



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 28th, 2021 and January 3rd, 2022** as follows:

- up to December 27th, 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 28th and 31st, 2021
 - BOSCH will start to accept new support requests;
 - ACTIA will forward new support requests received to BOSCH;
- starting from January 3rd, 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 - 6:00pm EST Monday to Friday U.S.A. w/d*	English (US) Spanish
AMERICAS	📞 (+1) 925-690-6155 ✉ maserati.support.us@bosch.com	08:00am - 6:00pm 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 - 6:00pm UTC+8 Monday to Friday Chinese/Japanese/ Korean w/d*	English Chinese Japanese Korean
CHINA	📞 (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm CST Monday to Friday Chinese w/d*	English Chinese
JAPAN	📞 (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm JST Monday to Friday Japanese w/d*	English Japanese
KOREA	📞 (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm KST Monday to Friday Korean w/d*	English Korean

(*) w/d = working days