



MASERATI
EXCELLENCE THROUGH PASSION

Circular Letter MAS000888

August 19th, 2016

Models: Maserati Levante

SUBJECT: Technical Team for Levante Launch

Dear Dealer Network,

This Letter is to inform you that, as the launch of the Levante approaches, we have set up an Inter-functional Technical Support Team which includes personnel from Product Support, Engineering, Quality and your ABM.

The goal of the Technical Team along with you, our Dealer Network, is to help minimize diagnosis time, achieve fast resolutions to any customer concerns and provide feedback to the factory for any product improvements.

To accomplish these goals, we are asking that everyone follow some basic guidelines so we can be as clear and efficient as possible with the flow of information.

For the first 6 months after the start of sale of the Levante, a BOL must be entered before any work is performed. A separate BOL must be opened for each complaint. Enter the BOL for "Factory Information" and make sure to clearly explain the concern and whether or not you verified the concern. Add all attachments that will help to expedite the diagnosis, (photos, errors, parameters, videos, etc.) and will aid in a speedy resolution.

Any components replaced under warranty will be required to be sent to MNA.

For **Urgent** parts return policy and procedures please follow the instructions in **MAB200**, attached for your convenience. Urgent warranty returns are any returns designated with the following addresses:

- **QEC DETROIT urgent**
- **QEC TORINO urgent**
- **RESI RETE Modena Urg**

The urgent parts return address is as follows:

ATTN: Warranty Dept.
Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632

For **Normal** parts return information please follow the instructions in **MAB177B**, attached for your convenience. Normal warranty returns are any returns designated with the following addresses (unless prior instruction is given to dealer during repairs):

- **QEC DETROIT**
- **QEC TORINO**
- **RESI RETE Modena**
- **Send to Subsidiary**

The normal parts return address is as follows:

Maserati Warranty Parts Return
108 Route 303
Tappan, New York 10983

Please review this information with your staff and if you have any questions, contact your After-sales Business Manager or Maserati Technical Support.

Thank you for your continued support and cooperation.

Maserati North America, Inc.
Aftersales Department



Maserati Administrative Bulletin

Date: 2/16/16
Bulletin No: MAB 200
Supersedes: N/A
Section: Warranty

MASERATI

SUBJECT: New Process for Urgent Parts Returns

DESCRIPTION

Maserati is pleased to announce a new urgent parts return system in order to speed up the shipping of requested parts for quality analysis. This new system will not only make it easier for the dealer to manage, but will compensate quick acting dealers for the shipping and handling of these components. Note that this system is unrelated to the normal warranty returns process (MAB177B).

Maserati will contribute with reimbursement of 20 minutes of your labor rate if the request for an urgent part return is processed within 3 days from the date of the request. All urgent requests are to be sent to this address:

**ATTN: Warranty Dept.
Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632**

PREREQUISITE

Prior to system use, we suggest connecting to **Dealer Intelligence** to check/input **the Data for the following roles:**

- *Warranty Manager – Mandatory.*
- *Warehouse Manager – Mandatory.*
- *After Sales Manager – Mandatory.*
- *Warehouse Specialist – Recommended*

The information required is as follows:


- *Name.*
- *Surname.*
- *Telephone number (with country code).*
- *E-mail address. (Must be dealer email address)*

The **e-mail address** is required since an automatic mailing system will be activated soon to help you manage your warehouse. The designated person will receive an e-mail every time Maserati

urgently requests a defective spare part for return. You will be then promptly informed and able to immediately proceed with the part return.

INSTRUCTION

1. After creating/completing and saving a particular warranty claim, the user will receive a message indicating that a particular part number is urgently required. Your dealership will also receive an automatically generated email (See Figure A). This email is also sent to MNA’s warranty department to track the part.


WW0967:Attention: Part 673002716 urgently required. Urgent return bonus agreed for parts shipped within 3 days.  **Bonus available**

| | | | | | |
|---|---|-------|--------|--------|----------------------|
| Repair | | | | | |
| Warranty # | IT800083_1 | | | | |
| Dealer | QUATTROPORTE | | | | |
| Repair Order # | 897956 | | | | |
| Creation claim date | 18.12.2015 | | | | |
| Chassis no. | | | | | |
| Assembly # | | | | | |
| Submit date HQ/Importer | 18.12.2015 | | | | |
| Service Entry # | | | | | |
| Customer Name | | | | | |
| Current Owner | <input checked="" type="radio"/> Yes <input type="radio"/> No | | | | |
| Confirmation claim date | 18.12.2015 | | | | |
| Date in | 18.12.2015 | | | | |
| Date out | 18.12.2015 | | | | |
| Last Punch Date | 18.12.2015 | | | | |
| Service Warranty Start Date | 29.07.2013 | | | | |
| Mileage | <input checked="" type="radio"/> Km <input type="radio"/> M | | | | |
| In | 50000 | | | | |
| Out | 50001 | | | | |
| Warranty End Date | 29.07.2018 | | | | |
| Defect | | | | | |
| Cost Code | 18 - Regular warranty | | | | |
| Campaign # | | | | | |
| BOL | 000000000267904 | | | | |
| N/A Authorization # | | | | | |
| Component | 302007 | | | | |
| | AUTOMATIC GEARBOX | | | | |
| Defect | 026 - DIFFICULT OPERATION | | | | |
| Labour Code [1 Element inserted] | | | | | |
| Code | Description | Hours | Amount | Adj. % | Reason of Adjustment |

2. Just as the parts personnel accesses regular warranty returns (Spare Parts Required Menu), the request for the urgent part will be available and highlighted in red. Print the part tag and prep the part for shipment. This must be done within 3 days of the request.

ModisCS+ ROSSOCORSA RICHIESTE RESI tempario test (General manager) Logout

| Destination | Parts to arrive at Factory by | Dealer | Number of Items |
|---------------------------|-------------------------------|---------------|-----------------|
| Not required | 14/11/15 | | 0 |
| ESCP TCRINO Urgent | 14/01/16 | DEALER | 0 |

 1 / 1

NOTE: In order to be reimbursed for shipping costs, please send the invoice to WarrantyDepartment@Maseratiusa.com with the VIN, Claim #, Dealer Code, and Part Number requested. Please use the subject line “Urgent Part Return Reimbursement”.

- After the part tag has been printed, proceed back to the corresponding service entry. If the time limit of 3 days or less has been met, the service entry (repair tab) will generate an informative indicating the opportunity for handling reimbursement.

Bonus available →

Warning
You can request 1 return repayment

Buttons: Back to list, Refresh, Save, Bulletins, Knowledge on Line

| Select | Ref. | Repair Description | Component Code | Description | Warranty | Activity | Status |
|-----------------------|------|--------------------|----------------|--------------------------------|-------------------------------------|----------|----------------------|
| <input type="radio"/> | 1 | Anomaly | 302007 | AUTOMATIC GEARBOX CONTROL KNOB | <input checked="" type="checkbox"/> | Claim 1 | Confirmed by Factory |

- Build a new job line with the following information:
 - Repair Description: 09 – Return Payment
 - Component Code: 56020033
 - Defect Code: 078
 - Warranty: ✓

Warning
You can request 1 return repayment

Buttons: Back to list, Refresh, Save, Bulletins, Knowledge on Line

| Select | Ref. | Repair Description | Component Code | Description | Warranty | Activity | Status |
|-----------------------|------|--------------------|----------------|--------------------------------|-------------------------------------|----------|----------------------|
| <input type="radio"/> | 1 | Anomaly | 302007 | AUTOMATIC GEARBOX CONTROL KNOB | <input checked="" type="checkbox"/> | Claim 1 | Confirmed by Factory |

- Select the line and click the warranty button to generate a claim.

1. Vehicle Entry 2. Repair 3. Close

▼ Repair

| | | | | | |
|-----------------|--------------|------------------------|---------------------------|------------------|------------------|
| Service Entry # | Opening date | Last Update | Days down | Vehicle Downtime | Previous Repair# |
| IT0800083 | 16.12.2015 | 17.12.2015 - TITTEMP01 | 1 | 0 | 0 |
| Chassis no. | QUATTROPORTE | Repair Order# | Repair order opening date | Mileage In | |
| 70408 | | 697956 | 16.12.2015 | K 50000 | |
| Status | C - Closed | | | | |

Insert job line

Repair Description: Component: Defect code:

Customer Complaint: Warranty:

Add

Warning


1 return repayments were requested of 1 available

Back to ne

BOL **Warranty** Remanufactured

| Select | Ref. | Repair Description | Component Code | Description | Warranty | × |
|----------------------------------|------|--------------------------------|---------------------|--------------------------------|-------------------------------------|--------------------------|
| <input type="radio"/> | 1 | Anomaly | 302007 | AUTOMATIC GEARBOX CONTROL KNOB | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | 26 - DIFFICULT OPERATION / TIE | impreciso | | | |
| <input checked="" type="radio"/> | 4 | Return Repayment | 020033 | URGENT RETURN OF WARRANTY PART | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | CORROSION PROOF PRODUCT | difficult to handle | | | |

| Activity | Status | × |
|----------|----------------------|--------------------------|
| Claim 1 | Confirmed by Factory | <input type="checkbox"/> |

 **1 select Return Repayment**

6. The claim information will be filled in automatically. Click Save at the bottom but do not exit the claim.

WW0966:Return Repayment requested for Job Line Warranty 1
 WW0124:The operation 0200330 does not match the reported
 WW0972:Attention: Missing Attachment

Shipping label/invoice must be attached to receive payment.

▼ Repair

Warranty # IT800083_2 Dealer 52396 - ROSSOCORSA Repair Order # 697956 Creation claim date 17.12.2015

Chassis no. 70408 QUATTROPORTE Assembly # 004000369 Submit date HQ/Importer

Service Entry # IT0800083 Confirmation claim date

Date in 16.12.2015 Service Warranty Start Date 29.07.2013

Mileage Km M In 50000 Warranty End Date 29.07.2016

▼ Defect

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

Component 020033 URGENT RETURN OF V Defect 078 - CORROSION PROOF PROI

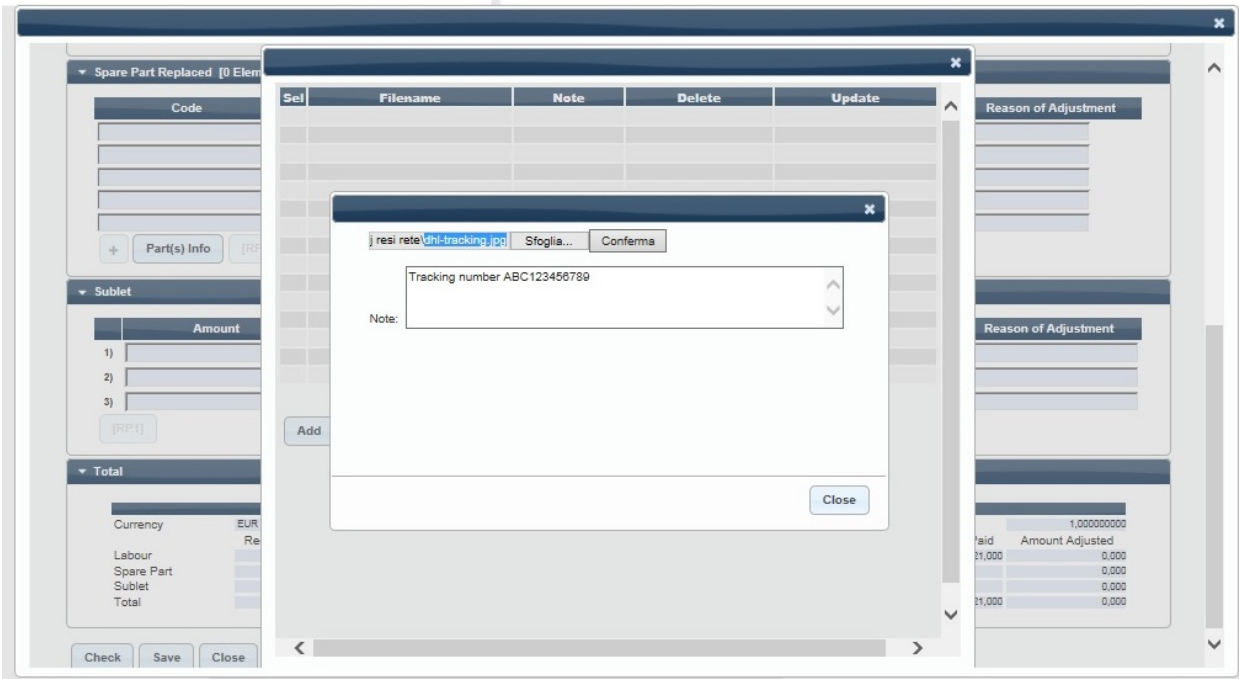
▼ Labour Code [1 Element inserted]

| Code | Description | Hours | Amount | × | Adj. % | Reason of Adjustment |
|---------|--------------------------------|-------|--------|--------|--------|----------------------|
| 0200330 | URGENT RETURN OF WARRANTY PART | | 0,35 | 21,000 | | |
| | Straight time | | | | | |

▼ Spare Part Replaced [0 Element inserted]

| Code | Description | Quantity | Amount | Part Return Causes | × | Adj. % | Reason of Adjustment |
|------|-------------|----------|--------|--------------------|---|--------|----------------------|
| | | | 0,00 | Not required | | | |
| | | | 0,00 | Not required | | | |

7. **IMPORTANT.** Once you save the claim, the “Upload” button will appear. In order to receive payment, a copy of the shipping invoice must be uploaded to the claim.



8. Once the document is uploaded, save and exit the claim. Do not forget to send the claim in the Close tab of the service entry.

Figure A: Email Example

Dear Sir/Madam,

In order to speed up the analysis and resolution of critical anomalies, Maserati S.P.A asks for your support in returning warranty parts from a recent repair.

Part/s to be sent back URGENTLY are highlighted in **RED** in MODIS CS+ PART RETURN packaging list

Please ship to:

Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
Cell: 201-450-5499
Tel: 201-510-2520

Please print a copy of this form to put inside the shipping package.

Thanks for your kind support.
Best Regards,



Maserati S.p.A.
Direzione Post-Vendita
Servizio Assistenza Tecnica

****** This is an automatically generated email, please do not reply ******

For further information please contact your ABM or the Warranty Department at WarrantyDepartment@Maseratiusa.com.

Nicholas Gadaleta
Service Programs Manager
Maserati North America, Inc.

Luis Sanchez
Technical Director
Maserati North America, Inc.



Maserati Administrative Bulletin

Date: July 29, 2015
Bulletin No.: MAB 177B_Warranty
Parts New Policy
Section: Policies & Procedures
Supercedes: MAB177A

MASERATI

Subject: Warranty Parts Return New Policies

DESCRIPTION

Effective August 5th, 2015, all Maserati dealerships must implement the following processes to their warranty parts returns:

1. Two (2) barcode labels must be supplied per part return. Reference Figure A.
 - a. One barcode label is to be displayed on the outside of the package for efficient scanning.
 - b. One barcode label must be securely attached to the part itself.
2. All returned parts must arrive in the same condition they were sent to you.
 - a. No fluid leakages
 - b. No damaged containers
 - c. No damaged parts
3. The correct address for MNA's part returns is:

Maserati Warranty Parts Return

108 Route 303

Tappan, New York 10983

- a. **Unless prior instruction to do so is given,** all shipments that are sent to Englewood Cliffs will be considered not received and consequently **debited from the dealerships claim.**

Any shipment sent after the effect date with a breach in these policies will be debited, no questions asked.

Please ensure to inform your staff of this important warranty policy change.

For further information please contact the Warranty department at:
WarrantyDepartment@Maseratiusa.com

Nicholas Gadaleta
Service Programs Manager
Maserati North America

Luis Sanchez
Technical Director
Maserati North America

Figure A: Print 2 copies of the barcode request per the instructions in page 1.



Factory

Dealer Code [REDACTED]
 Name [REDACTED]
 Supplier Code **19010**

| | | | | | |
|---------------------|------------|--------|---------------------------------|-----|-------|
| Chassis Number | [REDACTED] | Model | M 156 V8 | Km. | 17037 |
| Start Warranty Date | 01/22/14 | | | | |
| Claim Number | [REDACTED] | Date | 05/12/15 | | |
| Defective Code | 63 | Descr. | NOT TO SPECIFICATIONS | | |
| Components Code | 56144026 | Descr. | ANTIEVAPORATION VALVE EXIT PIPE | | |
| Cost Code | 16 | Descr. | Regular warranty | | |
| Part Code | 670002213 | Descr. | CPL FUEL TANK, GASOLINE V8 M15 | | |
| Q.ty | 1 | | | | |

| | | | |
|---------------------------|--------------------------------|------|----------|
| Packing Number | 11028 | Date | 06/30/15 |
| Whar.Order N. | 100092813 | Date | 05/13/15 |
| Inspector | M6857WTY | | |
| <u>Destination</u> | <u>RESI RETE Modena</u> | | |



000041946100092813