



## New Maserati Diagnosi Helpdesk



DATE: 20 DECEMBER 2021

Dear All,

We inform you that the new supplier of the Maserati Diagnosi Helpdesk service is **BOSCH**.

The transition from ACTIA to BOSCH will take place **gradually between December 28<sup>th</sup>, 2021 and January 3<sup>rd</sup>, 2022** as follows:

- up to December 27<sup>th</sup>, 2021 (included)
  - ACTIA will manage all the received support requests until they are closed according to Circular Letter MAS001084;
  - BOSCH, the new supplier, will reject all support requests;
- between December 28<sup>th</sup> and 31<sup>st</sup>, 2021
  - BOSCH will start to accept new support requests;
  - ACTIA will forward new support requests received to BOSCH;
- starting from January 3<sup>rd</sup>, 2022 onward
  - BOSCH will fully manage all support requests;
  - ACTIA will reject all support requests.

Maserati Diagnosi Helpdesk opening time and working days are listed by Region or Country in dedicated section.

We remind that the following information are necessary in order to receive a quick and effective support:

- Contact information: dealer code, e-mail, phone number, contact name
- Problem description (including picture or screenshots if available, affected VIN if relevant)
- Affected Hardware: HW ID or S/N for MD or MDEVO, S/N for MDVCI, P/N or picture for MDVMM parts
- Affected Software: application (SW Update, Maserati Diagnosi, PicoDiagnostics, PicoScope, ...), function, screenshots of the problem

Please do not hesitate to contact us for any questions you may have.

Kind regards,

TECHNICAL SERVICE OPERATIONS

## Maserati Diagnosi Helpdesk availability

The new Maserati Helpdesk will provide support as follows (**extensions are highlighted in bold**):

Region	Contact	Working Time	Languages
EMEA	☎ (+49) 711 400 49 898 ✉ maserati.support.emea@bosch.com	08:00 - 18:00 CET Monday to Friday German w/d* (EMEA) French w/d* (FR)	English (UK) Italian French (FR) German Spanish
U.S.A.	☎ (+1) 888-812-5761 ✉ maserati.support.us@bosch.com	08:00am - <b>6:00pm</b> EST Monday to Friday <b>U.S.A. w/d*</b>	English (US) Spanish
AMERICAS	☎ (+1) 925-690-6155 ✉ maserati.support.us@bosch.com	08:00am - <b>6:00pm</b> EST Monday to Friday U.S.A. w/d*	English (US) French (CA) Spanish
APAC	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	07:00am - <b>6:00pm</b> UTC+8 Monday to Friday <b>Chinese/Japanese/ Korean w/d*</b>	English Chinese Japanese <b>Korean</b>
CHINA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> CST Monday to Friday <b>Chinese w/d*</b>	English Chinese
JAPAN	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> JST Monday to Friday <b>Japanese w/d*</b>	English Japanese
KOREA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> KST Monday to Friday <b>Korean w/d*</b>	English <b>Korean</b>

(\*) w/d = working days