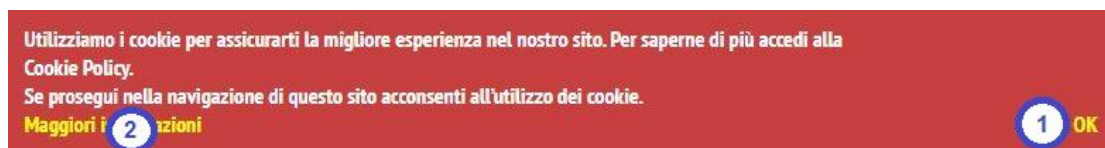


- | | | |
|-----------------------------|--------------------------------|-----------------------------|
| 1. Cookie Policy | 10. Private homepage | 19. Information for PTI/MOT |
| 2. Navigation interface | 11. Change Registration Data | 20. Diagnosis tools |
| 3. Public homepage | 12. Users Activation | 21. Services offered |
| 4. Technical requirements | 13. Users Management | 22. Contact area |
| 5. Register Company | 14. User Inquiry | 23. Purchase |
| 6. Register secondary Users | 15. MVP discount manager | 24. Your subscriptions |
| 7. Login | 16. Easy Access | 25. Move subscriptions |
| 8. Forgotten password? | 17. Models/Languages Available | 26. Vehicle identification |
| 9. Electronic invoicing | 18. Type approvals | 27. Your orders |

1. Cookie Policy

The short version of the Cookie Policy appears when the portal opens.



1. Click on **Ok** to close it.
2. You can read the complete version of the Cookie Policy by clicking on **More information**.

2. Navigation interface



1. The **current language** is shown on the top right. Point to the name of the language or flag to change the language.
2. Click on the button by the side to open the **on-line help** of the current page/section.
3. Click on the **Technical Information for Genuine Specialists** logo on any page to go back to the public homepage from anywhere in the website.
4. The side menu is the pivot of the website: click on an item and read the corresponding on-line help for details on each function.
5. A red button with an arrow appears under the main menu, on the right: this is the **user menu**.
6. A red text bar may appear by the side: it contains the **hot news** of the day.

7. A second red button with a **shopping cart** is present under the user menu on the right. This is used to complete a purchase.



The page footer contains information on intellectual property (8) and other legal notes (9) on the website.

3. Public homepage

Click on the user menu to open the interface for:



1. **Perform login** with the previously registered User
2. **Register** a new User/Company

An important vehicle launched on the market by FCA is visible in the middle of the homepage.



Six icons are positioned around it to access information on **Genuine RMI** packages:

1. **Genuine Service:** Repair cycles, Vehicle technical data, Guided diagnosis procedures, Wiring diagrams, Electrical connectors, Scheduled Maintenance Plans, Technical Bulletins, official Stellantis Labour times
 2. **Genuine Catalogues:** related to original Mopar® Spare parts, Mopar® Accessories, Mopar® Merchandising items, Reconditioned spare parts, Fixed rate operations including spare parts and labour
 3. **Genuine Diagnostics:** Diagnostic solutions for FIAT, ALFA ROMEO, LANCIA, FIAT PROFESSIONAL, ABARTH, CHRYSLER, JEEP®, DODGE vehicles
 4. **Genuine Training:** Training courses normally organised for Authorised Repairers
 5. **Genuine Tools:** Specific tools and equipment developed for repairing FIAT, ALFA ROMEO, LANCIA, FIAT PROFESSIONAL, ABARTH, CHRYSLER, JEEP®, DODGE vehicles and the tools and Equipment recommended by Stellantis to set up an Authorised Repair Workshop
 6. **Genuine Parts:** Purchase of Original spare parts, Reconditioned spare parts, Mopar® Accessories, Mopar® Merchandising items
-

The lower part of the page is occupied by advertising on FCA partners.



A quick connection to the following areas is found on the right:



1. **System requirements** for correct use of the website
 2. **Public news**
 3. **Public notes**
 4. **Purchase subscription**
-

4. Technical requirements

This page contains information on technical requirements of the PC used to access the Repair and Maintenance Information on this website.

The portal was developed for full cross-browser compatibility, i.e. to work regardless of the system used to connect to the Internet (e.g. Internet Explorer or Google Chrome).



All the graphic symbols on the page allow to connect to the free download area of the plug-ins needed to correctly view some Technical Information website contents. The page of the company that owns the concerned software will appear.

5. Register Company

According to the requirements of ISO 18541, the first step necessary is to register a Company (entity identified with a VAT number).

To do so, you must first **accept the contractual terms and conditions**, by specifically approving the **Subject and Scope of the Agreement, Access to the Site, Guarantees, Liability and Limitations of Liability, Duration of the Agreement, General Provisions and Dispute Resolution Procedures** sections. You must then declare to be **an automotive professional** who directly or indirectly repairs vehicles and accept the **privacy policy**.

☒ Accetta ☐ Rifiuta

Continua Registrazione

During the second step of the registration process, you must enter information about yourself and your company. This information is essential for determining whether your profile is correct and to allow FCA to contact you if you need help in using the website.

Ricerca la Company

E' possibile creare una nuova COMPANY proseguendo con il pulsante NUOVA.

Partita IVA: 07973780013

Ragione Sociale:

2 4 Reset

Ragione Sociale	Partita IVA	Indirizzo	Città	C.A.P.	Provincia	3
FCA ITALY S.p.A.	07973780013	CORSO AGNELLI 200	Torino	10100	TO	Selezione

Firstly, **check whether your Company is already registered on the portal** by entering the VAT number or part of the Company Name (1) and running a search (2). If your Company is already present in our archives, it will appear in the list below with the various registered offices (3) and can be selected. Otherwise, create a new Company (4).

To **create a new Company**, enter the VAT number (1) or any equivalent tax reference (in countries as applicable) and your company name (2), as it appears on the company registration certificate issued by your Chamber of Commerce. Then enter the address of your company's registered office (3), to which invoices will be sent if you purchase subscriptions, and attach the documentation (4) needed to prove that your company operates in the automotive sector and that the person you are about to register in the following steps is legally entitled to represent it.

The screenshot shows the 'Dati Company' form with the following fields and annotations:

- 1**: Partita IVA* (VAT number)
- 2**: Ragione Sociale* (Company name)
- 3**: Indirizzo* (Address)
- 4**: Documenti* (Documentation, with an 'Allega File' button)

Other fields include: Città* (City), C.A.P.* (Postcode), Provincia* (Province), and Valuta* (Currency, set to Euro). Navigation buttons 'torna indietro' and 'Procedi' are at the bottom.

The Legal Representative does not have to be the Managing Director or equivalent person. It is sufficient to attach a statement from someone with a proxy who assigns this role to you to operate on this portal. Our team will use the documentation you attach to review your Company's registration: **if the documentation is not valid**, the registration will not be successful and you will be notified accordingly. If the documentation is valid, **your Company's data may be modified** by our team to align it with the details present in official European Community databases or the like.

Provide the address of your site (1).

The screenshot shows the 'Ricerca Sede' form with the following fields and annotation:

- 1**: Identificativo Sede* (Site identification number)

Other fields include: Città* (City). Navigation buttons 'torna indietro', 'Cerca', 'Reset', 'Nuova', and 'Annulla Registrazione' are at the bottom.

The screenshot shows the 'Dati Sede' form with the following fields:

- Identificativo Sede* (Site identification number)
- INDIRIZZO SPEDIZIONE DELLA SEDE (Shipping address of the site):
 - Indirizzo* (Address)
 - Città* (City)
 - C.A.P.* (Postcode)
 - Nazione* (Country)
 - Provincia* (Province)

You must read the **Privacy statement**, provide your free consent (or refusal) for marketing and/or profiling activities by Stellantis and possibly by third parties.

Finally you must indicate the activity type for your Company, which, if necessary, permits access to functions reserved to specific types of independent operators as specified by European regulations. Stellantis reserves the right to change your selections based on the support documentation supplied.

When the procedure is complete, you will be registered with a position within the Company:

- **Company Legal Representative:** this is the first user who is registered when a new Company was created.
- **Guest:** this is any user waiting for their registration to be approved. This approval requires the intervention of our team, by validating the Company and its representative, based on the supporting documentation submitted.

6. Register secondary Users

Also to register secondary users, you must first **accept the contractual terms and conditions**, by specifically approving the **Subject and Scope of the Agreement, Access to the Site, Guarantees, Liability and Limitations of Liability, Duration of the Agreement, General Provisions and Dispute Resolution Procedures** sections. You must then declare to be **an automotive professional** who directly or indirectly repairs vehicles and accept the **privacy policy**.

☒ Accetta ☐ Rifiuta

Continua Registrazione

During the second step of the registration process, you must enter information about yourself and your location. This information is essential for determining whether your profile is correct and to allow Stellantis to contact you if you need help in using the website.

Ragione Sociale	Partita IVA	Indirizzo
FCAT ITALY S.P.A.	07973780015	CORSO

Firstly, **check whether your Company is already registered on the portal** by entering the VAT number or part of the Company Name (1) and running a search (2). If your Company is already present in our archives, it will appear in the list below with the various registered offices (3).

Otherwise, you must create a new Company (4), as indicated in the previous chapter.

Select your site (1), or enter the address of the new location (2).

This address may be different from the Company's address or it could be the address of a secondary location that is not in our records yet.

Dati Company **Ricerca Sede**

Cerca la SEDE
E' possibile creare una nuova SEDE proseguendo con il pulsante NUOVA.

Identificativo Sede:

Città:

torna indietro Cerca Reset **2** Nuova Annulla Registrazione

Identificativo Sede	Partita IVA	Indirizzo	Città	C.A.P.	Provincia	Nazione	
FCA ITALY SPA	07973780013	CORSO AGNELLI 200	TORINO	10135	TO	Italia	Seleziona
FCA ITALY SPA	07973780013	LARGO SENATORE AGNELLI 3	YOLVERA	10040	TO	Italia	Seleziona
FCA ITALY SPA	07973780013	PIAZZA RICCARDO CATTANEO 9	TORINO	10137	TO	Italia	1
FCA ITALY SPA	07973780013	CORSO LUIGI SETTEMBRINI 167	TORINO	10137	TO	Italia	Seleziona
FIAT CHRYSLER AUTOMOBILES ITALY SPA	07973780013	VIA NIZZA 250	TORINO	10126	TO	Italia	Seleziona

Ricerca la Company **Dati Company** **Ricerca Sede** **Dati Sede**

Identificativo Sede*:

INDIRIZZO SPEDIZIONE DELLA SEDE

Indirizzo*: Città*:

C.A.P.*: Nazione*:

Provincia*:

Finally, enter the user data. The following items are crucial to the successful completion of the registration:

Ricerca la Company **Dati Company** **Ricerca Sede** **Dati Sede** **Dati Utente**

Cognome*: **2** Nome*: **2**

E-mail*: **1** Telefono*:

Data di Nascita*: **2** Lingua*:

Lingua Alternativa*:

DOMANDA1*: **3**

RISPOSTA1*:

DOMANDA2*: **3**

RISPOSTA2*:

torna indietro Procedi

1. The **email address** must be unique and not present in our archives. It is not possible to register multiple users with the same email address.
2. **First name, last name and date of birth** are used to create the first registration password and cannot coincide with those of another user; at least one element must differ.
3. **Secret questions and answers**: these are needed to change your password mandatorily every 60 days for computer security reasons and to recover your password if you forget it.

You must read the **Privacy statement**.

Finally you must select your type of activity from among those available for your Company/Location. The type selected permits, if necessary, access to functions reserved to specific types of independent operators as specified by European regulations.

When the procedure is complete, you will be registered with a position within the Company:

- **Location Legal Representative:** this is the first user who is registered when a new Location was created.
- **Location Operator:** this is any user registered after the first user within a Location.
- **Guest:** this is any user waiting for their registration to be approved. Our team is required to approve the Company Legal Representative, by validating the Company and its representative, based on the supporting documentation submitted. Other profiles will be approved by the Company or Location Legal Representative, as pertinent.

6. Login

When you log in, you will be asked to enter your **username** (1) and **password** (2).



3. Once you have entered your credentials, click here to **login**. The password received during registration must be changed to a new one, following the indicated rules. The password you chose expires **every 60 days** and must be renewed, always following the same rules.
4. Here is how to proceed **if you cannot complete the registration, cannot remember your credentials or cannot reset your password yourself**.
5. If you have forgotten your password, here is the procedure for **resetting your password**. You need to know username, secret questions and answers.

7. Forgotten password?

This function can be used by registered users to reset their password to access the website if they have forgotten it.

In order to do so, you have to select the function **Access** from the user menu, then enter your username (3) and in the menu below, select the function **Did you forget your password?** (2).

If you can't even remember your username, you can use the **Need help?** (1) function.

In order to change your password, you have to remember the secret answers you gave during registration and then select a new password by following the norms indicated.

After changing the password, you must log in again to confirm the association between the username and password.

9. Electronic invoicing

After logging in, a pop-up will appear in countries where electronic invoicing is mandatory.

1. If you have a certified email address (PEC) and/or a Recipient Code, enter them **one of the two fields**, which are mutually exclusive.
2. Once you have entered the field, confirm your choice.
3. If you do not have **either a certified email address (PEC) or a Recipient Code**, click on this button.

This pop-up will appear with each login, until one of the two fields is filled in.

10. Private homepage

Click on the user menu to open the interface for:



1. **Log out**
2. Going back to the **private homepage** (by clicking on your name in the white box)
3. **Changing registration data**, e.g. the e-mail or one of the associated addresses
4. **Using subscriptions** already purchased for accessing Repair and Maintenance Information, if you were assigned this function by your Manager
5. Recover an **MPV contract estimate**, in the case of camper van outfitters
6. **Checking your orders**, if you were assigned this function by your Manager
7. **Selecting the vehicle** on which to operate
8. **Placing new orders**, if you were assigned this function by your Manager
9. Place a **new MPV order**, in the case of camper van outfitters
10. Accept or refuse the **user registration for your Company**, in the case of the Company Representatives or Location Representatives
11. Manage the **user access rights for your Company**, in the case of the Company Representatives or Location Representatives
12. Run **user search for your Company**, in the case of the Company Representatives or Location Representatives
13. **Assign the Company subscriptions** to specific users, in the case of Company Representatives
14. Oversee the **standard discount values for MPV orders**, in the case of camper van outfitters
15. Reading **notes and news**

All pages will contain these functions after having logged in.

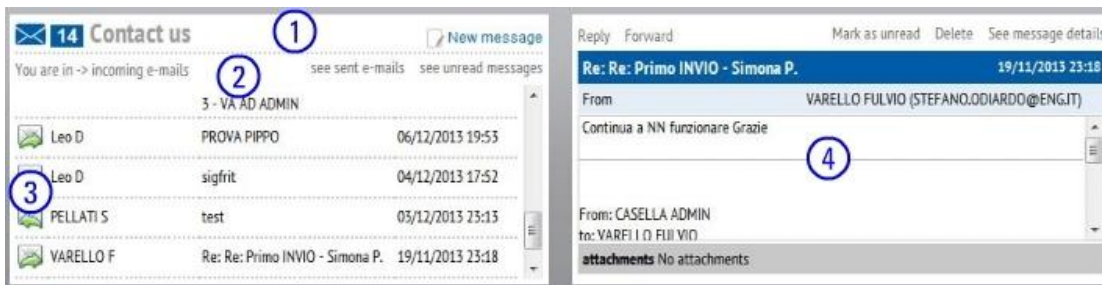


The middle of the private homepage is occupied by two distinct sections:

1. **Notes** (public and private) reserved for your user profile
2. **News** (public and private) reserved for your user profile

The bar on the lower part contains the website contact area.

The contact area is structured as follows:



1. The number of messages present and the possibility of sending new messages is shown on the first line on the left.
2. The current folder (*inbox* or *sent*) is shown on the next line, with the filter option to show on the *unread messages* or *all* the messages.
3. Other symbols are used to identify messages *to be sent*, *received*, *to be read*, *forwarded* or *answered*.
4. Click on a message to read it and see any attachments in the area on the right.

11. Change Registration Data

In this section you can change some of the stored data.

Salva

Dati Company **Dati Sede** Dati Utente Tipologie Attività

Partita IVA: 07973780013

INDIRIZZO SPEDIZIONE DELLA SEDE

Identificativo Sede*: FCA ITALY SPA

Indirizzo*: CORSO AGNELLI 200 Città*: TORINO

C.A.P*: 10135 Nazione*: Italia

Provincia: TORINO

You can correct any data relating to the location, in the case where the physical address of the operative location changes.

You can also change the email address and telephone number linked to the user, just like with the languages you use to navigate. Furthermore, you can also change your Privacy consent.

When you have finished correcting, save (1) the changes.

Salva 1

Dati Company Dati Sede **Dati Utente** Tipologie Attività

Cognome*: MATTEAZZI Nome*: GIOVANNI

E-mail*: GIOVANNI.MATTEAZZI@FIAT.CI Telefono*: 3351247689

Data di Nascita*: 22/05/1969 Lingua*: English

Lingua Alternativa: Italiano

12. Users Activation

Users who might be the **Legal Representative of the Company** or **Legal Representative of the Location** can, or rather they must, validate the registration of other users from the Company/Location, depending on their role.

You can search users by Username (1), possibly with the additional filter (2) to identify those who have not been dealt with (**Pending Approval**), those being dealt with and therefore temporarily blocked from changes by the user (**Taken in charge**) or whose activation by the user has already been **Approved** or **Rejected**.

Pagina di Amministrazione degli Utenti Registrati

Username: 1

● In attesa di Approvazione ● Presa in carico ● Approvata ● Rifiutata 2

Filtri per Sede

Identificativo Sede: 3

Reset Cerca

Once a user has been identified, the **Location Data** (only for Location Responsible approval) or the **Type of Activity** (only for users Pending Approval) can be changed.

13. User Management

Users who might be the **Legal Representative of the Company** or **Legal Representative of the Location** can also limit the access rights of other users from the Company/Location, depending on their role.

Specifically, the **Legal Representative of the Company** can limit the rights for the Legal Representative of the Location and the Operators of the main location, whereas the **Legal Representative of the Location** does so for the operators in their own location.

The rights that can be assigned/revoked are:

- Purchase subscriptions
- Use subscriptions
- View and complete a purchase order
- Vehicle identification

If this right is revoked from a Legal Representative of the Location, this automatically causes the same right to be revoked from all the Operators in that location.

14. User Inquiry

Users who might be the **Legal Representative of the Company** or **Legal Representative of the Location** can search for other users from the Company/Location, depending on their role.

The Company (1) will already be pre-selected, but the Location (2) will be able to be entered **in the case of Company Representative**. The other fields can be selected freely, so a search can be run (3).

Inquiry Utenze

Partita IVA:	<input type="text"/>
Ragione Sociale:	<input type="text"/>
Identificativo Sede:	<input type="text"/>
Username:	<input type="text"/>
Nome:	<input type="text"/>
Cognome:	<input type="text"/>
E-mail:	<input type="text"/>
Ruolo:	<input type="text"/>
Stato Registrazione:	<input type="radio"/> In attesa di Approvazione <input type="radio"/> Presa in carico <input type="radio"/> Approvata <input type="radio"/> Rifiutata
Data Registrazione dal:	<input type="text"/>
Data Registrazione al:	<input type="text"/>
<input type="button" value="Reset"/> <input type="button" value="Cerca"/> <input type="button" value="3"/>	

Once the users have been filtered, they can be **Selected** one at a time and their details can be viewed.

15. MVP discount manager

Users who might have **camper van outfitter** among their activities can set the basic discount value for the extended warranty packages that Mopar makes available for them, as an offer to end customers.

Default products discount

Family	Model	Product	Engine Code	Default Discount	
XCA				Maximum Care Camper \ + 1 anno o 60.000 km	<div>1</div> <div>2</div> <div>3</div>
XCA				Maximum Care Camper \ + 2 anni o 90.000 km	

If you scroll the sidebar (1) you can view **the maximum discount set at the moment** (2) for each package. If you want to modify it, just click on the **Update** (3) button.

The discount field thus becomes editable and you can save changes or go back, leaving the previous discount.

16. Easy Access

This section allows easy access to all functions of ISO 18541 already implemented before the obligation to comply with the standard.

The list may not be aligned with the final version of the standard (not translated in all languages yet) and may not implement all items: FCA reserves the right to integrate and edit all parts which do not comply as soon as the standard will become mandatory.

Easy Access

1. Utenti

2. Password

3. Identificazione veicolo

4. Metodi di selezione

5. Pacchetti informativi

6. Ricambi

7. Accessori

8. Tempi di riparazione

9. Conversione veicoli

10. Attrezzi specifici

11. Diagnosi veicolo

12. Aggiornamento centraline

13. Storia elettronica veicolo

14. Supporto tecnico

15. Richiesta di contatto

16. Corsi e formazione

17. Area Download

4

In questa sezione potete accedere alla schermata di accesso del "Catalogo ricambi".

5

La sezione "Ricambi" è accessibile, solo se si è già acquistato un abbonamento, sulla barra laterale rossa in alto a sinistra nella schermata principale.

1. Eseguite il login, inserendo lo username che vi è stato fornito via mail e la password da voi prescelta.

2. Selezionate "I Tuoi Abbonamenti".

3. Scegliete un abbonamento "Attivo" o "Confermato" che comprenda "Ricambi".

4. Selezionate "Accesso completo".

5. Nella finestra pop-up che si aprirà, selezionate "ePER".

The operating logic of the **Easy Access** menu is:

1. The first level of the tree shows the **Use Cases groupings**.
2. The second level (where present) shows the **single Use Cases** of a group.
3. The last level shows the **implementation methods** in Technical Information.

An explanatory text (4) of the selected level appears again in the window by the right of the Easy Access.

The last level provides the **sequence (5) of the steps to be performed** in the various Technical Information sections: print it or copy it as a guide for using the required function.

17. Models/Languages Available

This page provides information on the number of models on the website organised by Repair and Maintenance Information type. This is because FCA does not have a single database containing all the information which must be provided by law. The information is available in different environment which are not connected to each other.

The main environments are:

- **Repair manuals:** these can be purchased for one brand for 1 hour, 1 day, 1 week, 1 month, 1 year. Most of the documentation is available in XML format but PDF files generated by scanning paper documents may be available for some older models.
 - **Labour times:** these are included in the previous option. Format is XML again (also for the older models).
 - **On-board documentation:** accessible free of charge after logging in. The PDF files can be browsed with search functions.
 - **Spare Parts Catalogues:** only available for multiple brands for 1 hour, 1 day, 1 week, 1 month, 1 year. The documentation is available in XML format.
-

A link is provided to the Maserati portal for the **Alfa Romeo 8C Competizione** special series which contains Repair and Maintenance Information of the model. A specific subscription must be purchased to access the website.

The address of the website corresponding to this is provided for **CHRYSLER, JEEP and DODGE**. FCA is working to set up a direct link like the one provided for Alfa Romeo 8C Competizione.

18. Type approvals

This page provides the list of models in the portal and which information about Repair and Maintenance is available for, as required by the existing regulations linked to approval. For older models, the information is available in line with competition standards. Apart from the list of models, there is the approval booklet number and the VIN description of each model: the parts in bold indicate the fixed portion of the VIN for each model, whereas the others contain characters that vary depending on the individual vehicle.

This information can be useful to companies that develop SW based on VIN search, taking advantage of a fee service and subject to a contract, which Stellantis provides to suitable companies who request it.

19. Information for PTI/MOT

This page provides the list of models in this portal and subject to the new inspection regulations. There is a PDF file for each model, containing the information required by the regulations or information about where they can be found, in case this information is subject to the regulations on information for Repair and Maintenance.

In the second case, this information is subject to the same existing rules for the other subjects about the automotive industry. The national authorities can request access for verification, after first registering on this portal.

20. Diagnosis tools

This page provides the information relating to the diagnostic solutions that FCA makes available to Independent Operators.

Apart from the **Stellantis-owned diagnostic instrument**, whose hardware can be **purchased through the eCommerce channel**, two other options are available:

1. Using the **third party tools** that comply with the **SAE J2534** protocols in PassThru mode, using the official FCA diagnosis environment.
2. Using the **third party tools** equipped with a specific Web API called **ADA Stellantis** for authenticated diagnosis on vehicles that have Secure Gateway (SGW).

Using the **Stellantis-owned diagnosis instrument** and the **third party SAE J2534 instruments** also requires the purchase of a subscription for diagnosis, available in 3-day, 1 month or 1 year denominations and can be purchased on a portal managed in the USA. These subscriptions make it possible to operate on the FIAT, ALFA ROMEO, FIAT PROFESSIONAL, LANCIA, ABARTH, CHRYSLER, JEEP®, DODGE, RAM brands.

For some functions that also require access to information about Repair and Maintenance, such as interactive diagnosis or control unit updating, purchase of a subscription to the Repair Manual for at least 1 hour is required and must include at least the vehicle brand that is being worked on. In the case of Fiat, Fiat Professional, Lancia, Alfa Romeo and Abarth brand vehicles, this subscription can be purchased directly on this portal, but for Jeep®, Chrysler, Dodge and RAM you need to access the [TechAuthority](#) portal.

Using the third party tools with ADA Stellantis requires instead a subscription for authenticated diagnosis, available in 1 day, 1 week 1 month or 1 year denominations and can be purchased directly on this portal.

21. Services offered

21.1. On-board documentation

The **eLUM** portal is external to the Technical Information site (<https://aftersales.fiat.com/elum/home.aspx>) , and was developed for vehicle owners; its content can be viewed in referenced mode.

After selecting your nationality, you need to register on the portal, possibly using your own social profile already in existence.



You can:

1. Select the language for the documentation you are looking for.
2. Logout or modify your personal data.

Furthermore, you can access by brand or model (3) or by VIN (4) or by number plate (in countries where the number plate is unequivocally linked to the vehicle).

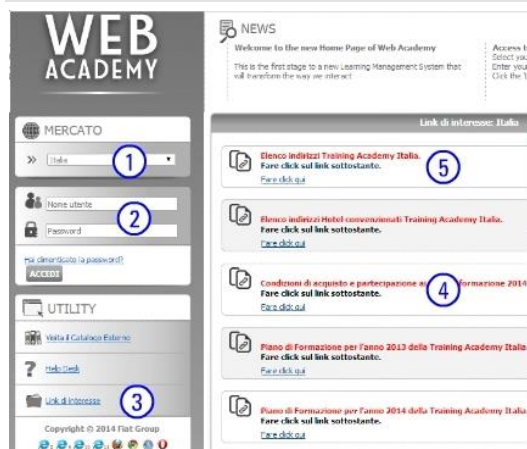


Enter a check code must be entered to confirm that the action is being carried out by a human operator.

You can browse or download the on-board vehicle documentation after having accessed the model.

21.2. Training courses

The **WEB Academy** portal is external to the Technical Information site and therefore its content is visible in a differentiated manner. Functions can only be guaranteed if Internet Explorer is used as browser.



To access, indicate your country (1) and access the specific area (2) after having logged a specific request in the **Contact Area** of the **Support** menu.

You will find a menu (3) on the WEB Academy portal showing how to sign up (4) for online and traditional training courses, the latter held in a Stellantis training centre.

The list of training centres (5) is available on the website.

You can access online training courses after having signed up. Use the WEB Academy portal Help Desk for more information.

21.3. Technical Help Desk

Technical Support is a Stellantis task force dedicated to solving the most critical vehicle repair cases. **Technical Support** experts help repairers solve very complex issues. They are also the Stellantis contact point in charge of detecting early signs of potential product problems by means of a nationwide network located in all countries where Stellantis operates.

The following requirements are essential to access the service to ensure that the operator can understand the answers provided by the technical help desk, perform the necessary operations and access the necessary instruments/documents:

1. Being a first or second level technical expert or a diagnosis expert. This title is obtained by completing a WEB Academy training process, but the operator can contact a training centre and perform an assessment test to demonstrate that the person has the necessary skills. The service is also available for operators who are currently attending a training course to obtain this qualification.
2. Having a wiTECH2.0. This is the official diagnostic tool of the FCA network. This requirement is essential because Technical Support operators can indicate exactly which tool functions to use and, in extreme cases, take direct control of the tool directly from operations headquarters.
3. Having a valid, active subscription to Technical Documentation. This is also an essential requirement because the documentation provides valid assistance for particularly complex operations or to correctly identify electric connections.

The user must fill in the online form, add the required attachments and send it. The request will be sent to FCA staff in the relevant country, so that the user can be contacted by an assistant who speaks their language, following a check on the three requisites.

21.4. Download data

Download Manager is a dynamic archive and content is available for authorised users only, i.e.:

1. Operators who request to download **official Stellantis genuine spare parts price lists**. Send your request to the Contacts Areas indicating that you want this information.
2. Business-to-Business (**B2B**) operators who have signed a commercial agreement with Stellantis for **republishing Repair and Maintenance Information** for Stellantis vehicles. Rights for republishing Repair Manuals, Labour Times and Spare Parts Catalogues can be requested.

Data download rules are supplied separately to the user when the commercial agreement is signed or in case of Spare Parts Price List downloads when the user is informed that the service is active.

21.5. Service Contracts

Only for users with **Camper Van Outfitter** profile there is a function on the **Purchase -> Purchase Service Contract** menu for buying and selling to the end customer. For more information on the buying and sales proposition process, see **23.2 Service Contracts**.

22. Contact area

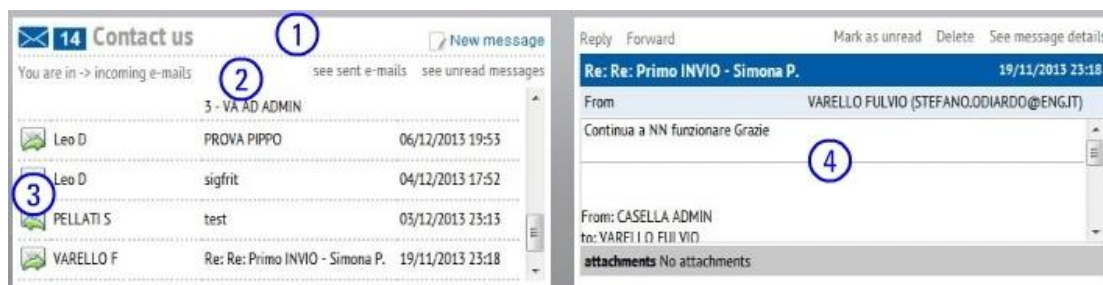
The contact area is the communications point between Technical Information users and administrators.

It may be used for an array of functions:

- **Solving subscription-related issues:** impossibility of using the subscription due to unavailability of the website (inactivity or errors).
 - **Solving user data-related issues:** problems for updating personal data.
 - **Starting up B2B negotiations:** for publishing or using Stellantis material in your products and/or on your portals
 - **Requesting access to spare part lists**
 - **Other problems**
-

The choice of the **topic** is fundamental for rapid request management: the expert team which receives the request is based on the chosen topic. Indicating topics which do not reflect the content of the request may cause them to be sent to a member of staff who is not in the position to solve the issue and who may not know the correct person to contact for the actual matter in hand. Your request could consequently be ignored or require more time to be received, examined and solved.

The user will receive a response directly in the contact area of the site.

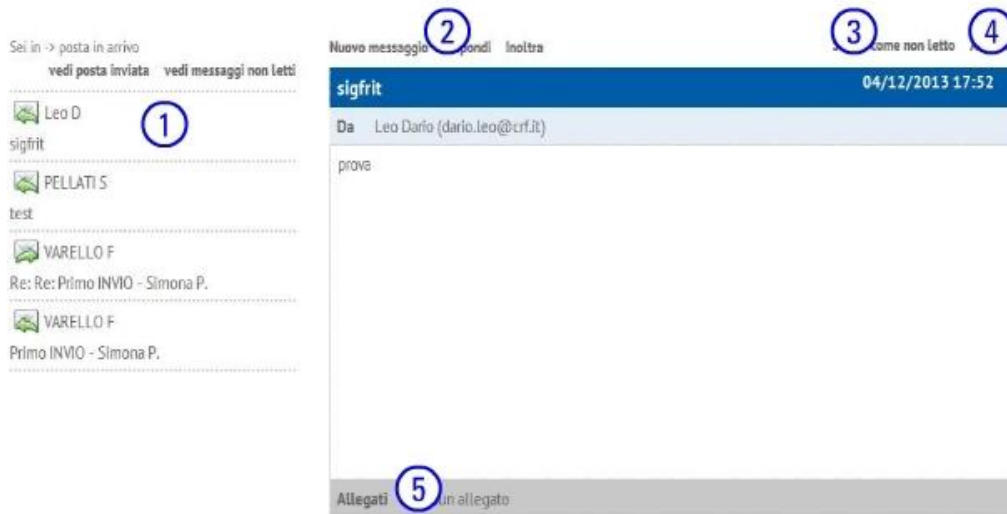


The contact area is structured as follows:

1. The number of messages present and the possibility of sending new messages is shown on the first line on the left.
2. The current folder (*inbox* or *sent*) is shown on the next line, with the filter option to show on the *unread messages* or *all* the messages.
3. Other symbols are used to identify messages *to be sent*, *received*, *to be read*, *forwarded* or *answered*.
4. Click on a message to read it and see any attachments in the area on the right.

If you decide to write a new message or display the detail of a message in the box on the right, it opens a writing interface with the following structure:

Contattaci



1. The messages can be selected on the right similarly as illustrated above.

Various actions can be performed on the messages on the right:

2. Write a new message or respond to a message received.
 3. Set a message that you have already been read as *not read*.
 4. Delete the message.
5. One or more attachments can be added or removed while writing and before sending.

23. Purchase

The purchasing procedure is rather complex and covers various types of products and purchasing methods.

All profiles can buy documentation using the **Purchase subscriptions** function. For **Camper Van Outfitters** only the **Purchase Service Contracts** function is also available.



1. **Online Technical Documentation:** the set of Technical Documentation, Spare Parts Catalogues and Labour Times which may be browsed online and filtered by specific model.
2. **Examiner Emulator packages:** to purchase a subscription to use the Stellantis official diagnostic tool on vehicles manufactured before 2011.
3. **Authenticated diagnosis packages:** to purchase a subscription to use third party diagnostic instruments equipped with ADA Stellantis access for authenticated diagnosis.

Except for the Service Contract, you can simultaneously buy different types of product. The purchase procedure of the various products is detailed below.

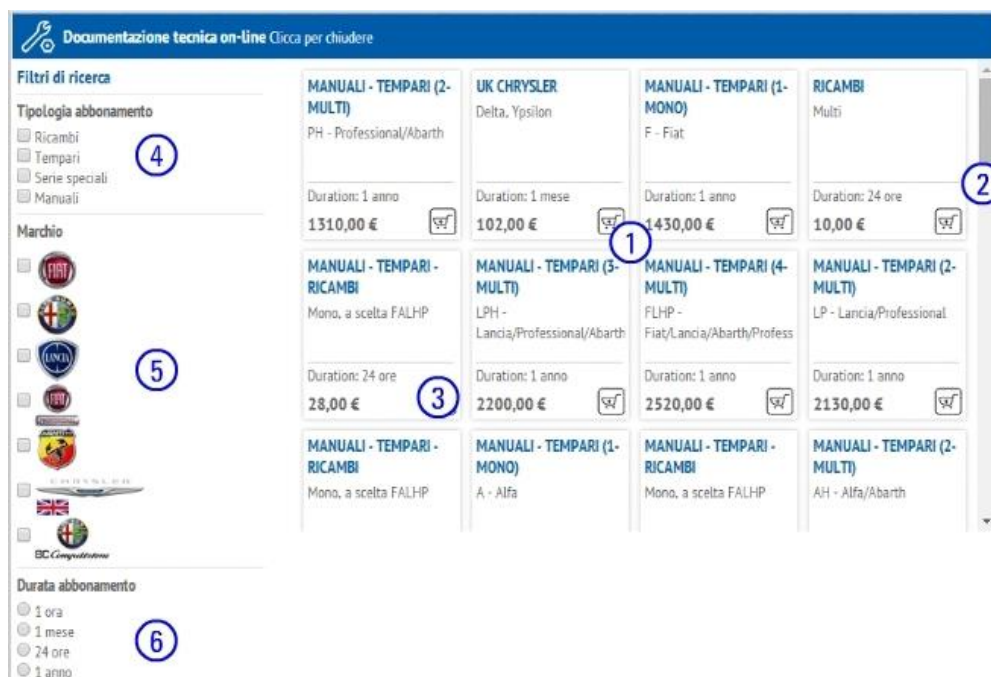
23.1. Online technical documentation, Examiner Emulator packages and Authenticated Diagnostics packages

A page will appear when the menu is opened. The complexity of the page will vary according to the available subscription type.

To avoid misunderstandings, we provide some clarification:

- **Examiner Emulator packages:** can only be used with the Stellantis proprietary tool on vehicles manufactured before 2011.
- **Authenticated Diagnostics packages** can only be used with non-proprietary Stellantis tools which have been developed according to the specifications provided by Stellantis. Check with your equipment supplier if your tool falls into this category.

The most complex case (Online Technical Documentation) is shown below.



1. The **available subscriptions** are shown on the right when the menu opens.
2. Scroll the list using the **bar on the right**, if it is very long.
3. **Click on the shopping cart** or drag the package to the shopping cart to select a subscription.
4. The subscriptions may be filtered to identify the desired one. The first filter based on the **subscription type**, joins the selections.
5. The second filter based on the **vehicle brand**, will eliminate all subscriptions which are not compatible with at least one of the selected brands.
6. The last filter based on **time**, shows only the subscriptions of selected duration.

After having filled the shopping cart, the procedure will be the same for all products and therefore the methods for concluding the purchase will be illustrated at the end.

23.2. Service Contracts

Select **Purchase Service Contracts**, to open the following page:

La creazione del preventivo è finalizzata all'acquisto? ☒ ①

Modello: Telaio:

Targa: ②

VIN:

Codice: ③

Cerca

1. Before starting any operation, you must establish whether the estimate is finalised to be purchased by a customer or not. Click on the box to make this choice.
2. Then enter the vehicle data to search for the products available for that chassis. The search may be performed by entering:
 - Model and chassis number
 - Plate number
 - VIN
 - MVS, only if the estimate is not aimed to be purchased
3. The system will only prompt to enter the code shown to check that the user is human.
4. Then continue with the vehicle search.

1. All the vehicle data pre-compiled by the system appear in the **Vehicle data** section.
2. Enter the mileage of the vehicle to search for the products.
3. If you are preparing an estimate which is not finalised for to be purchased, enter the start of warranty date and the fuel type.

VIN: ZFAZ5000002B67636

Telaio: 02B67636 ①

Targa: FF670GD

Modello: DUCATO 2.0 DS 115CV E6 BASE FURGONE P.CORTO H1 12Q

Chilometraggio*: ②

Codice copertura di garanzia: W24

Tipo alimentazione*: Diesel

Data inizio garanzia contrattuale*: 14/09/2016 ③

Procedi

1. Fill in all the fields on the **Customer Data** page.
2. Accept the Privacy Policy Disclaimer to go to the next page. The Privacy Policy Disclaimer can be viewed by pressing the "i" button and printed by pressing the respective print icon.

1. The products which can be sold for the given chassis according to the previously set criteria are shown on the **MVP Page**.
2. The product name and duration in terms of years and kilometres are described in each rectangle.
3. Furthermore, the **advertising leaflet** (red button) of the product and an excerpt of the **Terms and Conditions** of the service contract (blue button) can be downloaded. The price shown is that charged to the end customer and does not include VAT. To see the total (also not including VAT) billed by Stellantis to the user, press the "i" button. To perform each operation in the chosen option rectangle, click on the **square in the top right**.

Ricerca Veicolo	Dati veicolo	Dati cliente	Filtri di ricerca	Pacchetti MVP
<div> <div>MAXIMUM CARE CAMPER + 1 anno o 30.000 km</div> <div>MAXIMUM CARE CAMPER + 1 anno o 45.000 km</div> <div>MAXIMUM CARE CAMPER + 2 anni o 40.000 km</div> <div>MAXIMUM CARE CAMPER + 2 anni o 60.000 km</div> </div>				
<div> <div>Prezzo Cliente (IVA esclusa): Costo a carico dell'allestitore (IVA esclusa): 208.7 €</div> <div>Prezzo Cliente (IVA esclusa): 278.68 €</div> <div>Prezzo Cliente (IVA esclusa): 467.21 €</div> <div>Prezzo Cliente (IVA esclusa): 549.18 €</div> </div>				
<div> <div>225.82 €</div> <div>278.68 €</div> <div>467.21 €</div> <div>549.18 €</div> </div>				

N.B. The purchasing price charged to the user and billed by Stellantis remains unchanged (and can be viewed at any time by clicking on the "i" button).

1. To support Service Contract sales, the user can set a discount to be offered to the end customer by clicking in the box or manually entering the required discount percentage. The viewed total for the end customer will implement this setting and be shown when the Contract is printed.
2. Once the discount has been set, click on the **Buy** button. The order will be shown in the shopping cart with the total that Stellantis will bill to the customer. During this step, the offer can be saved in the estimate archive.
3. If the estimate is not finalised to be purchased, it can be saved in the estimate archive and finalised for sale at a later time.

21.3. Finalise the purchase

To complete the purchase, open the shopping cart after having selected the products you want to buy.

1. You can **delete** any product entered by mistake.
2. **Proceed** with the purchase if the content of the shopping cart is correct.



To buy **Service Contracts**, click on **Next** in the shopping cart to open a pop-up that you must read. Click on **Next** to go to the next page.

1. You can also **check the billing data** and the shipping address of the material to be used off-line. If necessary, change the data in the **Edit Your Profile** section.
2. A **summary of the current order** is shown on the right.
3. You can add products and go back to the **subscription selection** page.
4. Proceed with the **payment** if everything is correct.

I tuoi dati

Anagrafici	
Cognome	Matthews
Nome	John
Indirizzo	Tir Na Mohr Arth, 1
C.A.P.	SP4 7DE
Città	Stonehenge
Provincia	WILTS
Nazione	GRAN BRETAGNA
E-mail	postmaster@strixvsenquire.net
Telefono	1234567890
Fatturazione	
Ragione Sociale	S.T.R.J.X. International Ltd
Partita IVA	GB123456789
Indirizzo	Tir Na Mohr Arth, 1
C.A.P.	SP4 7DE
Città	Stonehenge
Provincia	WILTS
Nazione	GRAN BRETAGNA
Modalità di Pagamento	
Carta di Credito	

Il tuo carrello

Manuali - Tempari (3-Multi)	2880.0 €
DVD Ricambi	68.09 €
wiTech	760.0 €
Totale Carrello 3708.09 €	
Imposte 0.0 €	
Spese di Spedizione 0.0 €	
Totale Acquisto 3708.09 €	

[Torna ai Cataloghi](#)
[Pagamento](#)

Pagamento

Two payment methods are available:

Metodo di pagamento

1

xPay
Piattaforma di pagamento del circuito Cartasì con Carta di Credito, eventualmente anche prepagata.

[paga su xPay ->](#)

2

PayPal
La migliore piattaforma di pagamento con portafoglio virtuale, che permette di utilizzare come circuiti di pagamento una carta di credito o prepagata, o anche un conto bancario.

[paga con PayPal ->](#)

1. **xPay**: the **NEXI circuit** payment platform allowing to pay by credit card only (either prepaid or not). This method is active for all purchases except for specific equipment.
2. **PayPal**: virtual wallet payment platform, allowing to pay in various ways according to the normal functions of the platform itself.

Carte di pagamento accettate



Inserisci i dati della carta e procedi al pagamento

By selecting **xPay** you can pay with credit card only.

Enter the **card number** (1), the **expiry date** (2), the **CVV** (3) and the name of the **card owner** (4).

You must allow **processing of your personal data** as required by the law (5).

You can still **cancel** (6) the purchase or **proceed with the payment** itself (7).

Importo	3.708,09 EUR €		
N. Carta*	<input type="text" value="400000*****0002"/> (1)		
Scadenza (MM/AA)*	<input type="text" value="04/14"/> (2)	CVV* <input type="text" value="***"/> (3)	(ultimi 3 numeri sul retro della carta)
Indirizzo e-mail	<input type="text" value="postmaster@strixvsenquire.net"/> * Dati obbligatori		
Numero d'ordine	00000002014041107997		
Nome*	<input type="text" value=""/> (4)		
Cognome*	<input type="text" value=""/> (4)		

[Acconsento all'informatica in materia di dati personali per acquisti on-line](#) ☒ (5)

(6) (7)

Riepilogo Ordine

Importo : 3.708,09 EUR
N. Carta : 400000*****0002
Scadenza (MM/AA) : 04/14
CVV : ***
Indirizzo e-mail : postmaster@strixvsenquire.net
Numero d'ordine : 00000002014041107997

The system will ask you to **confirm** (2) or **correct** (1) your data one last time.

(1) (2)

Il tuo ordine di acquisto di 3.708,09 € è stato comunicato all' esercente

1. The purchase is now complete. You can start **using the subscription directly** simply by clicking. No confirmation email is needed.

Numero d'ordine: 00000002014041107997
Codice di autorizzazione: TESTOK
Data della transazione: 11/04/2014 13:59:39

(1)

By selecting **PayPal** as payment method, you can pay by credit card (1) in manner similar to that described for **xPay** mode.

If you **own a PayPal account**, you can pay according to the chosen method (2) in the scope of your contract with PayPal.

At the end of the purchase, the **billing process** is automatic.

A few days after purchase, for countries where electronic invoicing is not in force, you can download a **PDF version of the invoice** in the **Your orders** section.

In countries where electronic invoicing is in force, **the invoice is sent to the PEC address** (if entered in the registration data), or alternatively **associated with the Recipient Code** (if entered in the registration data) **or the tax drawer associated with the VAT number** (if the first two solutions are not possible).

24. Your subscriptions

You can use your purchased subscriptions in this section. You can **configure** a subscription to a single brand (for a specific brand) or use a subscription **To be activated** or already **Active** to access the repair and maintenance information.

The available **subscription types** (1) for on-line use appear on the top of the page. The active subscriptions will appear in blue. The subscriptions available for each single type are listed under their **state**. You can **select them** one at a time (2).

I tuoi abbonamenti

Acquista nuovo abbonamento



Ecco l'elenco degli abbonamenti che hai sottoscritto. Controlla lo stato di attivazione, validità e scadenza. Fai clic per ottenere informazioni sul singolo abbonamento.

Documentazione Tecnica

Pacchetti **1** CHPlus

Pacchetti ECU a Transazione

☒ Da configurare ☒ Da attivare ☒ Attivo ☐ Scaduto ☐ Annullato

Manuali - Tempari - Ricambi Mono a scelta 24 ore FALHP PIN: OZm6471 - Data Acquisto 07/04/2014 13:48	Da 2 e ➤
Abbonamento Generico Gratuito 1 anno PIN: ovp1000 - Data Acquisto 21/12/2010 11:20	Attivo ➤
Ricambi Multi 1 anno PIN: xyP1000 - Data Acquisto 01/03/2010 17:19	Attivo ➤
Manuali - Tempari (5-Multi) FALHP - Fiat/Alfa/Lancia/Abarth/Professional 1 anno PIN: afa1000 - Data Acquisto 01/03/2010 17:18	Attivo ➤
Manuali - Tempari - Ricambi (6-Multi) FALHPC 1 ora PIN: MEd1000 - Data Acquisto 01/03/2010 17:16	Attivo ➤
Serie Speciali - Alfa Romeo 8C - 1 A PIN: qqi1000 - Data Acquisto 01/03/2010 17:14	Attivo ➤

MANUALI - TEMPARI - RICAMBI (6-MULTI) FALHPC 1 ORA

Attivo
PIN: MEd1000 **3**
Serial Number: 000112543V
Data Creazione: 01/03/2010 17:16
Data Attivazione: 01/03/2010 18:02
Data Scadenza: 31/12/2014 23:59

Identificazione Veicolo **4**

ACCESSO COMPLETO

5
ePER eLEARN
Tempario

After having selected a subscription, the essential information will appear on the right including creation, activation and expiration date (3). The subscriptions may be used in **simplified mode** with guided access for VIN/MVS (4) or in **expert mode** (5). According to the subscriptions one of the two modes may not be available.

You can **purchase a new subscription** (6) if none correspond to your needs.

24.1. Full access

One or more of the following links to referenced websites will appear according to the selected subscription:

- **eLEARN:** this is the repair manual publisher. Repair manuals contain technical data, repair procedures, wiring diagrams, Service News, symptom solutions, DTC solutions.
- **Tempario:** this is the repair times publisher.
- **ePER:** this is the spare parts catalogue publisher.
- **8C Competizione:** link to the Maserati website containing information on the Alfa Romeo special series of the same name.

Use the online help of the destination sites for help.

25. Move subscriptions

This function is available **only to Legal Company Representatives**, among the **Administrative Functions**, and permits the selection of any subscription **To be activated** or that is already **Active** and assign it to a specific user, or transfer it from one user to another.

26. Vehicle identification

This section is the fulcrum of all the guided functions available to the user.

26.1. Selecting the vehicle

Ricerca per codice VIN Ricerca per MVS (6)

Inserire il VIN per l'identificazione del veicolo.

VIN (1)

d7agw

CODICE (2)

#(verifica)

MVS

500 LOUNGE 1.2 8V

Optionals (3)

ALIMENTAZIONE (ASPIRATO)

CILINDRATA (1242 - 1248 CC)

CARBURANTE (BENZINA)

COLORE ESTERNO (NERO)

Campagne

Campagne non presenti (4)

Vai a Da (5) lorer

1. The system asks to **enter a VIN** to identify the vehicle on which to operate. This section will remain **active for the entire connection session** unless you go back to this page and change it.
2. You must enter a **check code** to demonstrate that you are a human user.
3. The **vehicle features** will appear if you have entered a valid VIN for a Euro 5 or higher vehicle.
4. The system will show if **recall campaigns** are active on the vehicle.
5. If you have correctly identifies the vehicle and no campaigns are present you can select the various **search methods**.
6. You can also search by **MVS**, i.e. by groups of vehicles with similar features.

For search by MVS, you must select in order the **Brand** (1), the **Model** (2) and the **Version** (3) of the vehicle before proceed with the various **search methods** (4).

Ricerca per codice VIN Ricerca per MVS

È possibile verificare la presenza dei documenti di interesse tramite la selezione del proprio modello di veicolo. Seleziona marchio.








(1)

ALFA 159
AR MITO (2)
BRERA
GIULIETTA

MITO 1.4 MPI 78CV 6M Essential
MITO ESSENTIAL 1.4 70CV 8V BZ E6 5M
MITO ESSENTIAL 1.4 78CV 8V BZ E6 5M
MITO 1.3 MTJ 95CV 5M Essential E5 (3)
MITO 1.3 MTJ 85cv 5M Essential
MITO ESSENTIAL 1.3 85CV 16V MJET E5 5M
MITO 1.4 70CV Essential
MITO ESSENTIAL 1.4 70CV 8V BZ E5 5M

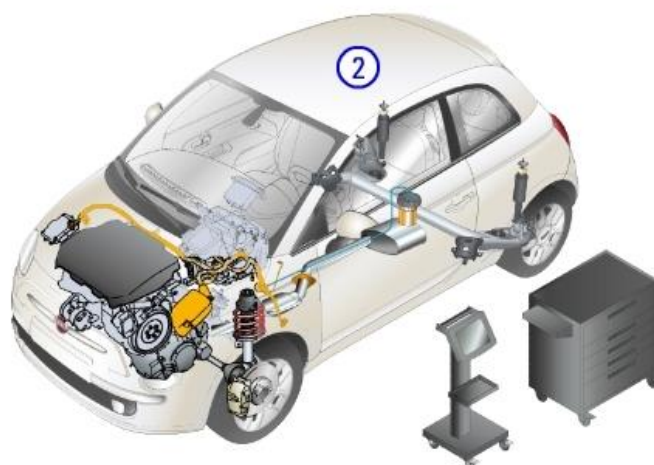
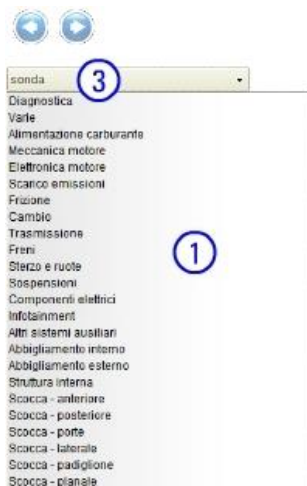
Vai alle Modalità (4) Ricerca

26.2. Searching for Repair and Maintenance Information



The pop-up window which opens allows you to select the search type to be carried out:

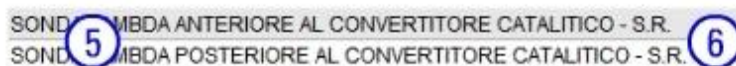
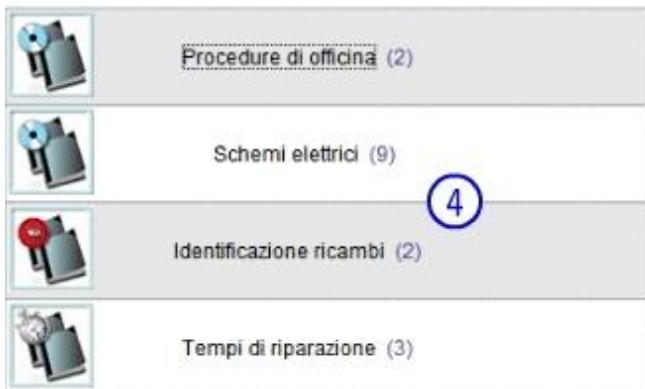
1. **Search by Component:** if the subscription is not of the **Special Series** type
2. **Search by Symptom:** if the subscription includes at least **Technical manuals-Labour Times**
3. **Search by Maintenance:** if the subscription includes at least **Technical manuals-Labour Times**
4. **Search by DTC:** available only if the **by VIN** option was used with a subscription including at least **Technical manuals-Labour Times**



Navigate along the text tree (1) or the graphic tree (2), or enter a key word (3) in the field on the top left (for suggestions) to see the list of documents (4) corresponding to the selection criteria. At this point, you can select the various results (5) to browse the documents.



Documenti trovati: 14



If you do not use an **Active** or **To be activated** subscription, the system will guide you to the list of subscriptions (6) to select one. You can purchase a new subscription if suitable subscriptions are present. Regardless of your choice, you can go back to the previous page and access the results at the end of this step.

27. Your orders

Ordine n. 2014041107997 Data 11/04/2014 13:55 1

Evaso (2 edito) 3

In this section, you can see the list of **ordered products** (1) with an **indication of the status** (2) of each product. If an order has not been completed with a payment, it can be completed by clicking on the **shopping cart** (3). Clicking on **Details** (4), you can check the details of the ordering and purchasing process. A few days after purchase, for countries where electronic invoicing is not in force, it is possible to download a **PDF version of the invoice** (5). In countries where electronic invoicing is in force, **the invoice is sent to the PEC address** (if entered in the registration data), or alternatively **associated with the Recipient Code** (if entered in the registration data) **or the tax drawer associated with the VAT number** (if the first two solutions are not possible). If Service Contracts are purchased, a copy of the **Terms and Conditions** (6) which must be signed and given to the end customer can be viewed and printed.

Dati acquirente

Anagrafici	
Cognome	Matthews
Nome	John
Indirizzo	Tir Na Mohr Arth, 1
CAP	SP4 7DE
Città	Stonehenge
Provincia	WILTS
Nazione	GRAN BRETAGNA
E-mail	postmaster@strixsenquire.net
Telefono	1234567890

Fatturazione	
Ragione Sociale	S.T.R.I.X. International Ltd
Partita IVA	GB123456789
Indirizzo	Tir Na Mohr Arth, 1
CAP	SP4 7DE
Città	Stonehenge
Provincia	WILTS
Nazione	GRAN BRETAGNA

Modalità di pagamento	
Carta di Credito	

Riepilogo Ordine

wiTech	760.0 €
link_vai_abbonamento	
DVD Ricambi	68.09 €
Manuali - Tempari (3-Multi)	2880.0 €
link_vai_abbonamento	
Totale Carrello 3708.09 €	
Imposte 0.0 €	
Spese di Spedizione 0.0 €	
Totale Acquisto 3708.09 €	

Torna all'archivio Ordini

The system does not keep track of some products purchased on referenced websites, such as:

- Training courses
- Specific equipment purchased from a Stellantis dealer