



Subject: New Guidelines regarding Opening a “Technical Support” Blue-On-Line & Warranty Repairs Requiring Prior “RAM Authorization”

This document replaces all previous communications regarding Blue-On-Line (“BOL”) policies and RAM’s prior authorization for warranty repairs.

IMPORTANT: A “Service Entry” must be opened when the vehicle first arrives at the dealership. A BOL is generated from within the Service Entry application. When submitting a BOL, the vehicle must be in the workshop. The “Service Entry” and “BOL” must be closed as soon as the vehicle is repaired. The responsible person within the Dealership for opening and closing a BOL is the Service Manager/Service Advisor. If the Dealership has a Shop Foremen or designated lead technician in place, they may also open and close the BOL. Service Entry and BOL on-line training is available via the “Academy” link in MODIS.

This document will cover the following topics:

- 1) **How to classify a BOL request**
- 2) **Authorization Validity**
- 3) **Assigning and Documenting Technician’s Work**
- 4) **Road Test**
- 5) **Tutorship Program List for Mandatory BOL**

1) How to classify a BOL Request:

BOL cases are handled through 3 different types of requests:

- A) Factory Information:** Provides product quality concerns that will be collected and forwarded directly to the factory.
- B) Technical Support Request:** Provides technical information from the dealership directly to the MNA Technical Specialist.
- C) Request for Authorization:** Provides Warranty claim information directly to the MNA Regional Aftersales Managers (RAM).

A) For Factory Information:

A BOL must be submitted as “For Factory Information” in the following cases:

- 1) The first six months of a new model launch, a BOL report must be submitted for **all** repairs and must be classified as “For Factory Information”.
- 2) As a suggestion for a technical solution explaining how the anomaly was resolved on a new issue in which there is no published solution.

***IMPORTANT*: A “For Factory Information” BOL is not necessary if a malfunction has already been identified or corrected by the factory with a known solution described in a Campaign, Bulletin, Tech Tips, Diagnostic Sheet, etc.**

B) Technical Support Request: (Technical BOL Specialist)

A BOL must be submitted as a “Technical Support Request” in the following cases:

- 1) In the event that a workshop requires technical assistance and cannot determine the root cause of the problem AFTER time spent on diagnostics is at least two (2.0) hours. Please include your testing procedures and results in the BOL. (See Research and Attachments below).
- 2) When replacing any components listed on the “**Tutorship Program List**”. (See the Tutorship Program List on page 6 of this Bulletin)
- 3) For concerns affecting vehicle safety that must be brought to the attention of the Factory.
- 4) All warranty claims with a total labor of ten (10) hours or higher.
- 5) Straight time of two (2) hours or more. Please see section 3A for more details.

It is not necessary to open a BOL for “Technical Support” for every component replacement. Effective immediately, Maserati North America, Inc. requires a BOL from technicians ONLY for the conditions listed in Sections “A” and “B” above.

Only a “Registered” or “Certified” Maserati Technician should be working on difficult problems. The Technician working on the problem vehicle is the preferred person permitted to answer a BOL for “Technical Support Request”. Each Technician MUST have his/her own Modis ID as we are now tracking BOL quality.

For any questions or concerns not related to an existing BOL case, please email the Technical Support Helpdesk at: MaseratiTechSupport@maserati.com.

Research:

Maserati Diagnosi (MD) or EVO must be used to check Diagnostic Trouble Codes. This information can then be analyzed using the Diagnosis Help within the Knowledge Online. Before submitting a BOL, (for technical support) the Technician should look up (as applicable): Diagnostic sheet (BOL section on Modis), Electrical system in the Knowledge Online, Base Diagnosis and Active Diagnosis in MD/EVO. To complete the repair, the technician should look up information in the Workshop Manual and use any special tools specified in the procedure (if required). Please remember to utilize Maserati Bulletins, Tech Tips, Diagnostic Sheets, and other information within MODIS as part of your research prior to opening a BOL.

BOL Maintenance:

An open BOL on the dealer side must be updated every two (2) business days. If a BOL is not updated within this time frame, the case may be closed and subject to warranty review. If the technician working on the vehicle must stop for some reason, such as training, vacation, sickness, etc., the job and BOL case responsibility must be reassigned immediately. Please notify your RAM if a case will be accumulating unnecessary days down for any reason.

Attachments:

All BOL cases must be accompanied by all necessary information to allow MNA to evaluate them in the shortest time. Any BOL that is deemed incomplete or unreadable may be “refused” by the MNA Technical Specialist. Do NOT re-use existing photos. All pictures must contain, within the actual picture, a label showing the last 6 digits of the vin number.

Please attach the following to the BOL:

- ✓ Detailed description of the issue and conditions.
- ✓ Description of the first level diagnosis via EVO/Diagnosi scan, any test results, Diagnosi Reports, errors, parameters, acquisition files, freeze frame data, and notes on visual inspections performed, **no screen prints**.
- ✓ Attach and name photos, videos, accordingly.
- ✓ **IMPORTANT: Attached file formats must be JPG, JPEG, MOV, AVI, WMV, MP4, MPG, MPEG, TXT, DOC, XLS, PPT, or PDF, and no file can be larger than 3 MBs .**
- ✓ We recommend using a free App to place a Time and Date Stamp on each picture.

C) “Request of Authorization to Claim”: (RAM Authorization)

Note: This type of BOL report is handled by the MNA Regional Aftersales Manager (RAM).

A BOL must be submitted as “Request of Authorization to Claim” in the following cases:

- 1) All warranty claims related to paint or body defects of \$500.00 or more.
- 2) All warranty claims with a sublet repair amount of \$500.00 or more.
- 3) All Interior trim items for cosmetic issues.
- 4) All warranty claims with a total dollar amount of \$4,000.00 or more, if no BOL was previously opened for Technical Support.

IMPORTANT: If a part is replaced after submitting a “Support Request”, it is not necessary to enter a new BOL as “Request of Authorization to Claim”. You should submit a BOL directly as “Request of Authorization to Claim” if there is no need for technical assistance and the component is not listed in the Tutorship program (List).

2) Authorization Validity:

The BOL authorizations are only valid for 30 days from the date that they are issued. MNA Warranty performs the final authorization process at the time of processing and reserves the right to overrule any prior authorizations if:

- The circumstances surrounding the repair, at the time of processing, significantly differ from those that were represented to and relied upon by the RAM/Tech support when the authorization was issued.
- The repair was performed incorrectly without prior RAM/Tech support involvement or direction.
- The parts returned are determined not to be defective as claimed.
- The claim was not filed within the required 30 days time period.

3) Assigning and Documenting Technicians’ Work:

A) Give attention to repairs that require specialized expertise. Assign difficult and intermittent problems to the most qualified and well trained technicians. Use Maserati Technical Support (BOL) to facilitate difficult repairs as necessary (this should be done before exceeding two (2.0) hours of straight time, provided the technician does not know the cause of failure). Document all procedures used to identify service operations that require special diagnosis and troubleshooting.

In the event that a workshop cannot determine the root cause of the problem and the time required for diagnostics is more than two (2.0) hours, a Blue-On-Line report **must** be submitted as a “Support Request”.

NOTE for Maserati North America, Inc. and Maserati Canada Inc. dealers: all straight time over two (2.0) hours must have specific Technical Support approval by submitting a BOL report as "Support Request".

All straight time requests must be specifically requested in the BOL with the following format:

The format is as follows:

1. Explanation 1 – X hrs

2. Explanation 2 – X hrs

Etc.

Total: X Hrs.

Punch times must be attached to the warranty claim in PDF format and must be clear and concise. MNA's Warranty department has final authorization and will determine if this policy is followed correctly and if the punch times provided match the BOL information.

No additional straight time will be given for diagnostic time over two (2.0) hrs without a BOL already opened.

- B) Documentation must** include a designated separate clocking time that indicates the time required to solve the problem.
- C) When a testing procedure is performed, the results of the test and measurements taken must be documented on the repair order.**
- D) Always explain why the diagnosis or straight time was necessary in the Notes section of the claim. Do not simply describe the repair. Explain the scope of the work performed and the reasons it was necessary. Quantifications of each action are mandatory (see step A for the format). This should be described at the end of the claim notes in addition to the BOL.**

4) Road test:

The time taken for road testing is refunded only when strictly necessary and indispensable in relation to the performed repair. The necessity of a road test is determined at the discretion of the MNA Policy and Procedures.

Labor operations will be adjusted upon review depending on mileage entered into Service Entry. Reimbursement Guidelines:

- Up to 0.25 hours for road tests from 5 miles to 10 miles.
- Up to 0.50 hours for road tests from 10 miles to 20 miles.
- For road tests exceeding 20 miles, a prior Technical Support direction is required.

5) Tutorship Program (List) for Mandatory BOL for Technical Support:

- Safety related components
- Electronic ECUs
- Infotainment System and supporting components
- All Engines
- Automatic Gearbox (including mechatronic)
- Transfer Case
- Rear and Front differential
- AWD Unit
- Exhaust System components
- Turbochargers
- Fuel supply system (both high and low pressure)
- Convertible Top Assembly
- High Pressure/ Low Pressure Fuel system components
- Steering rack/pump
- Suspension arms/bushings
- Headlights and Taillights (only from MY17 onward)
- Air suspension system (compressor, valve block, air springs)
- Any other component outlined in a bulletin that requires a BOL

IMPORTANT: Authorizations given by any other means other than Technical Support in a BOL are void and will result in an automatic rejection of the warranty claim.

Thank you for your support.

Nicola Rosciano
Manager Technical Support
Maserati North America, Inc.

Luis Sanchez
Technical Director
Maserati North America, Inc.