MASERATI

EXCELLENCE THROUGH PASSION

Circular Letter MAS001027

October 24th, 2016

Models: Maserati Levante

SUBJECT: Urgent Parts returns for the Levante Technical Team

Dear Dealer Network,

As a reminder, the goal of the Levante 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.

For the first 6 months after the start of sale of the Levante, a BOL must be entered before any work is performed, even if a solution is available. 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

NOTE: Please see the attached Maserati Circular Letter MAS000888, dated August 19th, for further details concerning Urgent Parts Returns.

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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 a 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

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

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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

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

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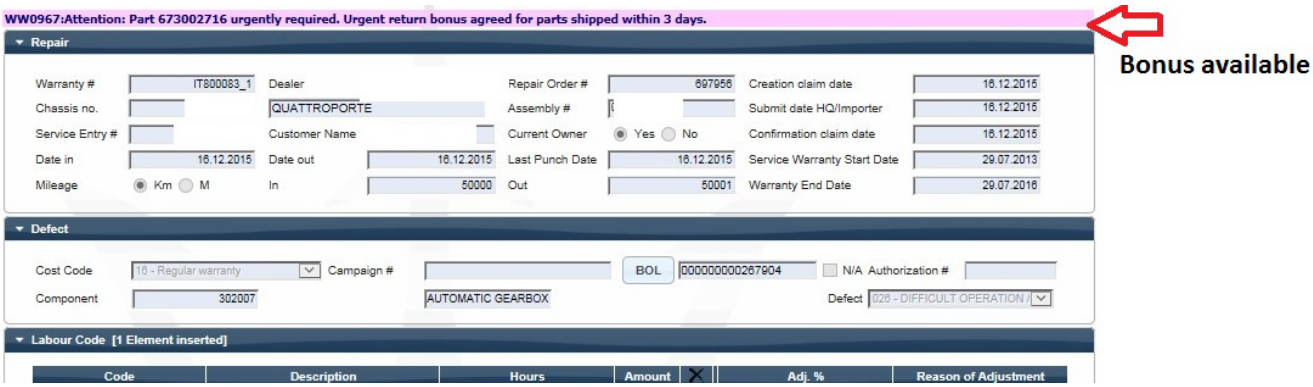
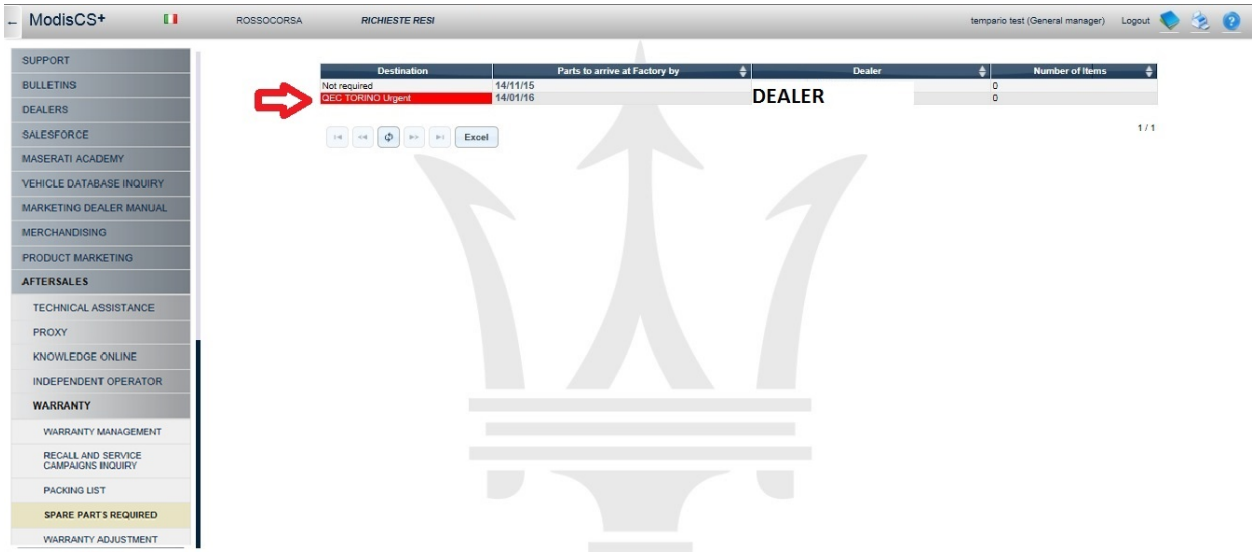
urgently requests a defective spare part for return. You will be then promptly informed and able to immediately proceed with the part return.

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.



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.



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".

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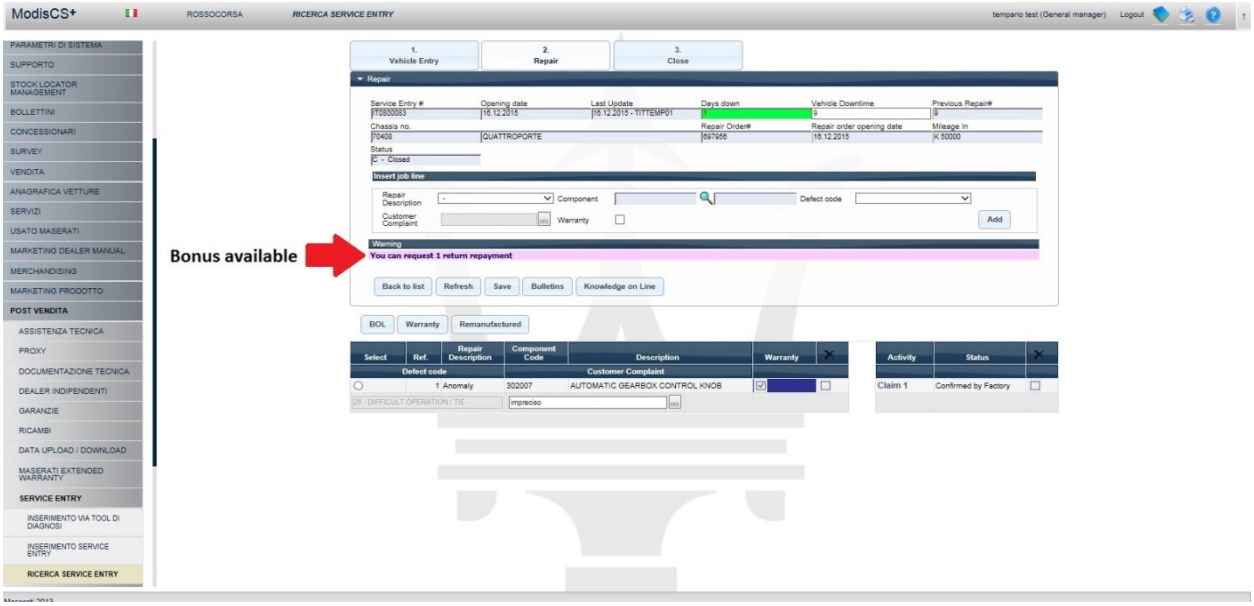
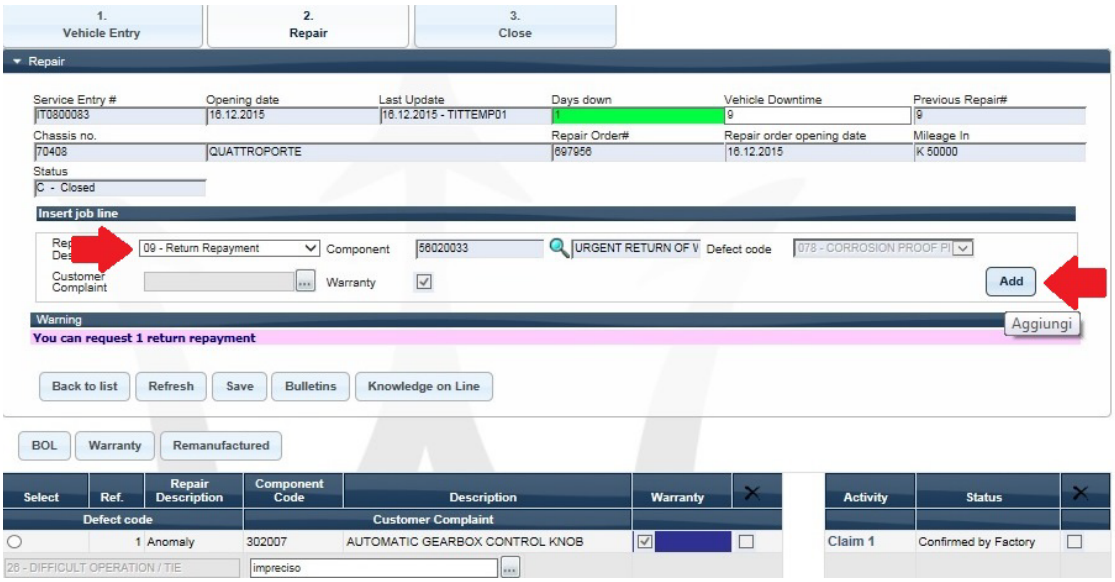
3. After the part tag has been printed, proceed back to the corresponding service entry. If the time limit of 3 days or less has been met, the service entry (repair tab) will generate an informative indicating the opportunity for handling reimbursement.



4. Build a new job line with the following information:
   a. Repair Description: 09 – Return Payment
   b. Component Code: 56020033
   c. Defect Code: 078
   d. Warranty: ✓



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

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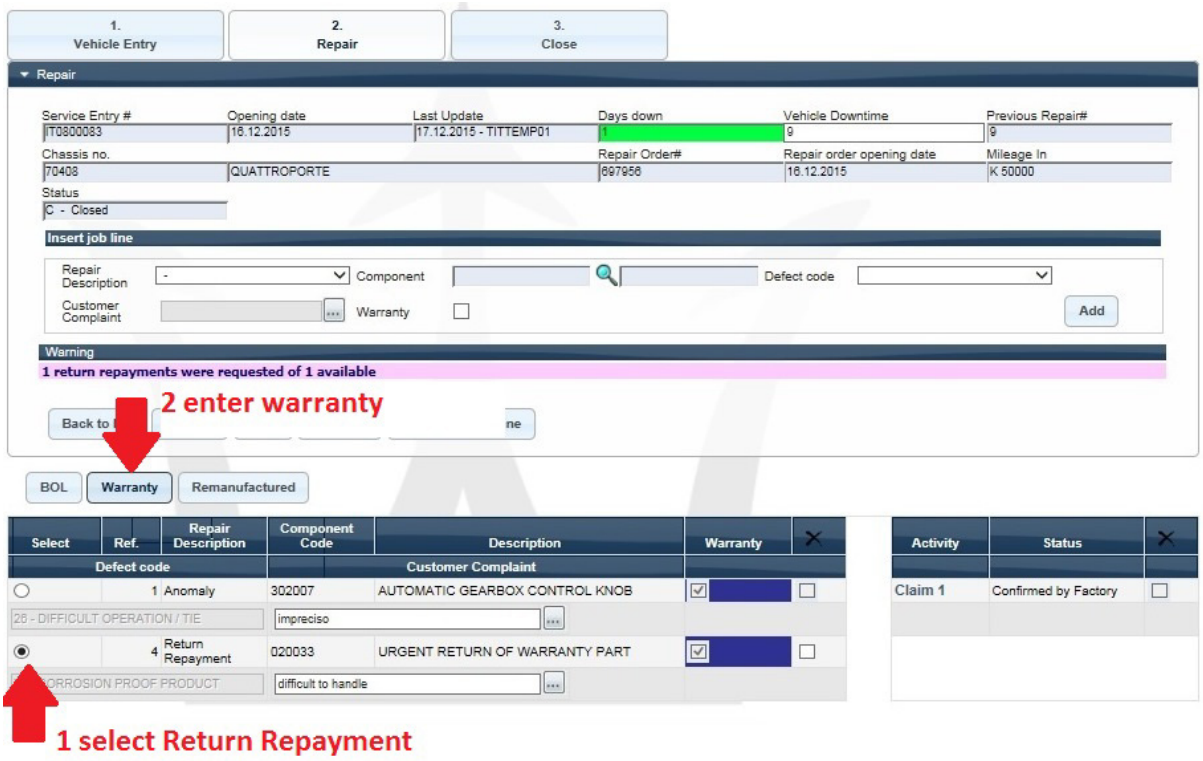
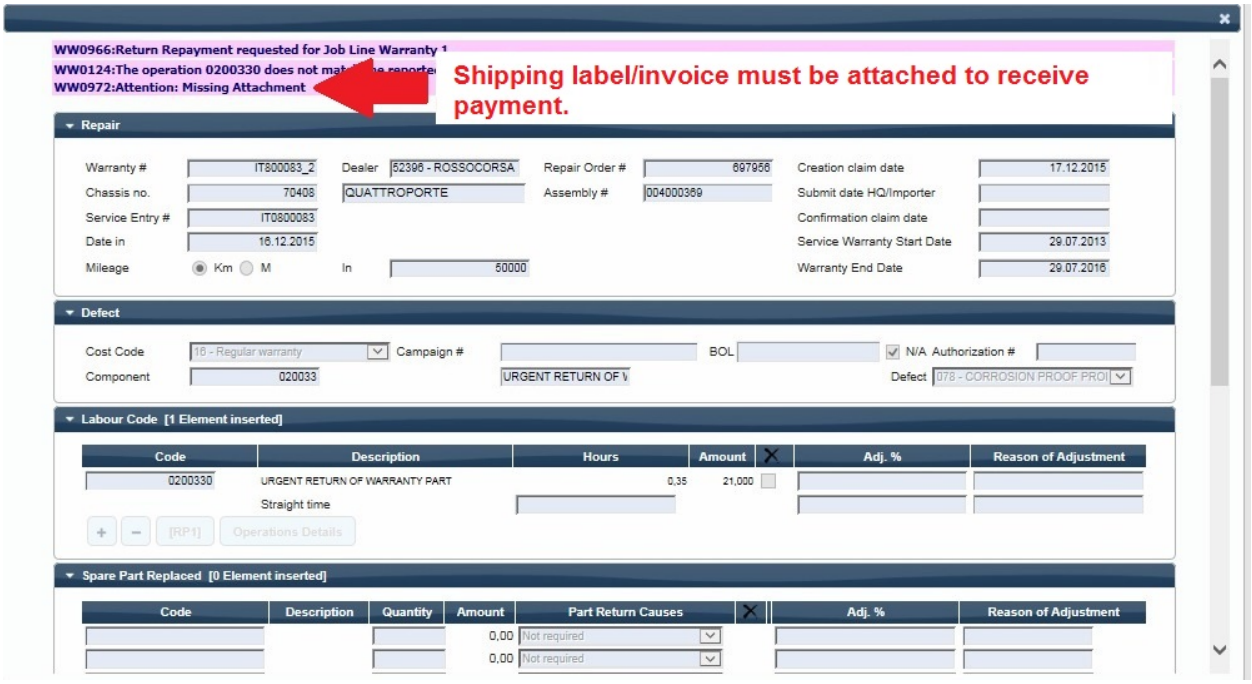


6. The claim information will be filled in automatically. Click Save at the bottom but do not exit the claim.



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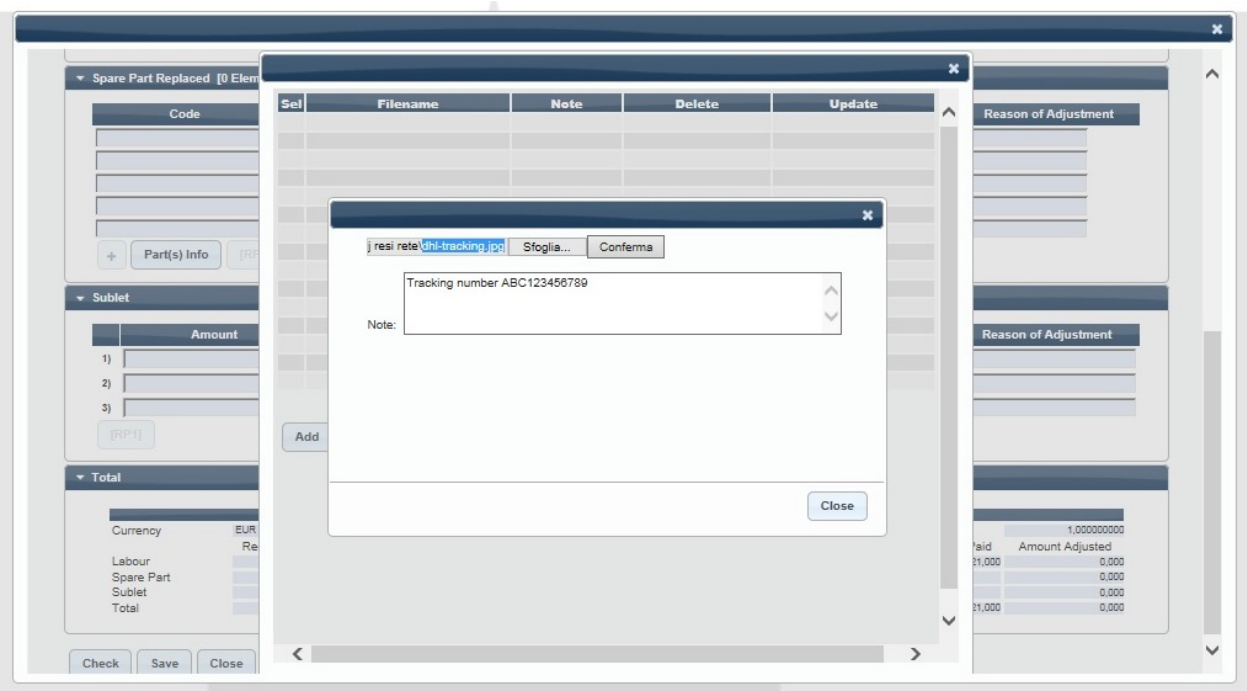
7. IMPORTANT. Once you save the claim, the “Upload” button will appear. In order to receive payment, a copy of the shipping invoice must be uploaded to the claim.



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.

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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 highlited 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.

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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

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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		
Destination	**RESI RETE Modena**		

000041946100092813