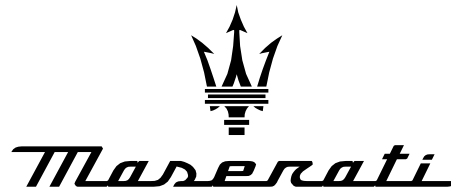


Technical Information

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

12V battery low charge status Notification on the Maserati Connect app

DATE: February 23, 2024

Models: Grecale M182 (All MY)

A new feature has recently been introduced in the Maserati Connect App which adds some instructions regarding the correct management of the vehicle to keep the 12V battery in ideal operating conditions.

Below a status of charge threshold (however conservative), they can appear within the specific section of the menu or as pop-up message, messages, or notifications of the type:

- Using the vehicle's lights, entertainment and/or air conditioning without the vehicle running may reduce the efficiency of the 12V battery. Please operate the vehicle to facilitate recharging the battery level to obtain optimal vehicle performance.
- The state of charge of the 12V battery of your "Model" may be lower than the recommended levels. Refer to the Vehicle Info section for more details.

For Grecale, this notification is activated in non-critical conditions of the battery charge status and Maserati is already working to modify the logic for the appearance of these messages, making them less invasive, in the meantime, starting from February 15th the new functionality has been temporarily suspended from the Maserati Connect App.

If the customer contacts the service to notify the receipt of this notification on the App and in the absence of further concerns, reassure the customer that there is no evidence of any anomaly, that it is a reminder of instructions already present in the owner's manual and vehicle maintenance to keep the 12V battery in ideal operating conditions.

Please do not perform any repair on the vehicle if there are no further anomalies or concerns.

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

Kind regards,

TECHNICAL SERVICE OPERATIONS