Repair Order #', 'Creation claim date', 'Submit date HQ/Importer', 'Confirmation claim date', 'Service Warranty Start Date', and 'Warranty End Date'. A table titled 'Spare Part Replaced' shows one entry: '188814 OIL FILTER CARTRIDGE' with a quantity of 40 and an amount of 29.27. At the bottom of the interface, there is a row of buttons: 'Check', 'Save', 'Print', 'Upload', 'Note', 'Authorization request', and 'Authorization request history'. The 'Authorization request' button is highlighted with a red border.



The blocking errors related to the ECM tuning cannot be managed through this procedure.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

Select the blocking error(s) for which you send the request and write a note with the reasons why.

Authorization request

Error messages

WW0279 - WW0279:BOL is missing

Note (max. 500 characters)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibu

Confirm Close

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

Once the request has been sent, the claim is highlighted in blue in the Service Entry "2. Repair" sheet.

1. Vehicle Entry
2. Repair
3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
US0454128	12/22/2020	03/04/2022 - USCLE02	438	0	
Chassis no	Plate #	Repair Order#	Repair order opening date	Mileage In	
Chassis	m23710	LEVANTE S	891164	12/22/2020	M 500

Service Entry Status
Repair in Progress
First Punch Date

O - Open

Repair Description - Component [] Defect code []

Customer Complaint [] W/C/I []
Add

Warning
WW0370:No Open Campaigns for this vehicle

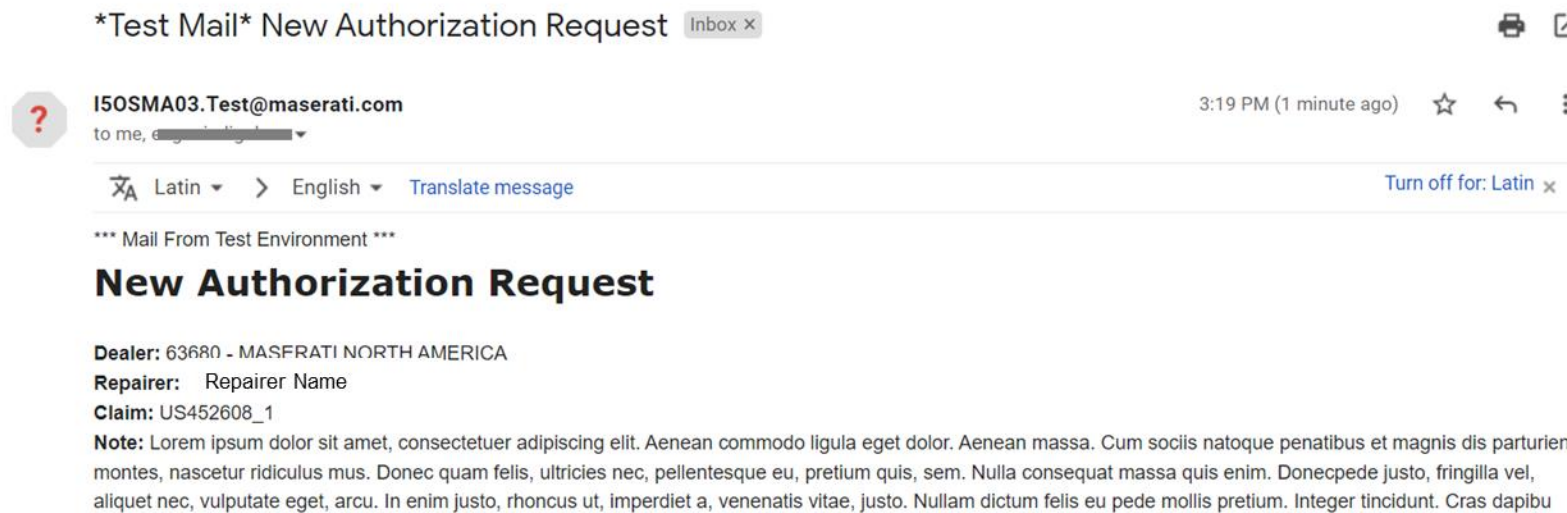
Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

Ref.	Repair Description	Component Code	Description	W/C/I	×	Activity	Status	×
	Defect code	Customer Complaint						
1	Maintenance Program	010021	1ST SERVICE	Warranty	<input type="checkbox"/>	Repair 1		<input type="checkbox"/>
0	CHECKS	[]					Claim 1 Temporary	
2	Anomaly	010011	1ST SERVICE	Warranty	<input type="checkbox"/>	Repair 2		<input type="checkbox"/>
6	FISSURE - PUNCTURE	test					Claim 2 Temporary	


MANAGEMENT OF SERVICE ENTRY BLOCKS


UNLOCKING REQUESTS FOR BLOCKED CLAIMS


Once the request is sent, the person in charge of the evaluation for Maserati will receive an e-mail* with the claim number, the dealer data and a note with the request' reasons.



Test Mail New Authorization Request Inbox x Print Share

 **I5OSMA03.Test@maserati.com** 3:19 PM (1 minute ago) Star Reply More

to me, 

 Latin > English [Translate message](#) [Turn off for: Latin x](#)

*** Mail From Test Environment ***

New Authorization Request

Dealer: 63680 - MASFRATI NORTH AMERICA
Repairer: Repairer Name
Claim: US452608_1

Note: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibu

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

Once the request has been approved, an "Authorization number" will be automatically entered in the blocked claim.

The screenshot displays a software interface for managing service entry blocks. The interface is divided into several sections:

- Repair Section:** Contains fields for Warranty # (US454128_2), Dealer (6125 - THE COLLECTION), Repair Order # (891164), Creation claim date (03/03/2022), Chassis no. (Chassis LEVANTE S), Assembly # (006064976), Submit date HQ/Importer, Service Entry # (US0454128), Confirmation claim date, Date in (12/22/2020), Service Warranty Start Date (08/26/2019), Mileage (500), and Warranty End Date (08/26/2023). There is also a checkbox for California Car.
- Defect Section:** Contains fields for Cost Code (16 - Regular warranty), Campaign #, BOL, N/A Authorization # (16312, highlighted in red), Component (010011), BOLD (Not Available), Defect (006 - FISSUR), and Repair technically authorized.
- Labour Code:** [0 Element inserted]
- Spare Part Replaced:** [1 Element inserted]
- Sublet:**
- Total:**

At the bottom of the interface, there are buttons for Check, Save, Print, Upload, Note, Authorization request, and Authorization request history.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

And you will receive an approval notice by e-mail*.

From: <I5OSMA03.Test@maserati.com>
Date: Wed, Mar 2, 2022 at 3:50 PM
Subject: *Test Mail* Request Approved
To: <[REDACTED]@maserati.com>

*** Mail From Test Environment ***

Request Approved

Dear F [REDACTED], your Request has been Approved .

Request ID: US452608_1

Type: Claim

Note: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibu

Approver Reason:

* The notice e-mails are sent to the address associated with the user who submitted the request.



MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

On the contrary, if the request has been rejected, you will receive a refusal notice by e-mail.

ATTENTION: In case of refusal, you will be able to send a new request for the same claim.

From: <j5OSMA03.Test@maserati.com>
Date: Wed, Mar 2, 2022 at 4:05 PM
Subject: *Test Mail* Request Refused
To: <organizational@maserati.com>

*** Mail From Test Environment ***

Request Refused

Dear **[REDACTED]**, your Request has been Rejected .

Request ID: US453711_1

Type: Claim

Note: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibus

Approver Reason: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt.

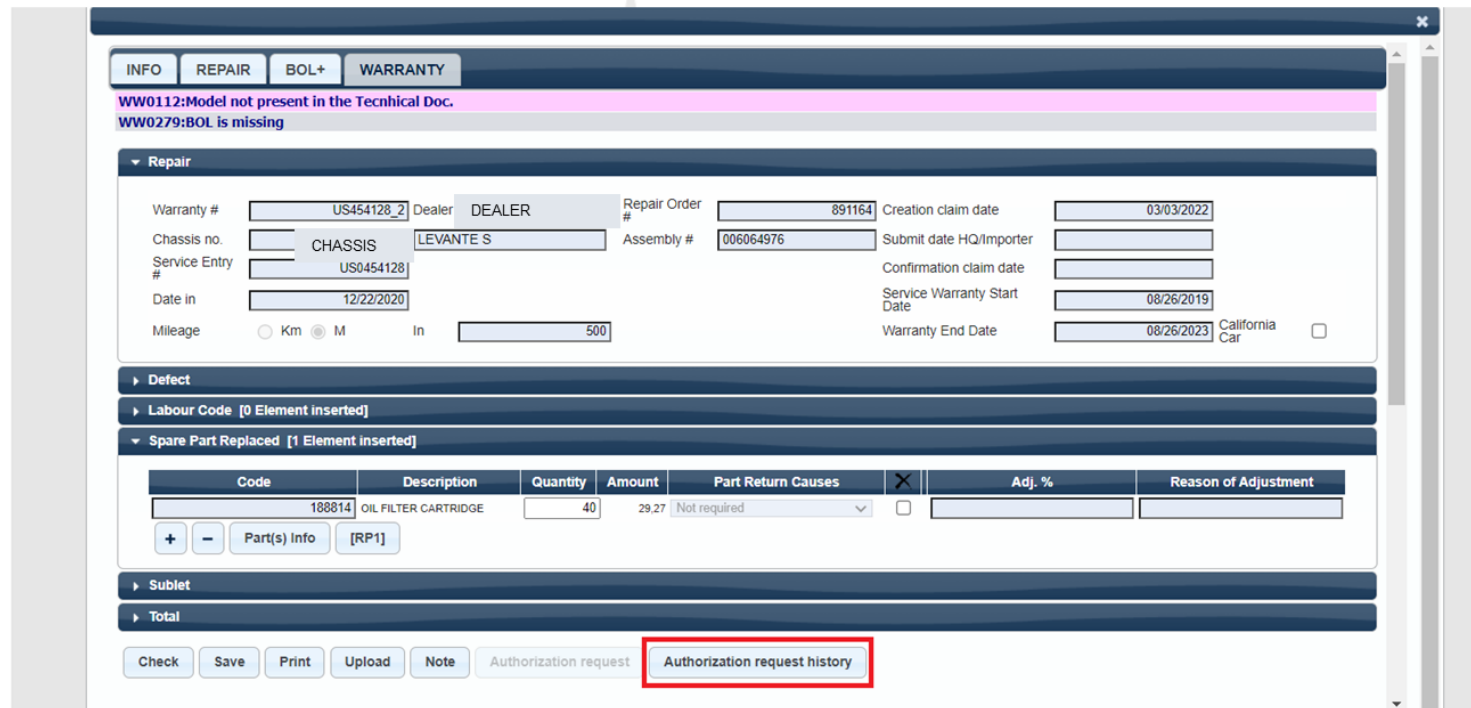
Cras dapibus

* The notice e-mails are sent to the address associated with the user who submitted the request.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

Clicking on the “Authorization request history” button in the claim, you can find the list of requests submitted for that claim.



INFO REPAIR BOL+ WARRANTY

WW0112:Model not present in the Technical Doc.
WW0279:BOL is missing

Repair

Warranty # Dealer Repair Order # Creation claim date
Chassis no. Assembly # Submit date HQ/Importer
Service Entry # Confirmation claim date
Date in Service Warranty Start Date
Mileage Km M In Warranty End Date California Car

Defect

Labour Code [0 Element inserted]

Spare Part Replaced [1 Element inserted]

Code	Description	Quantity	Amount	Part Return Causes	Adj. %	Reason of Adjustment
188814	OIL FILTER CARTRIDGE	40	29.27	Not required		

+ - Part(s) Info [RP1]

Sublet

Total

Check Save Print Upload Note Authorization request **Authorization request history**

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED CLAIMS

In the pop-up window which appear, clicking on the magnifying glass you can see the request(s) details.

ATTENTION: It is possible to delete a request until it has not been handled, selecting the related "Cancel" box.

The screenshot displays a software interface with a pop-up window titled "Authorisation request history". The pop-up window contains a table with the following data:

Id #	Request number	Insert Date	Status	Authorization No.	Detail View	Cancel
1	US000094942	02/24/2022	New			

Below the table, there is a "Close" button. In the background interface, there are several buttons: "Check", "Save", "Print", "Upload", "Note", "Authorization request", and "Authorization request history".

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

As for claims, only in particular cases, you can send a request to unlock a Service Entry, clicking on the “Authorization request” button in the “3. Close” sheet.

The screenshot displays a software interface with three tabs: "1. Vehicle Entry", "2. Repair", and "3. Close". The "3. Close" tab is active and highlighted with a red box. Below the tabs is a form for a service entry. The form includes a table with the following data:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
US0454668	11/24/2021	03/04/2022 - USCLLE02	1	0	

Below the table, there are several fields and buttons:

- CHASSIS: [Field]
- Plate #: [Field]
- Repair Order#: 12312
- Repair order opening date: 11/24/2021
- Mileage In: M 11
- Status: C - Closed
- Last Punch Date: 11/24/2021
- Repair order closing date: 11/24/2021
- Mileage Out: 13
- Service Entry Closing Date: 11/24/2021

Buttons at the bottom of the form include: "Back to list", "Check", "Save", "Summary", "Authorization request" (highlighted with a red box), and "Authorization request history".

Warning messages are displayed below the buttons:

- WW0010: Operation is not allowed: delay in confirmation claim
- Warning
- WW0370: No Open Campaigns for this vehicle

At the bottom of the form, there is a section for "Warranty to be sent" with a table:

Warranty to be sent
<input checked="" type="checkbox"/> 2 Anomaly 57010012 1ST SERVICE Claim 2

A "Send" button is located at the bottom left of the form.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

Select the blocking error(s) for which you send the request and write a note with the reasons why.

Authorization request

Error messages

- WW0010 - WW0010: Operation is not allowed: delay in confirmation claim

Note (max. 500 characters)

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Confirm Close

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

Once the request has been sent, the Service Entry is highlighted in blue.

The screenshot displays a search interface for service entries. At the top, there are filters for 'Repair in Progress' (20), 'Repair on Hold' (11), and 'Closed with claims to be completed' (2126). Below these are input fields for 'Chassis no.', 'Service Entry #', 'Repair Order #', 'Service Entry Status' (set to 'All'), 'BOL #', 'Open Customer Case' (set to 'All'), and 'Repair order opening date' (From and To). A 'Search' button is located below the filters.

	Service Entry #	Repair Order#	Chassis no.	Date	Mileage	Date	Mileage	Service Entry Status
	US0454668	12312	359928	11/24/2021	11 M	11/24/2021	13 M	Closed

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

As for claims, you will receive an approval or refusal notice directly by e-mail*.

ATTENTION: In case of refusal, you will be able to send a new request for the same Service Entry.

From: <I5OSMA03.Test@maserati.com>
Date: Wed, Mar 2, 2022 at 3:50 PM
Subject: *Test Mail* Request Approved
To: <[REDACTED]@maserati.com>

*** Mail From Test Environment ***
Request Approved

Dear F [REDACTED], your Request has been Approved .

Request ID: US452608_1

Type: Claim

Note: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibu

Approver Reason:

* The notice e-mails are sent to the address associated with the user who submitted the request.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

Clicking on the “Authorization request history” in the Service Entry, you can find the list of requests submitted for that Service Entry.

The screenshot displays a service entry management interface. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. The 'Close' tab is selected, and a dropdown menu is open. The dropdown menu contains a table with the following data:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
US0451605	12/03/2020	02/24/2022 - USCLLE02	449	11	3

Below the table, there are several input fields and buttons. The 'Service Entry Status' is set to 'O - Open'. The 'Repair in Progress' checkbox is checked. The 'Last Punch Date' and 'Repair order closing date' fields are empty. The 'Mileage Out' field is empty, and the unit is set to 'M'. The 'Authorization request history' button is highlighted with a red box. Below the buttons, there is a warning message: 'Warning WW0370:No Open Campaigns for this vehicle'. At the bottom, there is a 'Warranty to be sent' section with a table containing the following data:

Warranty to be sent	Warranty type	Warranty code	Warranty description	Warranty claim
<input checked="" type="checkbox"/> 2	Anomaly	46010021	1ST SERVICE	Claim 2

A 'Send' button is located at the bottom left of the interface.

MANAGEMENT OF SERVICE ENTRY BLOCKS

UNLOCKING REQUESTS FOR BLOCKED SERVICE ENTRIES

Clicking on the “Authorization request history” in the Service Entry, you can find the list of requests submitted for that Service Entry.

ATTENTION: it is possible to delete a request until it has not been handled.

The screenshot displays a software interface for managing service entries. It features a main window with tabs for '1. Vehicle Entry', '2. Repair', and '3.'. A modal window titled 'Authorisation request history' is open, showing a table of requests. The table has columns for 'Id #', 'Request number', 'Insert Date', 'Status', and 'Authorization No.'. A single row is visible with 'Id # 1', 'Request number US000094943', 'Insert Date 02/24/2022', and 'Status New'. To the right of this row are two buttons: 'Detail View' (with a magnifying glass icon) and 'Cancel' (with a red 'X' icon). Below the table is a 'Close' button. In the main window, the 'Authorization request history' button is highlighted with a red box. A warning message is visible: 'Warning WW0370:No Open Campaigns for this vehicle'. At the bottom, there is a 'Warranty to be sent' section with a table containing one row: '2 Anomaly 46010021 1ST SERVICE Claim 2'. A 'Send' button is located below this table.

Id #	Request number	Insert Date	Status	Authorization No.	Detail View	Cancel
1	US000094943	02/24/2022	New			

MANAGEMENT OF SERVICE ENTRY STATUS



MANAGEMENT OF SERVICE ENTRY STATUS

SERVICE ENTRY STATES

The possible Service Entry States are: "Open", "Closed", "Deleted" and with "Repair on Hold". You can check the Service Entries' status in the Service Entry Management main page.



BRAND PORTAL
MERCHANDISING
PRODUCT MARKETING
WHITE BOOK AFTERSALES
AFTERSALES
TECHNICAL ASSISTANCE
PROXY
KNOWLEDGE ONLINE
WARRANTY
SPARE PARTS
DATA UPLOAD / DOWNLOAD
MASERATI EXTENDED WARRANTY
SERVICE ENTRY
INSERT VIA DIAGNOSTIC TOOL
SERVICE ENTRY INSERT
SERVICE ENTRY MANAGEMENT
MAINTENANCE & SERVICES
VIN WRITE
STOCK LOCATOR
REPORT
OWNER DOCUMENTATION
AUTHORIZATION APPROVAL
CRM
MASERATI ACADEMY

Search for

Repair in Progress: 1159 Repair on Hold: 125 Closed with claims to be completed: 23620

Chassis no. Service Entry # Dealer:

Service Entry Status: BOL # Repair Order #

Repair order opening date: Open Customer Case:

From: To:

	Service Entry #	Repair Order#	Dealer	Chassis no.	Date	Mileage	In	Out	Service Entry Status
<input type="checkbox"/>	US0601898	47585	6335 MASERATI OF CENTRAL FLORIDA I	419583	08/07/2023	13066 M		0 M	Repair on Hold Waiting parts
<input type="checkbox"/>	US0602383	127101	6280 MILLER MOTORCARS, INC	399025	08/10/2023	11947 M		0 M	Repair on Hold Sublet
<input type="checkbox"/>	US0602483	16313	6097 ROHRICH EUROPEAN MOTORS, INC.	396394	08/11/2023	14967 M		0 M	Repair on Hold Sublet
<input type="checkbox"/>	US0605553	1035	6545 UMANSKY AM, LLC	287285	08/30/2023	31211 M		0 M	Repair on Hold Waiting parts
<input type="checkbox"/>	US0605599	6027768	6171 NORTHSIDE IMPORTS LLC	315426	08/30/2023	61841 M		0 M	Repair on Hold Waiting for Tech. support BOL 000000003186982
<input type="checkbox"/>	US0605944	127600	6128 MILLER MOTORCARS INC.	334293	08/29/2023	27144 M		0 M	Repair on Hold Waiting for Authorization
<input type="checkbox"/>	US0606674	230474	6082 ZEIGLER MOTORS, LLC	372174	09/05/2023	12575 M		0 M	Repair on Hold Waiting parts
<input type="checkbox"/>	US0607103	442525	6391 GARFF SALT LAKE LLC	410507	09/07/2023	236 M		0 M	Repair on Hold Waiting for Tech. support BOL 000000003163214
<input type="checkbox"/>	US0607312	1010946	6065 BAKER MOTOR CO. OF CHARLESTON	297446	09/09/2023	80375 M		0 M	Repair on Hold Waiting parts
<input type="checkbox"/>	US0607586	38275	6358 CELEBRITY OF BERGEN, LLC	279153	09/11/2023	35433 M		0 M	Repair on Hold Waiting for Authorization

2 / 13

For a correct management of Service Entry Status, see the Circular Letters:

- MAS003323 "Service Entry Management: Best Practices"
- MAS003354 "Service Entry Management: Correct use of the "Repair on Hold" status"
- MAS003513 "Service Entry Management: New Automatism for "On Hold - Waiting for Technical Support" status and vehicle days down alert"

MANAGEMENT OF SERVICE ENTRY STATUS

SERVICE ENTRY STATES

Clicking on the "Status Changes" button it is possible to check the several Service Entry's changes of status.

1. Vehicle Entry

Vehicle Entry

Service Entry #
IT0098584

Status
Status Changes

C - Closed

Dealer
052222 - ROSSOCORSA S.P.A.

Chassis no.
397895

Repair Order#
846163

Mobility services provided
Yes No

Fleet Vehicle
Yes No

Service Note

Back to list Save Vehicle Report Bulletins Knowledge on Line

Status Changes

Status	Reason	Operator	Operation Date	Status duration
Open		USTNKG09	09/14/2023	1
Repair on Hold	Waiting for Tech. support	US05513	09/15/2023	0
Open		SE_BOLWL	09/15/2023	7
Repair on Hold	Waiting for Tech. support	US05513	09/22/2023	0
Open		SE_BOLWL	09/22/2023	24
Repair on Hold	Waiting parts	USTNKG09	10/16/2023	3
Open		*INT.JOB*	10/19/2023	26
Closed		USTNKG09	11/14/2023	-

Vehicle Downtime
Previous Repair#
4

Actual Owner
Yes No

Owner Car
s No

ntal Car
s No

Warning

WW0013:Current mileage less than the mileage on previous repair

WW0230:Mileage has to greater than previous claims 2

WW0656:The VIN has been previously repaired on date 01.08.2023

WW0370:No Open Campaigns for this vehicle

One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process.

MANAGEMENT OF SERVICE ENTRY STATUS

SERVICE ENTRY STATES

To change the Service Entry status, click on “Service Entry Status” button in “2. Repair sheet” and select the new status from “New Status” drop down menu.

The screenshot displays a software interface for managing service entries. A modal dialog box is open, allowing the user to change the status of a service entry. The dialog box contains the following fields and options:

- Service Entry #:** IT0098514
- Current status:** Open
- New Status:** A dropdown menu with the following options:
 - Deleted
 - Open
 - Repair on Hold

The background interface shows a 'Repair' sheet with a table of service entries. The 'Service Entry Status' button is highlighted with a blue box. Below the table, there are buttons for 'Back to list' and 'Refresh'. A warning message is displayed: 'Warning WW0747:RegularWarranty to Campaign to be performed WW2045:Rental car assignme'.

MANAGEMENT OF SERVICE ENTRY STATUS

OPEN STATUS

The Service Entry is in “Open” status once all the main customer, vehicle and workshop visit data are inserted and saved in the “Vehicle Entry” sheet.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0096689	16.03.2022	27.11.2023 - WBTESTHQ2	822	2	1

Service Entry Status Status Changes

- Open Repair in Progress

Dealer
052222 - ROSSOCORSA S.R.L.

Chassis no. Plate # Customer Name Actual Owner

192384 [REDACTED] GHIBLI DIESEL [REDACTED] Yes No

Repair Order# Repair order opening date Mileage In Vehicle towed in due to technical issues Loaner Car

2022346 16.03.2022 Km M 71809 Yes No Yes No

Mobility services provided Open Customer Case Rental Car

Yes No 1 selected Yes No Yes No

Fleet Vehicle

Yes No

Service Note

[REDACTED]

Back to list Check Save Vehicle Report Bulletins Knowledge on Line

MANAGEMENT OF SERVICE ENTRY STATUS

DELETED STATUS

To delete a Service Entry, select "Delete" from the "New Status" drop-down menu. The only reason for Service Entry deletion can be "Insert mistake: Chassis # wrong", so this will be the only item available in the "Reason field". Click on "Confirm" to delete the Service Entry.

The screenshot displays a software interface for managing service entries. A modal dialog box is open, centered on the screen, with a blue header and a close button (X) in the top right corner. The dialog box contains the following fields and controls:

- Service Entry #**: A text input field containing the value "IT0098514".
- Current status**: A dropdown menu showing "Open".
- New Status**: A dropdown menu showing "Deleted".
- Reason**: A dropdown menu showing "Insert mistake:Chassis # wrong".
- Buttons**: Two buttons, "Confirm" and "Cancel", are located at the bottom of the dialog box. The "Confirm" button is highlighted with a blue border.

In the background, the main interface shows a "Vehicle Entry" section with a "Repair" tab. The "Repair" section contains a table with columns for "Service Entry #", "Open", "Chassis no.", and "Plate". The table has two rows of data. Below the table, there are fields for "Service Entry Status", "Repair Description", and "Customer Complaint". A "Warning" section is visible, containing two lines of text: "WW0747:RegularWarranty to Campaign to be performed" and "WW2045:Rental car assignme". At the bottom of the main interface, there are "Back to list" and "Refresh" buttons, and a table with columns for "Ref.", "Repair Descriptio", and "Defect code".

MANAGEMENT OF SERVICE ENTRY STATUS

DELETED STATUS

After clicking on the “Confirm” button, the new “Deleted” status will be shown in the Service Entry.

1. Vehicle Entry 2. Repair 3. Close

Vehicle Entry

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098514	27.09.2022	24.11.2023 - WBTSTHQ2	0	52	9

Status

Status Changes

A - Deleted

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.	Plate #	Mileage In	Customer Name	Actual Owner
77538	ER9782T	M157 V6 2WD 410HP EU	Customer Name	Yes <input type="radio"/> No <input checked="" type="radio"/>

Repair Order#	Repair order opening date	Mileage In	Vehicle towed in due to technical issues	Loaner Car
2143243	01.09.2023	Km <input checked="" type="radio"/> M <input type="radio"/> 90000	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>

Mobility services provided: Yes No 1 selected

Fleet Vehicle: Yes No

Service Note

Back to list Vehicle Report Bulletins Knowledge on Line

Warning



You cannot delete the Service Entry in case a BOL or a warranty claim were entered or if the Service Entry is already closed.

In case it is necessary to delete the Service Entry, contact your ABM for a case evaluation.

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD STATUS

If a repair is interrupted, it is very important to set the "Repair on Hold" status immediately for the concerned Service Entry, specifying the kind of problem that caused the work to be suspended. The status of the Service Entry can be changed from "Open" to "Repair on Hold" when at least one of the following conditions occurs: Waiting for spare parts; Waiting for technical support; Sublet in progress; Waiting for authorization; Waiting for vehicle delivery.



Once the issue that caused the job to be put on hold has been solved, the Service Entry status must be immediately changed from "Repair on Hold" to "Open" unless specific automatic checks have already taken place, such as in the case of the "Repair on Hold - Waiting for Parts" status.

The screenshot displays a software interface for managing service entries. A modal window is open, allowing the user to change the status of a service entry. The modal contains the following fields:

- Service Entry #**: IT0098594
- Current status**: Open
- New Status**: Repair on Hold (selected)
- Reason**: Waiting parts (selected)

The background form shows the following details:

- Vehicle Entry**: 1.
- Repair** section with fields for Service Entry #, Chassis no., and Repair Description.
- Warning** section with messages: WW0656: The VIN has been pr... and WW0370: No Open Campaigns.
- Table** with columns: Ref., Repair Description, Defect code.

Ref.	Repair Description	Defect code
11	Maintenance Program	
0 - CHECKS		
12	Anomaly	
6 - FISSURE - PUNCTURE		

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – WAITING PARTS

This kind of status can be set when one or more of the spare parts required to carry out the repair are not available in your warehouse.

Once you have selected “Repair on hold” from “New status” menu and “Waiting parts” from “Reason” menu, the list of orders which refer to the VIN will be automatically displayed.

The screenshot shows a software interface for managing service entries. A modal dialog is open, allowing the user to change the status and reason for a service entry. The dialog fields are as follows:

- Service Entry #: US0048121
- Current status: Open
- New Status: Repair on Hold
- Reason: Waiting parts
- Spare parts Order Reference: [Empty]
- Chassis #: 94229

Buttons for 'Confirm', 'Cancel', and 'Add' are visible. Below the dialog, a table of spare parts orders is displayed:

Order	Order date	Total lines of parts order	Total lines selected	Select Spare parts
18281	04/09/2015	2	0	[Play icon]
18301	04/09/2015	1	0	[Play icon]
18304	04/09/2015	2	1	[Play icon]
18447	04/09/2015	1	0	[Play icon]
18563	04/09/2015	2	0	[Play icon]



Only for Importers:
the Service Entry status will automatically change from “Open” to “Repair on hold for Parts” when one or more VOR orders are entered for the VIN of the Service Entry concerned

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – WAITING PARTS

Click on the “Select Spare parts” button on the row corresponding to the order that contains the not available spare part/s.

1. Vehicle Entry

Repair

Service Entry # US0048121

Chassis # 94229

Service Entry Status O - Open

Row Repair Description

Data not found

Repair Description

01 - Anomaly

Refresh Save Bulletin

There are no warnings

BOL Warranty Remanu

Select Ref. Repair Description

○ 1 Anomaly

Service Entry # US0048121

Current status O Open

New Status Repair on Hold

Reason Waiting parts

Spare parts Order Reference Chassis # 94229

Confirm Cancel Add

Order	Order date	Total lines of parts order	Total lines selected	Select Spare parts
18281	04/09/2015	2	0	▶
18301	04/09/2015	1	0	▶
18304	04/09/2015	2	1	▶
18447	04/09/2015	1	0	▶
18563	04/09/2015	2	0	▶

Previous Repair#

Mileage In M 1001

Component

Status



- Importer/ Subsidiary can suspend its own Service Entries, by using the Importer parts order #
- Importer/ Subsidiary can suspend Service Entries of its sub-network, by using the sub-network parts order #
- Sub-network can suspend its own Service Entries, by using its own parts order #

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – WAITING PARTS

Select the not available spare parts from the list, then click on “Save”. If an order number is not included in the order's list, it will be necessary to manually insert it in the field “Spare parts order reference”.

Service Entry # 48121
Order 18563 Order date 04/09/2015
Total lines of parts order 2
Total lines selected 1

Row	Chassis #	Part Code	Description	Waiting
2	94229	920002240	WHEEL SECURITY STUD BOLT KIT	<input type="checkbox"/>
1	94229	940000275	USA BATTERY CHARGER AND MANTAI	<input checked="" type="checkbox"/>

Back to Confirm Change of Status Save

1 rows selected in waiting



You are required to fill in the fields required to set this status correctly, in particular by entering the order number, to allow the correct priority to be assigned to orders entered for broken-down cars.

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – WAITING PARTS

- The concerned Maserati personnel and dealership managers will be notified by e-mail, if they requested so, once the “Repair on Hold - Waiting for Spare Parts” status has been set.
- Maserati monitors daily Service Entries in “Repair on Hold - Waiting Spare Parts” status and takes all necessary actions to ship unavailable parts as quickly as possible, to guarantee the correct service level to end customers.
- The Service Entry status will remain “Repair on hold for Parts” until the invoice date of the last order plus the expected average delivery time. Once that time has elapsed, the Service Entry will automatically return to the “Open” status. Your ABM can provide you more specific information for your market.



If you need to receive the warning message relating to Service Entries On Hold for Parts, please contact your ABM

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – WAITING FOR TECHNICAL SUPPORT

This On Hold status is automatically set if a Blue Online ticket was opened, according to the policies set out in Circular Letters related to Blue On Line policies, while waiting for feedback from the Maserati Help Desk.

- The automatic switch from "Open" to "On Hold - Waiting for Technical Support" status ensures to reflect the actual diagnosis and repair status as accurately as possible and occurs if at least one Blue on Line ticket is open in the Service Entry, with "Claim Confirmed", "Second Submission", "Under Analysis" or "Factory Escalation" status.

IMPORTANT NOTES:

- *This automatism does not apply if the Service Entry status is already "On Hold" for another reason or "Closed".*
 - *The "On Hold - Waiting for Technical Support" will automatically be set only if the Service Entry status is initially "On Hold - Waiting for Spare Parts", when the conditions needed to activate this status cease to exist, and at least one BOL is still being managed by Maserati in the statuses indicated above.*
- The "On Hold - Waiting for Technical Support" status will automatically switch to "Open" if all the Blue On Line tickets within the Service Entry are in one of the following states: "Waiting for information from Dealer" / "Rejected" / "Cancelled" / "Closed".

IMPORTANT NOTE:

This automatism does not apply in the following cases:

- *Service Entry is already in "On Hold" status for another reason*
 - *The Service Entry was manually closed by you in the meantime*
- The concerned Maserati personnel and dealership managers will be notified by e-mail, if they requested so, once this status is set.



MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD – SUBLET IN PROGRESS

- This status must be set when a specialist external repair is in progress, indicating that vehicle has momentarily left the dealership workshop.

The type of external intervention being performed on the car must be specified to set this type of status, choosing from the following available options:

- Bodyshop work
- Special repair: mechanical
- Special repair: electrical
- Body interiors specific repair

The screenshot displays a software interface for managing vehicle repairs. The main window is titled '1. Vehicle Entry' and contains a 'Repair' section. The 'Repair' section includes fields for 'Service Entry #' (IT0096689), 'Open' (18.03), 'Chassis no.' (192384), and 'Plate' (FG06). Below these fields are buttons for 'Service Entry Status' (set to 'O - Open') and 'Repair Description' (set to '-'). There is also a 'Customer Complaint' checkbox. A 'Warning' section contains two lines of text: 'WW0747:RegularWarranty to' and 'WW2045:Rental car assignme'. At the bottom of the 'Repair' section are 'Back to list' and 'Refresh' buttons. A table at the bottom of the screen shows a list of repairs with columns for 'Ref.' and 'Repair Description'. The table contains three rows: '2 Anomaly', '36 - SEIZURE-STIFFNESS', and '3 Anomaly'. A modal window is open over the 'Repair' section, showing a form for 'Service Entry #' (IT0096689), 'Current status' (Open), 'New Status' (Repair on Hold), 'Reason' (Sublet), and 'Sublet'. The 'Sublet' dropdown menu is open, showing four options: 'Bodyshop work', 'Special repair: mechanical', 'Special repair: electrical', and 'Body Interiors specific repair'. The 'Body Interiors specific repair' option is currently selected.

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD - WAITING FOR AUTHORIZATION

- This “Repair on Hold” status type can be selected when you are waiting for authorization to proceed with a job.

One of the following options must be selected to set this status:

- Waiting for Customer
- Quote confirmation
- Legal/insurance reasons
- Other

The “Notes” field must be filled in by entering a brief description of the case if one of the listed options has been selected. The references of supporting documents, if available, must be included.

The screenshot shows a software interface for managing service entry status. The main window displays a list of repair entries. A dialog box is open, showing the details for a specific service entry. The dialog box has the following fields:

- Service Entry #**: IT0096889
- Current status**: Open
- New Status**: Repair on Hold
- Reason**: Waiting for Authorization
- Reason pending authorization**: (Dropdown menu is open, showing options: Waiting for Customer, Confirmation of Proforma Inv., Legal/insurance Reasons, Other)

Below the dialog box, there is a pink highlighted box with the text: "Please, Detail the case and indicate eventual documents codes". Below this, there is a "Note" field, also with a pink highlighted box containing the same text. An arrow points from the pink box in the dialog box to the "Note" field.

MANAGEMENT OF SERVICE ENTRY STATUS

REPAIR ON HOLD - WAITING FOR VEHICLE DELIVERY

- This “Repair on Hold” status type can only be set when the customer, for justified reasons, is late in picking up the repaired vehicle and, therefore, it is not possible to close the Work Order and the Service Entry immediately after ending of the repair.

1. Vehicle Entry

Repair

Service Entry # CL0000800 Open 11/27

Chassis no. 424892 Plate NA

Service Entry Status

O - Open Repair

Repair Description -

Customer Complaint

Warning

WW0370:No Open Campaigns

Back to list Refresh

Ref. Repair Description

Defect code

1 Anomaly

25 - NOT PROPERLY WORKING / FAILUF

Service Entry # CL0000800

Current status O Open

New Status Repair on Hold

Reason

Waiting parts

Waiting for Tech. support

Sublet

Waiting for Authorization

Waiting for vehicle delivery

MANAGEMENT OF SERVICE ENTRY STATUS

AUTOMATIC MESSAGES SENDING

- An automatic sending function of warning messages has been introduced to avoid Service Entry closing delays, which are not justified by the cars being in the workshop for ongoing work.
- These messages will be sent by e-mail after the third working day (after the second working day for ASEAN markets) of the Service Entry opening and only when the Service Entry is in one of the following states:
 - Open
 - On Hold - External Work
 - On Hold - Waiting for authorization
 - On Hold - Waiting for vehicle delivery
- If the Service Entry is not closed following the receipt of this notice, e-mails will subsequently be sent every 3 working days (every 2 working days for ASEAN markets) as a reminder.
- These alerts allow a better sharing of information on the cars actually in the workshop and facilitate a better identification of cases that require timely handling by Maserati.

These information are also available in the Circular Letter MAS003513 "Service Entry Management: New Automatism for "On Hold - Waiting for Technical Support" status and vehicle days down alert".





SERVICE ENTRY CONNECTIVITY FEATURES

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

When there is no subscription for a connected vehicle, an informative message is visible in the center of the "Vehicle Entry" sheet:
"There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process". To proceed with the activation, click on the "Maserati Connect" tab.

Service Note

Yes No Yes No

Back to list Check Save Vehicle Report Bulletins Knowledge on Line

Warning
WW0370: No Open Campaigns for this vehicle
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.
There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process.

Vehicle Information Campaign Warranty BOL Vehicle Configuration Update Service Entry Customer Data **Maserati Connect**

Subscription

ID Gigya
Status Activation Date

Subscriber

First Name Last Name Phone Number
Country E-Mail Status

New Subscription



The Connectivity functions here described are only available for specific markets!

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

Then click on the “New Subscription” button, to open the activation window.

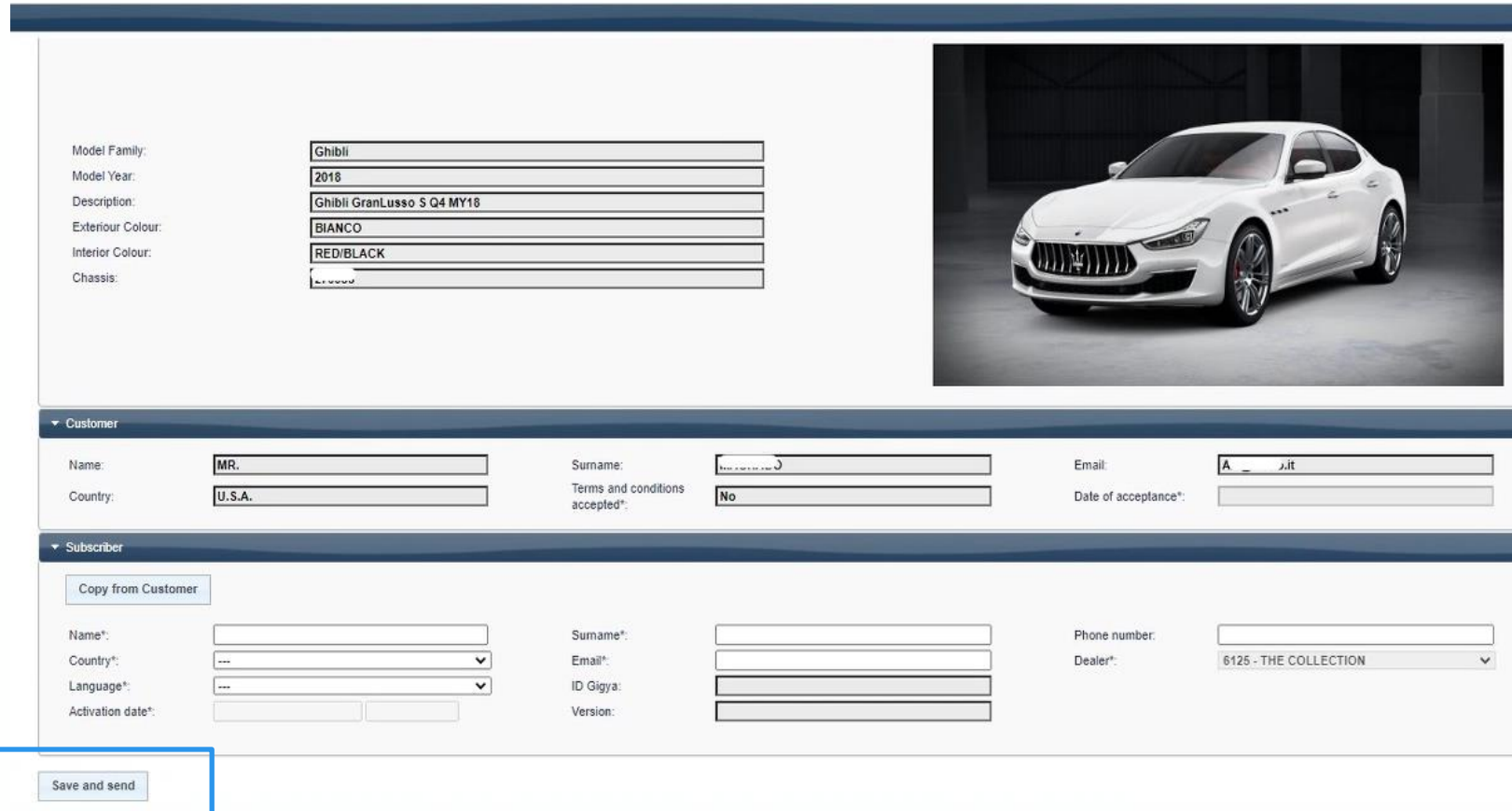
The screenshot displays a web interface for the Maserati Connect service entry. At the top, a navigation bar contains tabs for Vehicle Information, Campaign, Warranty, BOL, Vehicle Configuration Update, Service Entry, Customer Data, and Maserati Connect. The 'Service Entry' tab is active. Below the navigation bar, there are two main sections: 'Subscription' and 'Subscriber'. The 'Subscription' section includes fields for ID Giga, Status (currently 'No Subscription'), and Activation Date. The 'Subscriber' section includes fields for First Name, Last Name, Phone Number, Country, E-Mail, and Status (currently 'Unknown'). A 'New Subscription' button is located at the bottom left of the form area.

Service Entry							
▼ Subscription							
ID Giga	<input type="text"/>			Activation Date	<input type="text"/>		
Status	<input type="text" value="No Subscription"/>						
▼ Subscriber							
First Name	<input type="text"/>	Last Name	<input type="text"/>	Phone Number	<input type="text"/>		
Country	<input type="text"/>	E-Mail	<input type="text"/>	Status	<input type="text" value="Unknown"/>		

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

Fill in the subscriber data. It is also possible to copy the customer's data using the "Copy from Customer" button which will automatically fill in the Name, Surname and E-mail fields. To proceed with the saving, it will be necessary to fill in all the fields marked as mandatory. Then click on the "Save and send" button and close the window.



The screenshot shows a web form for vehicle activation. It includes the following fields and sections:

- Vehicle Details:**
 - Model Family: Ghibli
 - Model Year: 2018
 - Description: Ghibli GranLusso S Q4 MY18
 - Exterior Colour: BIANCO
 - Interior Colour: RED/BLACK
 - Chassis: [empty]
- Customer Section:**
 - Name: MR.
 - Country: U.S.A.
 - Surname: [empty]
 - Terms and conditions accepted*: No
 - Email: A. J. IT
 - Date of acceptance*: [empty]
- Subscriber Section:**
 - Copy from Customer: [button]
 - Name*: [empty]
 - Country*: [empty]
 - Language*: [empty]
 - Activation date*: [empty]
 - Surname*: [empty]
 - ID Gigya: [empty]
 - Version: [empty]
 - Phone number: [empty]
 - Dealer*: 6125 - THE COLLECTION
- Action:** Save and send [button]

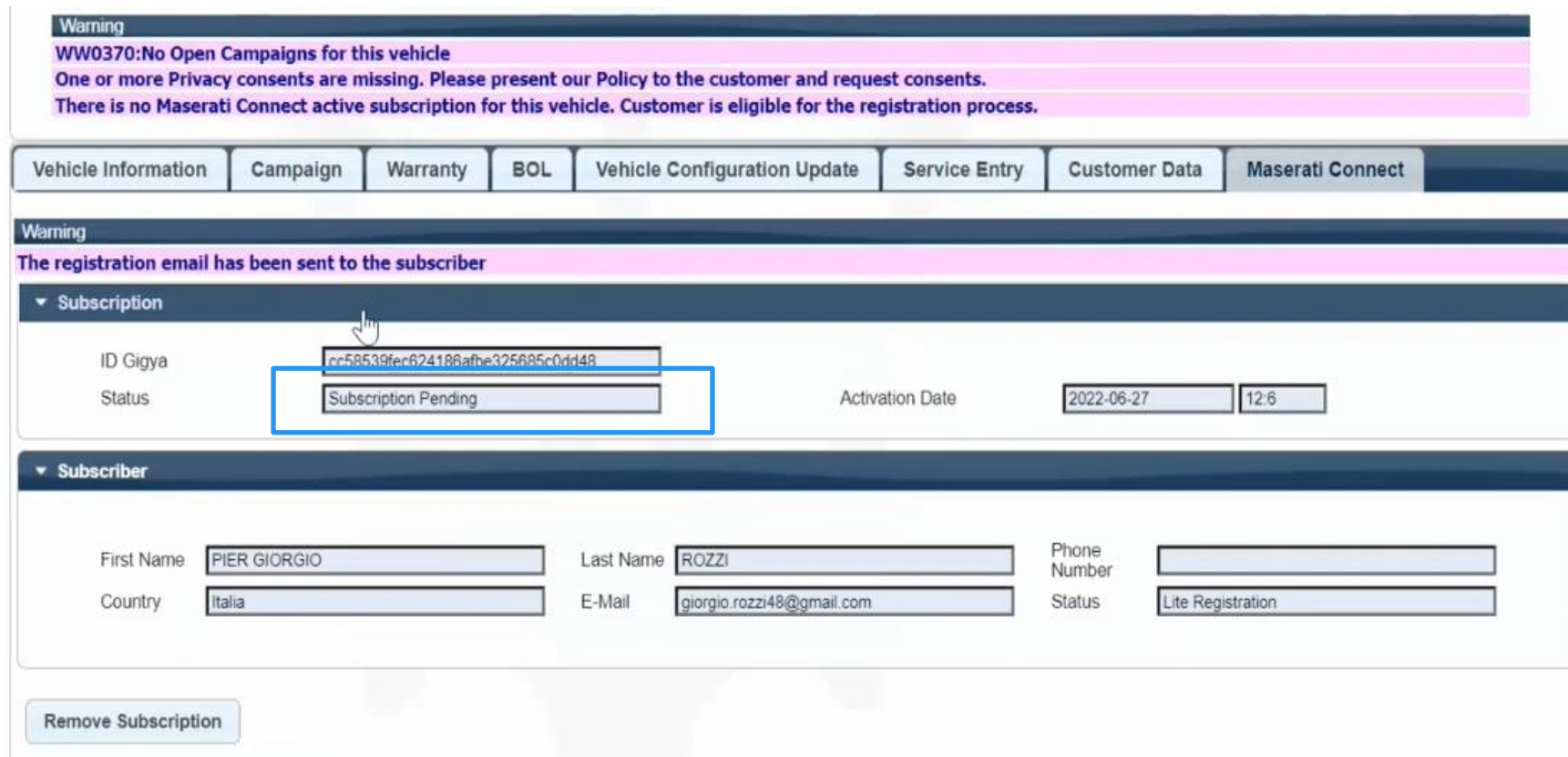
Note:

Country refers to the first sales market of the vehicle. Available languages are only those configured for the selected country.

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

Now you can find all the inserted data in the "Subscription" section. The status of the Subscription is "Subscription Pending".



The screenshot displays a web interface for Maserati Connect. At the top, a warning message is shown in a pink box: "Warning WW0370: No Open Campaigns for this vehicle. One or more Privacy consents are missing. Please present our Policy to the customer and request consents. There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process." Below this is a navigation bar with tabs: "Vehicle Information", "Campaign", "Warranty", "BOL", "Vehicle Configuration Update", "Service Entry", "Customer Data", and "Maserati Connect". The "Service Entry" tab is active. Another warning message follows: "Warning The registration email has been sent to the subscriber". The main content area is divided into sections. The "Subscription" section shows the following details: ID Gigya (cc58539fec624186afbe325685c0dd48), Status (Subscription Pending), and Activation Date (2022-06-27, 12:6). The "Subscriber" section shows: First Name (PIER GIORGIO), Last Name (ROZZI), Phone Number (empty), Country (Italia), E-Mail (giorgio.rozzi48@gmail.com), and Status (Lite Registration). A "Remove Subscription" button is located at the bottom left of the form.

Warning			
WW0370: No Open Campaigns for this vehicle			
One or more Privacy consents are missing. Please present our Policy to the customer and request consents.			
There is no Maserati Connect active subscription for this vehicle. Customer is eligible for the registration process.			

Vehicle Information	Campaign	Warranty	BOL	Vehicle Configuration Update	Service Entry	Customer Data	Maserati Connect
Warning							
The registration email has been sent to the subscriber							
▼ Subscription							
ID Gigya	cc58539fec624186afbe325685c0dd48			Status	Subscription Pending	Activation Date	2022-06-27 12:6
▼ Subscriber							
First Name	PIER GIORGIO	Last Name	ROZZI	Phone Number			
Country	Italia	E-Mail	giorgio.rozzi48@gmail.com	Status	Lite Registration		
Remove Subscription							

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

If the data entered was correct, an email will be sent to the entered email address, where the customer will then be asked to activate the connected services. If the e-mail was incorrect, you need to proceed with the "return to new" flow.



Maserati Connect: il lusso del pieno controllo

Gentile PAolo,

la tua GRECALE è dotata delle più recenti tecnologie, concepite per offrirti nuove esperienze digitali e connesse per tutta la vita utile dell'auto.

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Per maggiori informazioni, ti invitiamo a [scaricare la nostra Guida](#).

Fai clic sul link sottostante e crea il tuo account sul sito web di **Maserati Connect** per iniziare a godere dell'esperienza **Maserati Connect**.

[INIZIA ORA](#)

Maserati Connect: il lusso del pieno controllo, sempre e ovunque.

Cordiali saluti,
Il Team Maserati

SERVICE ENTRY CONNECTIVITY FEATURES

ACTIVATION PROCESS

When the customer will complete all the steps required by the registration process, the Status will be set to "Subscription Active".

The screenshot displays a web interface for the Maserati Connect system. At the top, there are navigation tabs: Vehicle Information, Campaign, Warranty, BOL, Change of Ownership, Vehicle Configuration Update, Service Entry, and Customer Data. Below these, there are sub-tabs: Dossier list and Maserati Connect. A warning message states: "The registration process has been completed". The "Subscription" section is expanded, showing the following details:

ID Gigya	562e6bb3d223455fbee7ba89809cab15
Status	Subscription Active
Activation Date	2022-06-24 14:33

The "Subscriber" section is also expanded, showing the following details:

First Name	Sara	Last Name	Canelmo	Phone Number	
Country	Italia	E-Mail	sara.canelmo@accenture.com	Status	Full Registration

At the bottom of the form, there is a button labeled "Remove Subscription".

SERVICE ENTRY CONNECTIVITY FEATURES

RETURN TO NEW PROCESS

To return the vehicle to default mode (e.g., for vehicle transfer, vehicle scrapped, vehicle sold, etc.), click on the “Maserati Connect” tab in the “Vehicle Entry” sheet.

The screenshot displays the 'Vehicle Entry' interface with three main steps: 1. Vehicle Entry, 2. Repair, and 3. Close. The 'Vehicle Entry' tab is active, showing details for service entry # US0528075, opening date 05/24/2022, and last update 05/24/2022. The vehicle is currently in 'Repair in Progress' status. A warning message 'WW0370: No Open Campaigns for this vehicle' is visible. Below the main form, there are tabs for 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Vehicle Configuration Update', 'Service Entry', 'Customer Data', and 'Maserati Connect'. The 'Maserati Connect' tab is highlighted with a blue box. The 'Vehicle Information' section includes fields for Chassis no., Vehicle, V.I.N., Assembly #, Model Year, PDI Status, Finishing date, Arrival Date, Engine, Gearbox, Immo Code, Sales Country, Tyre DOT 3, Tyre DOT 4, Tyre DOT 2, Wheel Size, Tyre DOT 1, and Radio S/N. The 'Warranty' section shows a 'P+ PREMIUM PLUS 3 SERVICES LEV US' warranty with a start date of 01/11/2020 and an end date of 01/11/2023. The 'Finish' section lists various options like 'UPPER DASH & CLUSTER BROW', 'Driver Assistance Pack', and 'Premium Pack'. The 'Vehicle Configuration Update' section shows replacement dates, part numbers, and numbers for various components.

SERVICE ENTRY CONNECTIVITY FEATURES

RETURN TO NEW PROCESS

If there is a subscriber associated with the vehicle, click the “Remove Subscription” button to start the “Return to new” process.

The effects of the Return to New are:

- Clear user's personal settings, configuration and purchases for vehicle
- Unsubscribe user from any Maserati Connect Services subscription
- Connected account dissociated with VIN
- Keep any firmware updates installed in the vehicle
- Retain static app content for pre-installed apps which does not contain any user specific data.

The screenshot displays the Maserati Connect web interface. At the top, there is a navigation bar with tabs for 'Vehicle Information', 'Campaign', 'Warranty', 'BOL', 'Change of Ownership', 'Vehicle Configuration Update', 'Service Entry', and 'Customer Data'. Below this, there are sub-tabs for 'Dossier list' and 'Maserati Connect'. A warning message states 'The registration process has been completed'. The 'Subscription' section shows details for 'ID Gigya' (562e6bb3d223455fbee7ba89809cab15), 'Status' (Subscription Active), and 'Activation Date' (2022-06-24 14:33). The 'Subscriber' section shows details for 'First Name' (Sara), 'Last Name' (Candelmo), 'Country' (Italia), 'E-Mail' (sara.candelmo@accenture.com), 'Phone Number' (empty), and 'Status' (Full Registration). A 'Remove Subscription' button is highlighted with a blue box at the bottom left of the form.

SERVICE ENTRY CONNECTIVITY FEATURES

RETURN TO NEW PROCESS

Click on the “Remove vehicle” button to complete the operation.

▼ VIN

VIN*: Z.....J8


▼ Vehicle

Model: GHIBLI

Model Year: 2021

Country: CA

Marketing Colour: BIANCO



▼ Subscriber

Dealer*: 6.....ION

ID Giglia*: 6.....9aa0

Vehicle removal date*: [] []

Name: []

Surname: []

Email: []

Remove vehicle

SERVICE ENTRY CONNECTIVITY FEATURES

RETURN TO NEW PROCESS

Close the confirmation pop-up and the window. The status of the Subscription is "No Subscription". If needed, you can now activate a new subscriber.

Vehicle Information	Campaign	Warranty	BOL	Vehicle Configuration Update	Service Entry	Customer Data	Maserati Connect
Subscription							
ID Gigya	<input type="text"/>			Activation Date	<input type="text"/>	<input type="text"/>	
Status	No Subscription						
Subscriber							
First Name	<input type="text"/>	Last Name	<input type="text"/>	Phone Number	<input type="text"/>		
Country	<input type="text"/>	E-Mail	<input type="text"/>	Status	Unknown		

New Subscription

For more details on the Service Entry Connectivity Features, see the Circular Letter MAS003242 "New connectivity features in Service Entry" and the enclosed manual.

REPLACEMENT VEHICLES MANAGEMENT



REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

To enter the information and ask reimbursement for the loaner car, select "Maserati loaner car" within the options available for the "Mobility services provided" function, then select Loaner Car = YES radio button in the "Vehicle Entry" sheet. After clicking on Save, a new "Loaner Car" tab will appear.

The screenshot shows the 'Vehicle Entry' form with the following details:

- Buttons: 1. Vehicle Entry, 2. Repair, 3. Close
- Warnings: WW0221: Mileage > Km 150000, WW0261: This car covers on average over 100 km per day
- Table:

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098594	06.10.2023	27.11.2023 - WBTESTHQ2	53	2	4
- Buttons: Service Entry Status, Status Changes
- Radio buttons: - Open, Repair in Progress
- Dealer: 052222 - ROSSOCORSA S.R.L.
- Chassis no: 392207, Plate #: rrddd44, Customer Name: LEVANTE HYBRID, Actual Owner: Yes, No, N/A
- Repair Order#: 89501, Repair order opening date: 06.10.2023, Mileage In: 150009 Km
- Vehicle towed in due to technical issues: Yes, No
- Loaner Car: Yes, No
- Open Customer Case: Yes, No
- Rental Car: Yes, No
- Mobility services provided: Yes, No
- Service Note: [Empty field]
- Dropdown menu: 1 selected, Maserati Loaner Car, Another brand loaner car, Rental Car, Public Transportation, Pick up & delivery
- Buttons: Back to list, Check, Save, Vehicle Report, In Line
- Warnings: WW0656: The VIN has been previously repaired on..., WW0370: No Open Campaigns for this vehicle, There is no Maserati Connect active subscription for...
- Bottom tabs: Vehicle Information, Campaign, Warranty, BOL, Vehicle Configuration Update, Service Entry, **Loaner Car**, Maserati Connect, Maintenance



The functions related to Loaner car are only available for specific markets!

Remember that you can ask reimbursement only for Maserati Loaner cars, according to the Maserati policies.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

Clicking on the “Loaner Car” button, you access the related sheet, where you can enter the information related to the Maserati Loaner car provided.

In the “Loaner Car” sheet, you can:

1. Assign a loaner car, by clicking on the “Add” button.
2. View the assignment history, by clicking the “Previous Assignment” button.

The screenshot displays the Maserati Dealer Portal interface. At the top, there are three numbered buttons: "1. Vehicle Entry", "2. Repair", and "3. Close". Below these is a navigation bar with several tabs: "Vehicle Information", "Campaign", "Warranty", "BOL", "Vehicle Configuration Update", "Service Entry", "Loaner Car" (highlighted with a blue box), "Maserati Connect", and "Maintenance".

Under the "Loaner Car" tab, there is a table titled "Assigned Vehicle". The table has the following columns: "VIN", "Model", "Mileage", "Assignment Date", and "Maint". The table is currently empty, with the text "No data available in table" displayed below the header.

Below the table, there are two buttons: "Add" and "Previous Assignments".

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

Clicking on the "Previous Assignment" button, a pop-up window that includes all details on previous assignments appears.

The screenshot displays the Maserati Dealer System interface. At the top, there are three main steps: 1. Vehicle Entry, 2. Repair, and 3. Close. Below this, a navigation bar includes tabs for Vehicle Information, Campaign, Warranty, BOL, Vehicle Configuration Update, Service Entry, **Loaner Car** (highlighted with a blue box), Maserati Connect, and Maintenance. Under the 'Loaner Car' tab, there is a table titled 'Assigned Vehicle' with columns for VIN, Model, Mileage, Assignment Date, and Maint. The table currently shows 'No data available in table'. Below the table are two buttons: 'Add' and 'Previous Assignments'. An arrow points from the 'Previous Assignments' button to a pop-up window titled 'Previous Assignments'. This window contains a table with the following data:

VIN	Model	From	To
ZN6TU61B00X299464		16.10.2018	16.10.2018
ZN00U61B00X274782	00044	17.10.2018	17.10.2018
ZAMTS57B001188142	GH275R 16	17.10.2018	17.10.2018
ZAMTS57B001188142	GH275R 16	17.10.2018	17.10.2018
ZAMTP56B001125828	QP275R 15	17.10.2018	17.10.2018

At the bottom of the pop-up window is a 'Back' button.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

By clicking the “Add” button, the system will show a popup where you can search the Maserati vehicle available on “Loaner Car Console” function.

Loaner Car Assignment ✕

▼ Filtri

Brand

	Brand	Model Year	Model	VIN	Usage Start Date	Seniority Car	Km / M	Service Entry #
<input type="radio"/>	MASERATI	2011	QP47GTSAW - Quattroporte 4.7 GTS AWARDS ED	ZAMKK39B000055669	05.11.2018 - 14:19	2875 Days	11 Km	
<input type="radio"/>	MASERATI	2014	GH410A 14 - Ghibli S Q4 MY14	ZAMRT57B001125259	19.10.2018 - 17:14	1419 Days	6 Km	
<input type="radio"/>	MASERATI	2016	GH275R 16 - GH275R 16	ZAMTS57B001188142	05.11.2018 - 17:57	110 Days	7 Km	
<input type="radio"/>	MASERATI	2014	GT47CC 14 - GranTurismo Sport CC MY14	ZAMUH45B000090966	05.11.2018 - 14:49	1510 Days	10 Km	
<input type="radio"/>	MASERATI	2014	GH250R 14 - Ghibli Diesel 250Hp MY14	ZAMWS57B001080771	04.11.2018 - 11:28	1790 Days	27 Km	

🔄 | << | Pagina 1 | di 1 | >> | 10 ▼

Mileage Out

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

In order to assign a vehicle to the customer, you have to:

1. Select an available car (not yet assigned to another customer)
2. Insert the Mileage Out of the selected vehicle.
3. Click the "Add" button.



Loaner car already assigned to other customer or involved into a repair intervention / Service Entry (e.g: for loaner car maintenance / repair) cannot be selected for further assignment until the vehicle is ready again (the related Service Entry is closed).

Loaner cars for which Maserati does not foresee the reimbursement, cannot be assigned to a customer. The system will show an error message. So, if it is necessary to select/assign another vehicle (e.g. a Demo car), contact the ABM .

Loaner Car Assignment

Brand Maserati

Search

	Brand	Model Year	Model	VIN	Usage Start Date	Seniority Car	Km / M	Service Entry #
1	MASERATI	2015	QP275R 15 - Quattroporte Diesel MY15	ZAMTP56B001125828	11.10.2018 - 14:15	1139 Days	13000 Km	
	MASERATI	2016	GH275R 16 - GH275R 16	ZAMTS57B001188142	19.07.2018 - 11:08	90 Days	0 Km	
	MASERATI	2018	-	ZN6TU61B00X299464	08.10.2018 - 11:30	0	10 Km	
	MASERATI	2018	-	ZN6TU61B00X299465	08.10.2018 - 11:32	0	10 Km	

Mileage Out 13001

Add Close

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

Once a loaner car is assigned, you can view both the vehicle currently assigned and any other cars assigned in the past on the same Service Entry, by clicking on the “Previous Assignments” button.

The screenshot shows the 'Loaner Car' tab in the Maserati Dealer System. The 'Assigned Vehicle' table is highlighted with a red box and a '1' in a red circle. The 'Previous Assignments' button is highlighted with a red box and a '2' in a red circle. An arrow points from the 'Previous Assignments' button to a modal window titled 'Previous Assignments' which displays a table of historical assignments.

VIN	Model	Mileage	Assignment Date
ZAMTP56B001125828	Quattroporte Diesel MY15	10 Km	17.10.2018

Close Assignment Mileage In Previous Assignments

VIN	Model	From	To
ZN6TU61B00X299464		16.10.2018	16.10.2018
ZN00U61B00X274782	00044	17.10.2018	17.10.2018
ZAMTS57B001188142	GH275R 16	17.10.2018	17.10.2018
ZAMTS57B001188142	GH275R 16	17.10.2018	17.10.2018
ZAMTP56B001125828	QP275R 15	17.10.2018	17.10.2018

Back



In a Service Entry is not possible to assign more than one vehicle at the same time.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

The assignment of a car to a customer causes the automatic creation of a Job line. The system will fill the job line as follow:

Repair Description -> Additional Services

Component code -> 000100 - Alternative Transportation

Defect code -> 517 – Loaner Car

W/C/I -> Warranty

1. Vehicle Entry
2. Repair
3. Close

▼ Repair

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0015674	04.11.2018	06.11.2018 - ITRSCA07	3	0	6
Chassis no.	Plate #		Repair Order#	Repair order opening date	Mileage In
125644	No	Ghibli CHN MY2014	1555932	04.11.2018	K 10000

Service Entry Status: 0 - Open Repair in Progress

First Punch Date:

Repair Description: Component: Defect code:

Customer Complaint: W/C/I: Add

Warning
 WW0747:RegularWarranty to be started or RepairDate less than Reg.Wty Start Date
 Vehicle with more than 10 visits in the workshop

Back to list
Refresh
Save
Bulletins
Knowledge on Line
Summary

Ref.	Repair Description	Component Code	Description	W/C/I	Activity	Status
	Defect code		Customer Complaint			
1	Additional Services	000100	ALTERNATIVE TRANSPORTATION/ADD	Warranty	Repair 1	
517 - LOANER CAR		Loaner Car				Claim 1 Bozza

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ASSIGNMENT

The system creates automatically the claim with spare parts code corresponding to the reimbursement of vehicle / type recognized by Maserati.

The claim value for the loaner car assignment is centrally defined by Maserati and includes 5 days of use.

If additional days are needed for assignment, you can send a request to the ABM through the "Loaner Car" function.

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
INFO REPAIR BOL+ WARRANTY					
WW0989:Attention: Warranty in draft state					
Time Clock [0 Element inserted]					
Clock In		Clock Out		✕	
Labour Code [0 Element inserted]					
Code	Description	Hours	Amount	✕	
Straight time					
Spare Part Replaced [1 Element inserted]					
Code	Description	Quantity	Amount	✕	
2019201	MASERATI GHIBLI	1	350.00		
Part(s) Info					
Upload					
Close					



The manual insertion of spare part codes related to loaner car / additional days is no more allowed.

In case of further reimbursements related to "Additional Services" are required, it will be possible to insert a new Job line with the component code "Alternative transportation".

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ADDITIONAL DAYS REQUEST

In order to require the reimbursement for additional days, you have to insert a request that must be approved by the ABM.

To submit a request, you must:

1. Specify the number of additional days required;
2. Explain the request, by inserting one of the following "Issue Type"
 - Technical
 - Spare Parts
3. Fill the mandatory fields:
 - "Bol # Reference" in case of issue type = Technical
 - "Spare parts order reference" and/or "Part Number" in case of issue type = Spare Parts
4. Insert possible notes.
5. Click on the "Save" button.

Extra Days Data	
Additional Days	<input type="text"/>
Issue Type	<input type="text" value="▼"/>
Status	
BOL# Reference	<input type="text"/>
Spare parts Order Reference	<input type="text"/>
Part Number	<input type="text"/>
Note	<input type="text"/>
<input type="button" value="Send"/> <input type="button" value="Delete"/>	

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ADDITIONAL DAYS REQUEST

Once saved, the request status will be "Awaiting Authorization", so you have to wait the ABM feedback.

After entering the additional days request, the system will automatically enter the spare part code related to additional days in the warranty claim.

The screenshot shows a software interface for managing vehicle repairs. At the top, there are three tabs: '1. Vehicle Entry', '2. Repair', and '3. Close'. Below the tabs is a 'Repair' dropdown menu. A table with columns 'Service Entry #', 'Opening date', 'Last Update', 'Days down', 'Vehicle Downtime', and 'Previous Repair#' is visible. Below the table are several sections: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. A pink banner reads 'WW0989:Attention: Warranty in draft state'. There are sections for 'Time Clock [0 Element inserted]', 'Labour Code [0 Element inserted]', and 'Spare Part Replaced [2 Element inserted]'. The 'Spare Part Replaced' section contains a table with columns 'Code', 'Description', 'Quantity', and 'Amount'. The table has two rows: one for 'MASERATI GHIBLI' (Code 2019201, Quantity 1, Amount 350.00) and one for 'MASERATI GHIBLI EXTRA DAYS' (Code 2019202, Quantity 4, Amount 60.00). The second row is highlighted with a red border. There are 'Upload' and 'Close' buttons at the bottom.

Code	Description	Quantity	Amount
2019201	MASERATI GHIBLI	1	350,00
2019202	MASERATI GHIBLI EXTRA DAYS	4	60,00



The insertion of a request for additional days will be notified to the ABM by email.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ADDITIONAL DAYS REQUEST

In case of ABM approval:

- The claim value related to the reimbursement of loaner car assignment will include the additional days.
- The status of the request will be “Approved”.

Extra Days Data	
Additional Days	<input type="text" value="5"/>
Issue Type	<input type="text" value="Spare Parts ▼"/>
Status	Approved
BOL# Reference	<input type="text"/>
Spare parts Order Reference	<input type="text" value="12345"/>
Part Number	<input type="text"/>
Note	<input type="text"/>
<input type="button" value="Send"/> <input type="button" value="Delete"/>	

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: ADDITIONAL DAYS REQUEST

In case of ABM rejection:

- The claim value will be related to the 5 standard days foreseen by the assignment of the vehicle to the customer.
- The status of the request will be "Rejected"

In case of additional days request rejected by the ABM, you can submit a new request following the step explained above.

Extra Days Data	
Additional Days	<input type="text" value="6"/>
Issue Type	<input type="text" value="Technical"/>
Status	Rejected
BOL# Reference	<input type="text" value="abc123"/>
Spare parts Order Reference	<input type="text"/>
Part Number	<input type="text"/>
Note	<input type="text"/>
<input type="button" value="Send"/> <input type="button" value="Delete"/>	



If the request is NOT approved (rejected or waiting), loaner car assignment's closure will be denied. In order to close the assignment, the additional days request must be "Approved", otherwise you must delete the rejected or awaiting the authorization request.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: CLOSE AN ASSIGNMENT

In order to close the Service Entry and send the claim, first you must close the of loaner car's open assignment.

To close an assignment, through the "Loaner Car" sheet, in "Vehicle Entry" section, you must:

- Fulfill the field "Mileage In" related to the incoming mileage of the courtesy car.
- Click on the "Close assignment" button.

Assigned Vehicle				
VIN	Model	Mileage	Assignment Date	
ZAMTP56B001125828	Quattroporte Diesel MY15	10 Km	17.10.2018	✗

Close Assignment Mileage In **Previous Assignments**

And click again on the "Close assignment" button in the confirmation pop-up.

Loaner Car Management

Do you want to Close the Loaner Car Assignment?

Close Assignment **Back**



When the assignment is closed, it will be not editable anymore; if additional days request is in rejected status, it will be not included in the reimbursement.

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: CLOSE AN ASSIGNMENT

When the request for additional days is sent to the ABM, in order to close the assignment, you can:

- Wait the request approval by the ABM. In this case the days available in the request will be reimbursable.
- Delete the additional days request (in case of request rejected or pending). In this case the claim can be sent asking only the reimbursement of the loaner car.

After the assignment closing, you will be able to close the Service Entry and send the claim as the standard process.

Extra Days Data	
Additional Days	4
Issue Type	Spare Parts ▼
Status	Waiting for Authorization
BOL# Reference	
Spare parts Order Reference	123875
Part Number	
Note	Loaner Car
<input type="button" value="Send"/> <input type="button" value="Delete"/>	




Once the Service Entry is closed, it is not possible to assign a Loaner Car or additional days anymore!

REPLACEMENT VEHICLES MANAGEMENT

LOANER CAR: CLOSE AN ASSIGNMENT

In order to delete an assignment, through the "Loaner Car" function, in the "Vehicle Entry" sheet, you have to click the "Delete assignment" button.

Assigned Vehicle				
VIN	Model	Mileage	Assignment Date	
ZAMTP56B001125828	Quattroporte Diesel MY15	10 Km	17.10.2018	

Mileage In

And confirm the choice in the popup shown by the system.

Loaner Car Management ✕

Do you want to Delete the Loaner Car Assignment?



The deletion of the assignment will also delete the on-purpose claim and the additional days request inserted/approved.

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: STANDARD DAYS ASSIGNMENT

To enter the information on the rental car provided to the Customer, select “Rental Car” within the options available for the “Mobility services provided” function, then select Rental Car = YES radio button in the “Vehicle Entry” sheet. After clicking on Save, a new “Rental Car” tab will appear.

Service Entry #	Opening date	Last Update	Days down	Vehicle Downtime	Previous Repair#
IT0098594	06.10.2023	27.11.2023 - WBTESTHQ2	83	2	4

Service Entry Status: - Open Repair in Progress

Dealer: 052222 - ROSSOCORSA S.R.L.

Chassis no.: 392207 Plate #: rddd44 Customer Name: LEVANTE HYBRID Actual Owner: Yes No N/A

Repair Order#: 89561 Repair order opening date: 06.10.2023 Mileage In: 150009 Km M

Mobility services provided: Yes No

Service Note: [Empty field]

Buttons: Back to list, Check, Save, Vehicle Report

Warning:
WW0656: The VIN has been previously repaired on...
WW0370: No Open Campaigns for this vehicle
There is no Maserati Connect active subscription for this vehicle for the registration process.

Navigation Bar: Vehicle Information, Campaign, Warranty, BOL, Vehicle Configuration Update, Service Entry, Rental Car, Maserati Connect, Maintenance

Vehicle Information:
Chassis no.: 392207
Vehicle: 861170000 L4 MHEV 330HP EUROPEGT
VIN: 7NMA1R1R00Y392207

Finish:
External Color: 94084201 BIANCO
Internal Color: 94084354 BLACK/RED
Paint: 94084345 BLACK/BLACK/RED



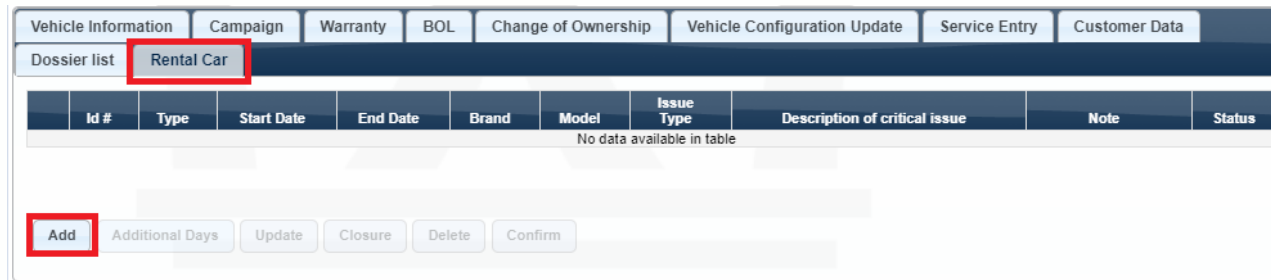
The functions related to Rental car are only available for specific markets!

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: STANDARD DAYS ASSIGNMENT

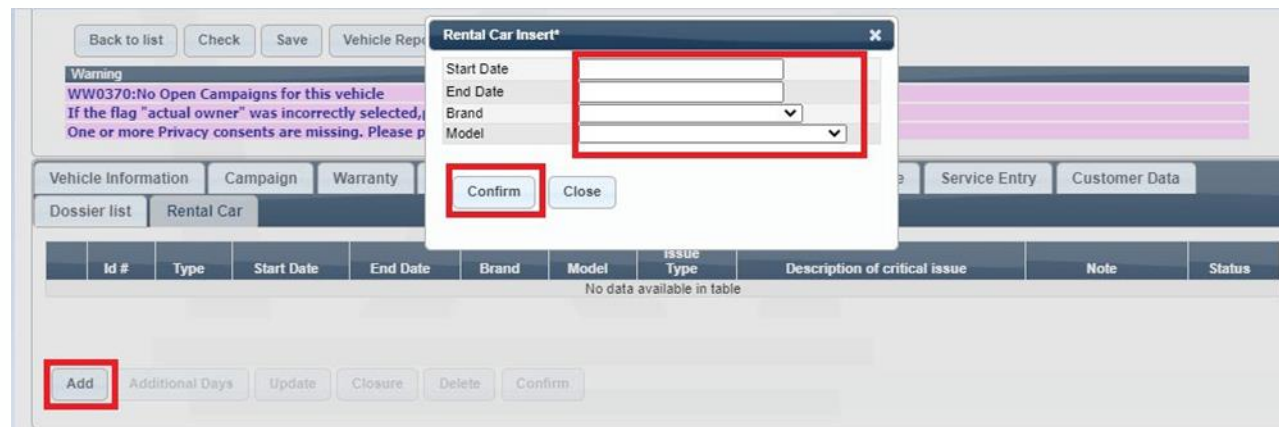
In the “Rental Car” tab, you can:

1. Assign a Rental Car, by clicking on the “Add” button.
2. Insert a Rental Car additional days request.



The screenshot shows a web application interface for managing rental cars. At the top, there are several tabs: Vehicle Information, Campaign, Warranty, BOL, Change of Ownership, Vehicle Configuration Update, Service Entry, and Customer Data. Below these is a 'Dossier list' with a sub-tab for 'Rental Car'. A table with columns 'Id #', 'Type', 'Start Date', 'End Date', 'Brand', 'Model', 'Issue Type', 'Description of critical issue', 'Note', and 'Status' is displayed, with the message 'No data available in table' below it. At the bottom, there is a row of buttons: 'Add', 'Additional Days', 'Update', 'Closure', 'Delete', and 'Confirm'. The 'Add' button is highlighted with a red box.

By clicking on the “Add” button, the system will show a pop-up where you must insert the Start Date and End Date of assignment and the brand and model of the vehicle.



The screenshot shows the same interface as above, but with a 'Rental Car Insert*' pop-up window open. The pop-up contains four input fields: 'Start Date', 'End Date', 'Brand', and 'Model'. The 'Start Date' and 'End Date' fields are highlighted with a red box. Below the input fields are 'Confirm' and 'Close' buttons, with the 'Confirm' button also highlighted with a red box. The background interface is dimmed, and the 'Add' button at the bottom is still highlighted with a red box.

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: ADDITIONAL DAYS REQUEST

- If the Start Date is inserted, by clicking "Confirm" button, the End Date will be automatically populated with a date 5 days older then the Start Date, otherwise it can be inserted manually, and the system will check the dates consistency and save the record.
- Brand and Model of the car are not mandatory, but it is suggested to insert them for record.
- A standard assignment covers up to 5 days but it could happen that the repair takes longer. In this case, you can assign the vehicle for more days submitting an Additional Days request, following the process displayed in the next paragraph.
- By clicking on the tick box it will be possible to modify the information in the record or delete it. In case the record is deleted, another assignment for standard days must be entered before entering an additional days request.



The Rental car assignment will be blocked in case a Loaner Car is already assigned, and the assignment is not closed at the time of the Rental car start date assignment.

A Rental car assignment will be blocked in case a Rental car assignment was done in the past, and the actual assignment is not consecutive.

Vehicle Information		Campaign	Warranty	BOL	Change of Ownership	Vehicle Configuration Update	Service Entry	Customer Data		
Dossier list		Rental Car								
	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="checkbox"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: ADDITIONAL DAYS REQUEST

Once inserted the standard days record, the button "Additional Days" will be enabled and, by clicking on it, a pop-up will show up.

	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard

Buttons: Add, **Additional Days**, Update, Closure, Delete, Confirm

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: ADDITIONAL DAYS REQUEST

The Start Date will be automatically fulfilled by the system with the day after the End Date of the Rental Car standard request. Brand and Model are not mandatory, but it is suggested to insert them for reference information.

The cause (BOL, Spare Part Order or Other) must be selected through the drop-down menu.

If the cause is BOL, it will be also required to insert the BOL number reference.

If the cause is Spare Part Order, it will be also required to insert the Spare Part Order number, the ETA and the Part Number.

If the cause is Other, it will be also required to fulfil the Note field.

The End date of the Additional days request must be entered manually.

Once clicked "Confirm" button a request in status "Draft" will be created.

The screenshot shows the 'Additional Days' request process in a software interface. The main window displays vehicle information and a table of existing requests. Three 'Extra Days*' modal windows are open, each with a red box highlighting the 'Issue Type' dropdown and the 'Confirm' button. The first modal shows 'BOL' as the issue type with a 'BOL# Reference' field. The second modal shows 'Spare Parts Order' as the issue type with 'Order', 'ETA*', and 'Part Code' fields. The third modal shows 'Other' as the issue type with a 'Note' field. The 'Additional Days' button in the main window is also highlighted with a red box.

Id #	Type	Start Date	End Date	Brand	Mo
1	S	08.02.2021	12.02.2021	JEEP	RENE

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: ADDITIONAL DAYS REQUEST

You have now 3 options by selecting the line through the tick box:

- "Update" button in case it is required to modify some information;
- "Delete" button, in case the request is completely incorrect;
- "Confirm" button to send the request to Customer Service Center.

	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
<input checked="" type="radio"/>	2	E	13.02.2021	15.02.2021	Altro	test				10 - Draft

Buttons: Add, Additional Days, Update, Closure, Delete, Confirm

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: UPDATE AN ASSIGNMENT

In order to edit an assignment, both Standard or for Additional Days, it will be required to click on the referred line tick button and then on "Update" button. A Standard assignment can be edited in all its parts until a new request for additional days is created.

An Additional Days in "Draft" status can be edited in on all its parts, except Start Date (which is given by the system).

As soon as the request is confirmed (sent to Customer Service Center), the request cannot be modified anymore and the only option available will be "Delete".

The screenshot displays the Rental Car Management interface. It features two 'Rental Car Edit' dialog boxes and a table of assignments. The first dialog box, 'Rental Car Edit #1*', shows fields for Start Date (08.02.2021), End Date (12.02.2021), Brand (JEEP), and Model (RENEGADE). The second dialog box, 'Rental Car Edit #2*', shows fields for Start Date (13.02.2021), End Date (15.02.2021), Brand (JEEP), Model (RENEGADE), Issue Type (Other), and Note (test). The table below shows two rows of assignments. The first row has Id # 1, Type S, Start Date 08.02.2021, End Date 12.02.2021, Brand JEEP, Model RENEGADE, Issue Type 01 - Standard, and Status 01 - Standard. The second row has Id # 2, Type E, Start Date 13.02.2021, End Date 15.02.2021, Brand JEEP, Model RENEGADE, Issue Type Altro, Note test, and Status 10 - Draft. Red boxes highlight the tick button, the 'Update' button, the 'Confirm' button, and the '10 - Draft' status in the table.

Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
1	S	08.02.2021	12.02.2021	JEEP	RENEGADE	01 - Standard			01 - Standard
2	E	13.02.2021	15.02.2021	JEEP	RENEGADE	Altro	test		10 - Draft

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: DELETE AN ASSIGNMENT

In case it will be required to delete the assignment, both Standard or for Additional Days, it will be required to click on the related line tick box and then on the "Delete" button.

For the Standard assignment, the option will be available only before an Additional Days request is inserted.

For the Additional Days request the option will be available for requests in status "Draft" or "New".

The screenshot displays the 'Rental Car' management interface. It features a table with columns: Id #, Type, Start Date, End Date, Brand, Model, Issue Type, Description of critical issue, Note, and Status. Two dialog boxes, 'Delete row #1*' and 'Delete row #2*', are overlaid on the interface, each with a 'Confirm' button highlighted by a red box. The 'Delete row #1*' dialog is positioned over the first row of the table, and the 'Delete row #2*' dialog is positioned over the second row. The 'Delete' button in the bottom right of the interface is also highlighted with a red box. The status of the second row is '10 - Draft'.

Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
2	E	13.02.2021	15.02.2021	JEEP	RENEGADE	Altro	test		10 - Draft

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: CONFIRM AN ASSIGNMENT

The confirmation button is available only for the Additional Days request. In fact, the Standard assignment are considered confirmed at the time of the insertion. Once the Additional Days request is inserted its status is "Draft" and needs to be confirmed to be sent to the Customer Service Center for evaluation.

You must make sure that the information is correct, select the referred line tick box and click on "Confirm" button. A pop-up will show up and "Confirm" button must be selected again.

Id #	Type	Start Date	End Date	Brand	Note	Status
1	S	08.02.2021	12.02.2021	JEEP		01 - Standard
2	E	13.02.2021	15.02.2021	Altro	test	10 - Draft

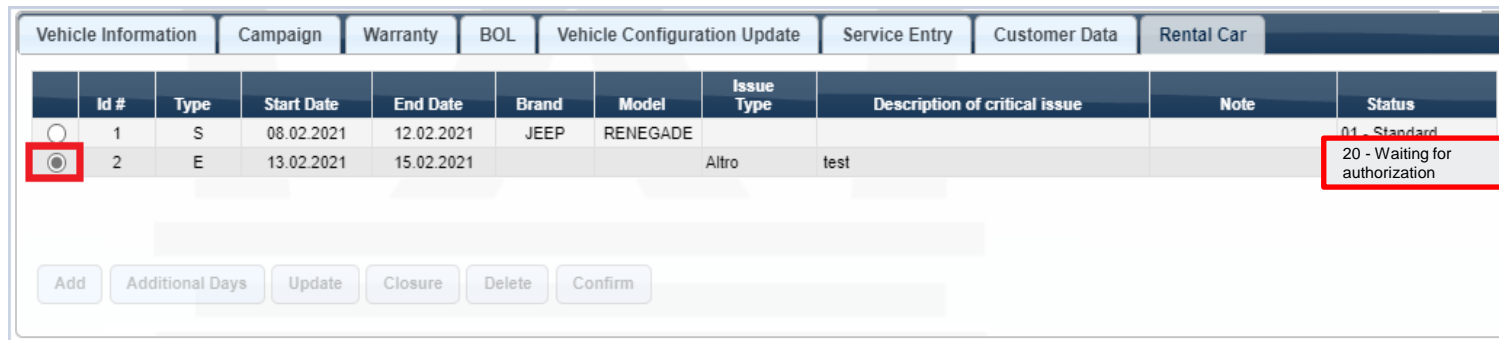
At this point, the request changes to "New" status and the Customer Service Center (CSC) receives an email to be informed that the request has been submitted.

Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
2	E	13.02.2021	15.02.2021	Altro		test			15 - New

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: CONFIRM AN ASSIGNMENT

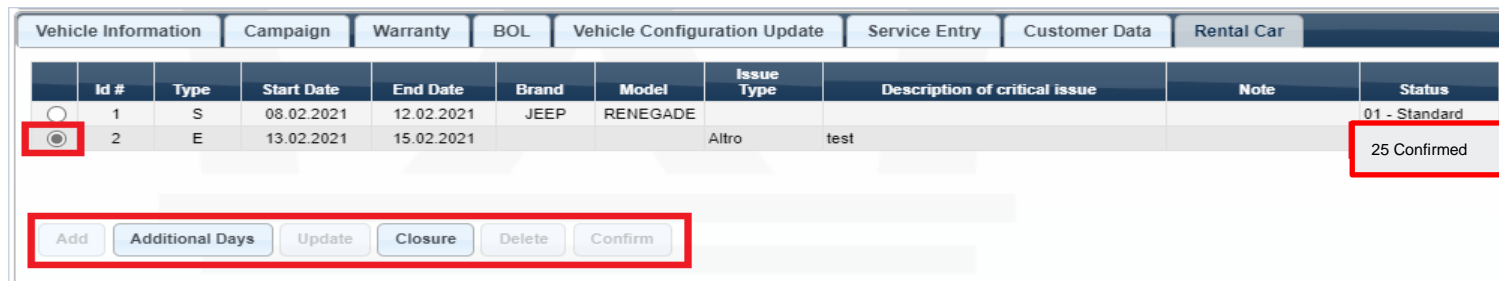
The request sent to CSC can be deleted only before the CSC takes it under evaluation. After that, the status will change to "Waiting for Authorization" and all the buttons will be disabled.



	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
<input checked="" type="radio"/>	2	E	13.02.2021	15.02.2021			Altro	test		20 - Waiting for authorization

Buttons: Add, Additional Days, Update, Closure, Delete, Confirm

The CSC can decide to reject or confirm the request. Once the request is confirmed, you can decide to close the request manually through the "Close" button or to add another request of additional days through the "Additional Days" button.



	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
<input checked="" type="radio"/>	2	E	13.02.2021	15.02.2021			Altro	test		25 Confirmed

Buttons: Add, Additional Days, Update, Closure, Delete, Confirm

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: CONFIRM AN ASSIGNMENT

In case the request is rejected, you can check the reason of rejection in the "Note" field and insert a new request, through the "Additional Days" button.

Rental Car										
	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
<input type="radio"/>	2	E	13.02.2021	15.02.2021			Altro	test		25 - Confermata
<input type="radio"/>	3	E	16.02.2021	19.02.2021			BOL 000000001981534		missing information	30 - Rejected

REPLACEMENT VEHICLES MANAGEMENT

RENTAL CAR: CLOSE AN ASSIGNMENT

The assignment is automatically closed once the Service Entry is closed, when the End Date occurs, or it can be closed manually before the request's End Date. The manual closure will be allowed only for Confirmed requests, by clicking on the line tick box and the button "Close". Once you have clicked on Close, the status will get modified to "Manually Closed".

Vehicle Information										
		Campaign	Warranty	BOL	Vehicle Configuration Update		Service Entry	Customer Data	Rental Car	
	Id #	Type	Start Date	End Date	Brand	Model	Issue Type	Description of critical issue	Note	Status
<input type="radio"/>	1	S	08.02.2021	12.02.2021	JEEP	RENEGADE				01 - Standard
<input type="radio"/>	2	E	13.02.2021	15.02.2021			Altro	test		25 - Confermata
<input type="radio"/>	3	E	16.02.2021	19.02.2021			BOL 000000001981534		missing information	30 - Rifutata
<input checked="" type="radio"/>	4	E	04.02.2021	19.02.2021			Ordine Ricambi 47521	VOR Eta 19.02.2021 Code 46328330		45 - Manually Closed

Buttons: Add, Additional Days, Update, **Close**, Delete, Confirm



Until the request is in status "New" or "Waiting for Authorization" the Service Entry cannot be closed. You cannot update the request after the Service Entry closure.

The system will inform you if the assignments (standard or for additional days) are expired with a warning message. The message will be updated every time you enters in the Service Entry.

If you update the request, the message will not disappear until you exit and enter again in the Service Entry.

Warning

WW0370:No Open Campaigns for this vehicle
If the flag "actual owner" was incorrectly selected, please contact ABH/RAM

WW2045:Rental car assignment expired.

One or more Privacy consents are missing. Please present our Policy to the customer and request consents.

Vehicle Information | Campaign | Warranty | BOL | Vehicle Configuration Update | Service Entry | Customer Data | Dossier list | Rental Car



BEST PRACTICES

BEST PRACTICES

GUIDELINES

Service Entry+ is Maserati's method to monitor the vehicle journey through your workshop.

Please, follow the below indications to manage the Service Entries at the best possible way:

- A “Service Entry” must be opened when a vehicle enters the workshop, whatever the reason, and must include information on all the interventions performed on the vehicle, in terms of maintenance and repair.
- It is strictly recommended to open the Service Entry at the same moment the Repair Order is opened: the average between the time you open the Repair Order and when you open the Service Entry should be less than 1 day.
- At the same way, it is very important to close the Service Entry immediately after the Repair Order closure, when the vehicle is returned to the customer. Also in this case, the average difference should be less than 1 day.
- During the Service Entry closing phase, it is essential to pay attention to the correctness of the entered data, in particular to the Last Punch date, used to calculate the Days Down Total (time difference between the Repair Order Opening Date and the Last Punch Date).
- The Service Entry closing in the right time also allow us to avoid unpleasant inconveniences when sending the Maserati CSI Survey to the customers.



BEST PRACTICES

IMPORTANT NOTES

- Service Entries are not to be left open awaiting for completing the warranty claim; warranty claims not requiring a BOL ticket opening can be created, completed and submitted after the Service Entry has been closed.
- If a vehicle leaves the workshop for any reason (i.e., until a part is available or because the customer needs the vehicle, etc.), then the corresponding Service Entry must be closed and a new one opened when the vehicle returns to complete the repair.

