



MASERATI

## CIRCULAR LETTER MAS001084

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From: Technical Service Dept.

To: Independent Dealers

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Modena, 15/12/2016

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**Subject: Maserati Diagnosi New Helpdesk**

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Dear All,

at the beginning of 2017, the supplier of the Maserati Diagnosi tool Helpdesk service will change.

**IVECO**, the former supplier:

- will fully manage all support requests **received before 9<sup>th</sup> January 2017**.
- will reject all support requests received starting 9<sup>th</sup> January 2017 onward.
- will be phased out when all the support requests received before 9<sup>th</sup> January 2017 will be correctly closed.
- will continue to operate till its phase out, as defined in MDEVO Circular Letter (contacts, opening times and days, languages).

**ACTIA**, the new supplier:

- will reject all support requests received before 9<sup>th</sup> January 2017.
- will fully manage all support requests **received starting 9<sup>th</sup> January 2017 onward**.
- will provide the service in the next few years.
- will receive support requests:
  - by email, at [maserati.support@actiaitalia.com](mailto:maserati.support@actiaitalia.com)
  - by phone, at the following numbers ...in listed languages
    - EMEA (+39) 02 93271598 (Italian, English, Spanish, French, German)
    - APAC (+39) 02 93271580 (Chinese, Japanese, English)
    - NAFTA/LATAM (+39) 02 93271570 (English, Spanish)



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- will start to operate during opening times and days detailed below

	EMEA Call Center (managing also NAFTA+LATAM)	APAC Extensions (no Call Center APAC, managed by EMEA Call Center)
Opening Time	08:00-18:00 CET/CEST	07:00-12:00 CET/CEST
Opening Days	Monday to Friday Italian working calendar	Monday to Friday Italian working calendar
Languages	Italian English French Spanish German	English Chinese Japanese

Extensions are highlighted in blue.

Further extensions will come later in 2017.



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To speed up the operations of the new Helpdesk, we strongly encourage to open support requests clearly defining the following information (blue are mandatory):

- **Dealer Code** (originating the request)
- **Email** (originating the request)
- **Phone number** (originating the request)
- **Contact name** (originating the request)
- Support Requests details:
  - **Description** of the problem (including screenshots, if available)
  - Affected VIN (if the problem is related to a VIN)
  - **Affected Hardware:**
    - ID Hardware / Serial Number of the affected MD or MDEVO
    - Serial Number of the affected VCI
    - Part number or picture of affected material (MDVMM EVO parts)
  - **Affected Software:**
    - Affected application (Sw Update, Maserati Diagnosi, PicoDiagnostics, PicoScope, ...)
    - Affected function
    - Screenshot of the problem

Very Thanks for Your collaboration.

Kind regards  
After Sales  
Technical Service Dept.