

Circular Letter

FROM: Maserati TSO
TO: Maserati Network



MASTERS OF CARE

MDEVO 3 Diagnostic Tool for Independent Operators



DATE: February 16, 2024

On September 13th, 2021, the new **MDEVO 3** ("Maserati Diagnosi EVO 3") was introduced alongside the **MDVCI 2** ("Maserati Diagnosi Vehicle Communication Interface 2"), both of which are now available as kits. This introduction signifies the latest advancements in Maserati's diagnostic tools, providing updated features and capabilities for improved vehicle diagnostics and communication interfaces. The kits include the MDEVO 3 system and the MDVCI 2 interface, offering a comprehensive solution for diagnosing and communicating with Maserati vehicles.

This Bulletin serves as a guide for Independent Operators to purchase an official Maserati scantool.

MDEVO 3 kits available to purchase:

- P/N: 900030476 MDEVO 3 FULL KIT
- P/N: 900030477 MDEVO 3 LIGHT KIT
- P/N: 900030478 MDEVO 3 EXTRA-LIGHT KIT

New **MDEVO 3 FULL KIT** and **LIGHT KIT** includes an **MDVCI 2**.

An **MDEVO 3 FULL KIT** is mandatory for all new opening Authorized Service Centers/Dealers.
An **MDEVO Gen. Diagnostic Tool and the MDVCI 2** are currently **mandatory** for all existing Dealers.

MDEVO 3 LIGHT KIT and **EXTRA-LIGHT KIT** can be bought by an Authorized Dealer ONLY after already owning an MD **FULL KIT** or an MDEVO / MDEVO 2 / MDEVO 3 **FULL KIT**.

Together with **MDEVO 3 LIGHT KIT** and **EXTRA-LIGHT KIT**, it is possible to buy the **new MDEVO 3 DOCKING STATION P/N 900030488**.

Details and instructions on how to purchase an MDEVO 3 Kit are in section 4 (Sales Policy) on page 7 of this bulletin.

Technical information

Tools compatibility, MDEVO 3 new features, spare parts list, sales policy, license management and technical support

1. Compatibility

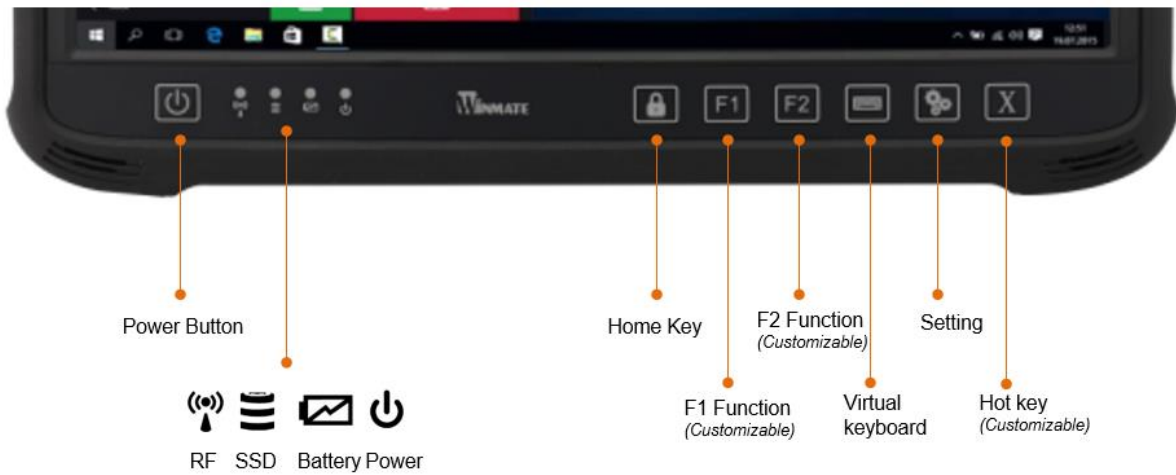
The following grid summarizes the compatibility between the different diagnostic components:

	MD	MDEVO	MDEVO 2	MDEVO 3	MDVCI	MDVCI2	MDVMM	MDVMM EVO	MDVMM EVO 2	MDEVO Docking Station	MDEVO 3 Docking Station
MD					Y	N	Y	Y	N	N	N
MDEVO					Y	Y	Y	Y	Y	Y	N
MDEVO 2					Y	Y	Y	Y	Y	Y	N
MDEVO 3					Y	Y	Y	Y	Y	N	Y
MDVCI	Y	Y	Y	Y		N					
MDVCI2	N	Y	Y	Y	N						
MDVMM	Y	Y	Y	Y							
MDVMM EVO	Y	Y	Y	Y							
MDVMM EVO 2	N	Y	Y	Y							
MDEVO Docking Station	N	Y	Y	N							
MDEVO 3 Docking Station	N	N	N	Y							

The following grid summarizes the compatibility between the different diagnostic components and the vehicles:

VEHICLES	Commercial Name	MD	MDEVO / MDEVO 2 / MDEVO 3	
		+ MDVCI	+ MDVCI	+ MDVCI 2
Old vehicles <i>(old QP / Ghibli, 3200GT, M138, M139, M145)</i>	... GranTurismo	Y	Y	Y
M156 / M157 / M161 <i>All MYs, present and future</i>	Quattroporte Ghibli Levante	N	Y	Y
M240 / M182 / M189	MC20 Grecale GranTurismo	N	N	Y

EVO 3 Specifications and Layout



2. MDEVO 3 Specification

MDEVO 3 is the upgraded version of MDEVO 2; it represents the latest generation tablet. The new features are listed below. (the improvements compared to MDEVO 2 are highlighted in **green**).

MDEVO 3		MDEVO 2	
Display		Display	
Size	13.3 inches	Size	13.3 inches
Resolution	1920x1080	Resolution	1366x768
Panel Brightness	500 nits	Panel Brightness	400 nits
Touch	Multi-touch Capacitive	Touch	Single-touch Resistive
Graphic	Intel® UHD Graphics 620	Graphic	Intel® HD Graphics 520
System		System	
Processor	3.90 GHz Intel® Core™ i5-8265U	Processor	3.00 GHz Intel® Core™ i5-6300U
System Memory	16GB SODIMM DDR4-2400	System Memory	8GB DDR3
Storage	1T M.2 SSD	Storage	512GB SSD
Operating System	Win 10 Enterprise LTSC 64bit	Operating System	Win 10 Pro 64bit
WLAN	2 x 802.11 a/b/g/n/ac	WLAN	1 x 802.11a/b/g/n/ac
Bluetooth®	5.0	Bluetooth®	4.1
Webcam	External	Webcam	Internal
I/O Ports		I/O Ports	
Docking Connector	1 x Docking connector	Docking Connector	1 x Docking connector
LAN	1 x RJ45-10/100/1000 Mbps	LAN	1 x RJ45-10/100/1000 Mbps
USB Port	4 x Type-A 3.0, 1 x Type-C 3.1	USB Port	2 x Type-A 3.0, 1 x Type-A 2.0
SD	1 x SDXC Slot	SD	1 x SDXC Slot
Mechanical		Mechanical	
Dimension (W x L x H)	338.2 x 240 x 30 mm (13.3 x 9.4 x 1.18 inches)	Dimension (W x L x H)	349 x 244 x 46 mm (13.7 x 1.8 x 9.6 inches)
Weight	2.2 kg	Weight	2.25 kg
Environment		Environment	
Operating Temperature	-10°C to 50°C (14°F to 122°F)	Operating Temperature	-10°C to 50°C (14°F to 122°F)
IP Proof	IP54	IP Proof	IP65
Drop Resistance	120 cm (4 feet)	Drop Resistance	90 cm (3 feet)
Power		Power	
Battery	15.4V, 5900 mAh Li-Polymer	Battery	10.8V, 6200 mAh Li-Ion
Battery Operating Time	More than 10 hours	Battery Operating Time	12 hours
Adapter	Input: 100-240V AC, 50-60Hz Output: 19V DC, 3.42 A	Adapter	Input: 100-240V AC, 50-60Hz Output: 15.6V DC, 7.05 A

EVO 3 Kits

MASERATI P/N	DESCRIPTION	EXTRA LIGHT	LIGHT	FULL
N/A	MDEVO 3 (TABLET)	X	X	X
900030479	MDEVO 3 BAG	X	X	X
900030481	MDEVO 3 EXTERNAL CAMERA	X	X	X
900030482	MDEVO 3 AC/DC ADAPTER	X	X	X
900030483	ETHERNET CABLE 2 MT.	X	X	X
900030484	MDEVO 3 CAR CHARGER	X	X	X
900030485	MDEVO 3 POWER CORDS	X	X	X
900028996	KIT MDVCI 2		X	X
900030940	KIT MDVMM EVO 3	-	-	X
900030488	MDEVO 3 DOCKING STATION	-	-	X

To prepare Dealerships for additional volume and models, when purchasing a second tool, we suggest existing Dealers purchase an MDEVO 3 **LIGHT KIT** (instead of an MDEVO 3 EXTRA-LIGHT KIT).

This will increase the capacity to diagnose more vehicles in parallel.

3. Spare Parts list

Part Number	Description
900030476 900030477 900030478	MDEVO 3 FULL KIT MDEVO 3 LIGHT KIT MDEVO 3 EXTRA-LIGHT KIT
900030479	MDEVO 3 BAG
900030481	MDEVO 3 EXTERNAL CAMERA
900030482	MDEVO 3 AC/DC ADAPTER
900030483	ETHERNET CABLE 2 MT.
900030484	MDEVO 3 CAR CHARGER
900030485	MDEVO 3 POWER CORDS
900030486	MDEVO 3 BATTERY
900030487	MDEVO 3 STYLUS PEN
900030488	MDEVO 3 DOCKING STATION
900028996	KIT MDVCI 2
900028995	MDVCI 2 (VCI UNIT)
900084514	USB CABLE
900084515	ODB LINK CONNECTOR CABLE
900084516	LOOPBACK TEST CONNECTOR FOR SELF TEST
900084517	4-WIRE CABLE
900084518	USER MANUAL
900084519	WI-FI DONGLE

900030940	Included in the in the MDVMM EVO 3 KIT
900027781	"S" Hook
900027774	Multimeter-style test probe (black)
900027775	Multimeter-style test probe (red)
900027776	Small crocodile clip (black)
900027777	Small crocodile clip (red)
900027772	Dolphin clip (black)
900027773	Dolphin clip (red)
900027778	Electronics Acupuncture Probes
900027787	2 pin breakout lead
900028385	4mm shrouded to unshrouded adaptor black
900028386	4mm shrouded to unshrouded adaptor red
900028388	Cable: USB A male to mini 5 pin 2m
900027782	Cable Identifier Kit (5mm)
900028387	Breakout lead for mini-style fuses
900027783	WPS500X low-pressure transducer calibrated & labeled
900027783	Compression Hose M10 for Maserati (deep reach)
900028286	Maserati 12mm compression hose
900028377	Dolphin clip (blue)
900028376	Small crocodile clip (blue)
Included in the in the MDVMM EVO 2 KIT	
673009614	Cable: BNC to BNC 5m
673009615	Accelerometer
673009616	USB 3.0 Cable
673009617	Optical sensor 3.5 mm jack
673009618	BNC BNC cable Blue
673009619	BNC BNC cable Red
673009620	BNC BNC cable Green
673009621	NVH Interface
673009622	BNC to BNC cable yellow
673009623	Optical interface and battery
673009626	Telescopic pack: 45x45 length 80-120mm
673009627	Mounting magnet for accelerometer
New items in MDVMM EVO 3 KIT	
900030953	MDVMME3 - MASERATI PICOSCOPE 4425A-002 with USB cable (spare)
900030942	MDVMME3 - MASERATI PICOSCOPE 4425A-002
900030943	MDVMME3 - PicoBNC+ Compact 60A current clamp
900030944	MDVMME3 - PicoBNC+ 2000A current clamp BNC
900030945	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 3m Blue
900030946	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 3m Red
900030947	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 5m Green
900030948	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 5m Yellow
900030949	MDVMME3 - Reflecting tape for prop shaft balancing
900030952	MDVMME3 - MDVMM EVO 3 BAG

4. Sales Policy

To purchase a Maserati diagnostic scan tool (EVO 3 Kit), independent Operator(s) must first apply for an Independent Dealer Code. Once approved, MDEVO 3 kits and spare parts can be ordered via an Authorized Maserati Dealer. **The procedure to resell to Independent Operators is detailed in Attachment C: “Request procedure for resale to Independent Operators (Operations performed by the Authorized Maserati Dealer)”.**

Independent dealer code request process is as follows:

- 1.1.1 Independent Operator contacts an Authorized Maserati Dealer to submit a request for the creation of a Dealer Code for Independent Operator in MODIS
- 1.1.2 If the request is approved, Maserati creates the Dealer Code for Independent Operator
- 1.1.3 Independent Operator orders materials to Authorized Dealer
- 1.1.4 Authorized Maserati Dealer orders materials to Maserati Spare Dept.
- 1.1.5 Maserati Spare Dept. ships and invoices materials to Authorized Maserati Dealer
- 1.1.6 Authorized Maserati Dealer ships and invoices materials to the Independent Operator

Maserati Americas retains the discretion to reject any application submitted to us, without providing a specific reason for rejection. Our decision to decline an application may be based on a variety of factors, including but not limited to incomplete or inaccurate information, failure to meet our eligibility criteria, or any other valid business considerations.

5. Annual costs

The annual registration fee must be paid for each MD, MDEVO, MDEVO 2, or MDEVO 3 which must be active during a calendar year (or part of it). In the event of deactivation during the year, no reimbursement is envisaged. In case of a change of property, the annual registration fee must be paid by the new owner. The annual registration fee represents the cost of the software license, updates, adjustments, and the technical support service of the instrument.

TOOL	ANNUAL FEE
Only for first MD or MDEVO or MDEVO 2 or MDEVO 3	\$4,000 USD
For each additional MD or MDEVO or MDEVO 2 or MDEVO 3	\$1,100 USD

Please be aware that all prices listed are subject to change without prior notice. We strive to maintain accurate and up-to-date pricing information; however, circumstances beyond our control, such as market fluctuations, supplier cost changes, or other unforeseen factors, may necessitate adjustments to the prices of our products or services. For the most current and accurate pricing information, please contact an Authorized Maserati Dealer. Your understanding and cooperation are greatly appreciated.

6. License management (renewals and software updates)

The license will be automatically renewed yearly, based on the number of MD, MDEVO, MDEVO 2, and MDEVO 3 Systems owned and active by each Dealer code. If the commercial relationship between the dealer and Maserati Americas is terminated, the license will remain active only if the same dealer requests it. In this case, the license activation mode will switch to that provided to independent repair centers, in compliance with regulations valid at the time of application. The software will be automatically updated as soon as updates are available, with no additional costs, by connecting the system to the Internet and running the automatic update tasks.

7. Technical Support (and handling of defective testers)

The registration fee includes a technical support service with a help desk in several native languages: the technical staff that will respond to your requests has full knowledge of the system, so that any software problem may be corrected, and defective components (in the event of hardware faults) repaired. In the latter case, you will be sent a replacement part. The operating procedures for requesting our technical support and the warranty conditions are detailed in Attachments A and B.

8. General conditions of use of the software license, warranty, and technical support service

The attachments hereto describe all the **general conditions of use of the software license, warranty, and technical support service.**

Namely:

- **Attachment A: General conditions of software use, activation, and technical support procedures**
- **Attachment B:** shows the **warranty conditions.**

This letter and the attachments thereto represent the general conditions of use and **must be carefully read** by the user. When activating the system, following the procedures described in Attachment A, this letter will be sent once again to the e-mail address of the applicant together with the activation codes.

By entering the codes provided and activating the system (as described in Attachment A) you acknowledge and consequently accept the general conditions of use described in this document and all of its parts.

9. Request procedure for resale to Independent Operators

The payment procedures specific to Independent Operator(s) are described in the following attachment:

- **Attachment C:** Request procedure for resale to Independent Operators (operations performed by the Authorized Maserati Dealer)
- **Attachment D:** Request and payment procedure for programming the vehicle ECUs (operations performed by the Independent Operator)
- **Attachment E:** MD / MDEVO / MDEDO 2 / MDEVO 3 license fee payment for Independent Operators

Attachment - A

General conditions of software use, activation, and technical support procedure

1. General conditions of use: Maserati Diagnosi and Maserati Diagnosi EVO / EVO 2 / EVO 3 software license and Maserati Diagnosi EVO / EVO 2 / EVO 3 accessories:

- 1.2 MASERATI Americas. is the owner of the copyright and all rights relating to the software used and included in the product.
- 1.3 MASERATI Americas. grants the purchaser the software user license limited to the country in which the same software is sold.
- 1.4 The price of the product includes the amount paid for the license and the technical support as well as update services up to the end of the calendar year in which the product is sold.
- 1.5 The license is not exclusive and is open-ended, subject to the provisions set out in the following paragraph 1.6. The user accepts this license by entering the activation codes and activating the system. If the purchaser, after reading the circular letter MAS002765 containing this Attachment, decides not to accept these conditions, he may renounce purchasing by returning the unopened product package by and not later than 8 days from purchase: The renunciation will result in the withdrawal from the agreement with Maserati Americas. for the sale of and assistance to its products. With the system activation, the warranty period is started, and the purchaser acknowledges and accepts the warranty and technical support conditions. If the purchaser avails himself of the right mentioned in the above paragraph, i.e., he returns the unopened product package, the warranty will be immediately forfeited.
- 1.6 The license is granted for the use of the Maserati Diagnosi system products only, intended for the diagnostics and repair of motor vehicles according to the procedures described in the accompanying instruction manuals and forming an integral part of the product as a whole. The license may only be used within the purchasing company and may not be transferred to third parties.

In case the tool is sold from one Dealer to another, an active license expires, and the buyer will need to pay for his annual fee.
- 1.7 The license grants the right, where provided for by the system, to obtain the software updates, technical upgrades, and technical support service as described in the following paragraph, subject to payment of the update cost (please refer to the MASERATI price lists in force).
- 1.8 The purchaser undertakes not to modify, adapt, recompile, or copy the software, subject to the provisions laid down in the current EC regulations regarding software copyright (Directive 91/250/CEE).
- 1.9 If the purchaser infringes the provisions set out in paragraph 1.2 and paragraph 1.7, the license agreement will immediately be terminated, and the user may no longer use the product. Maserati may request cancellation of the software. Maserati always reserves the right to request compensation for damages.
- 1.10 In the event of operating failures or non-conformities, MASERATI shall not be liable for any compensation for damage related to profit losses production stops, or anything else, as the warranty is limited to repair or replacement of non-functioning software only.
- 1.11 The license agreement is governed by the Italian law.
- 1.12 Any dispute arising in connection with the license agreement shall be settled by the Court of Modena.

2. Activation procedure

- 2.1 The first time the system is started, it will be configured in the language chosen by the user, and all necessary operations for the first activation will be performed. The MDEVO 3 and MDVCI 2 must be connected as described in the "MDEVO Gen. Help Manual", and the system must be connected to the Internet, as described in the Maserati Academy Training Courses. The first time the Maserati Diagnosi EVO 2 software is started, the application will open a window where the user must enter the data required for activation. The request will be sent to the department where data conformity will be checked, and the software activated.
- 2.2 The applicant will receive an email with the code to enter for activation and this circular letter with attachments.
- 2.3 By entering the code and activating the system, the user explicitly accepts all terms and conditions provided for in this document.

3. Scantool Technical support

3.1 If you encounter any issues or challenges with your scantool, we strongly recommend reaching out to Maserati Diagnosi Helpdesk (BOSCH)

Contact Info and Operating Hours:

Region	Contact	Working Time	Languages
U.S.A.	<ul style="list-style-type: none"> 📞 (+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	<ul style="list-style-type: none"> 📞 (+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

(*) w/d = working days

The user may choose any of the above methods, as desired the help desk staff who answers the call can support the user during this first contact. The staff in charge of this service will identify the type of fault found and will correct the system functionality according to the procedures described in sections 3.2 and 3.3.

We remind you that the following information is necessary to receive 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.

Assistance applies to the following:

- Procedure for system registration (New tool setup)
- MASERATI DIAGNOSI and MASERATI DIAGNOSI EVO / EVO 2 / EVO 3 diagnostic software installed on the MDEVO / MDEVO 2 / MDEVO 3 PC, for its first configuration, following updates and for any functionality correction after identifying the problem/fault reported by the user.
- Picoscope Software
- VCI Software Manager
- Operating systems (Win10, Win8.1, and WinXP), concerning its use, maintenance, update, and any functionality correction after identifying the problem/fault reported by the user. Use of the operating system means the use of those operating system features which directly interact with the diagnostic system understood as vehicle diagnostics/programming system.
- Security package included in the MASERATI DIAGNOSI System.
- System hardware: Examples include the CPU, GPU, RAM, storage drive, display, motherboard, input devices, and ports and connectivity.

Note: BOSCH HelpDesk is not equipped to offer technical assistance for vehicle-related issues. For support with such matters, we kindly request that you reach out to an authorized Maserati Dealer.

3.2 Software recovery procedures

In the event of a software fault, the skilled staff will guide the user to solve the problem and recover functionality. If third parties' software that is not covered by warranty nor approved by MASERATI Americas. is installed, system recovery cannot be ensured, MASERATI Americas. may not be held responsible for any system usage that does not comply with the instructions given in the user's manuals provided. The help desk staff will in any case try to recover the system, subject to the user's authorization, by resetting it to the initial conditions (all data stored will be lost). We therefore recommend that you save your personal data elsewhere.

Maserati Americas. reserves the right to request compensation from the user in the case of recovery costs incurred due to improper use, as provided for by the warranty conditions set out in **Attachment B**.

3.3 Hardware recovery procedures

If hardware is deemed faulty, our experienced team will initiate the replacement for the malfunctioning component. Within 48 hours of contacting our help desk, the user will be sent a replacement part. This replacement part may be a "certified refurbished" component in excellent working condition, and it will become the user's property. Upon receiving the replacement part, the user must coordinate with the designated courier to return the defective component, which should be completed no later than 5 days after receiving the replacement part. Failure to return the defective component within the specified timeframe will result in an invoice for the replacement part, as per the currently valid price list. Once the defective component is received it will be examined and repaired free of charge if the warranty conditions set out under **Attachment B** apply.

If the defect is found to be due to improper use or falls in the exclusions provided for in the warranty conditions, the costs incurred for the repair shall be charged to the user.

Customs and transport costs pertaining to the assistance service are included in the yearly fee. Due to the complex international relations among the different countries, where necessary, the user will have to temporarily bear the customs costs for importing the replacement part. For returning the defective component, the user shall follow a procedure that will be advised by the help desk in the return request.

The costs incurred shall be refunded with a credit note.

4. Internet access configuration

To ensure the proper functioning of the Maserati Diagnosi system, this must be connected to the Internet (**suggested minimum download speed: 50 Mb/s**) with the following settings:

4.1 General protocols/ports:

- 4.1.1 HTTP/HTTPS protocol, 80/443 ports allowed.
- 4.1.2 Access to the protocol mentioned above is aimed at ensuring connection to the following services.

4.2 Maserati Corporate:

- 4.2.1 Maserati.com [<http://www.maserati.com>]
- 4.2.2 ModisCS+ [<https://modiscsplus.maserati.it>]

4.3 Operating System services:

- 4.3.1 Microsoft Windows® Update [Windows® Update requires TCP port 80, 443, and 49152-65535. The IP address for the Windows® Update website constantly changes, and it is not a fixed address. Also, there is no official publication of the IP addresses. Microsoft® normally advises against defining IP addresses on the firewall for this purpose]
- 4.3.2 Symantec Endpoint Protection (SEP) Antivirus [<https://www.symantec.com>].

4.4 Maserati Diagnosi services:

- 4.4.1 MD/MDEVO Diagnosis Server [<https://prod-diagnosi.maserati.com>]
- 4.4.2 MD/MDEVO Software Update Server [<https://maseratidiagnosi.maserati.com>]
- 4.4.3 MDEVO Software Update Download [<https://d3pcjpmh984tu.cloudfront.net>]
- 4.4.4 MDEVO Software Update Download (China only) [<https://s3.cn-north-1.amazonaws.com.cn/maseratidiagnosi-china.maserati.com/> (China only)]
- 4.4.5 IVH Update service [<https://cdn-maseratidiagnosi.maserati.com>]

4.5 Cybersecurity:

- 4.5.1 <https://fed02.fcagroup.com/adfs/services/trust/13/usernamemixed>
- 4.5.2 <https://authdiag.fcagcv.com/cybersecurity/tool/v2/cybersecuritybridge4tool.asmx>

Disclaimer: Upon entering the activation code, users acknowledge that there is a data exchange taking place between the Maserati scantool (diagnosi/EVO operating system) and Maserati servers, involving vehicle data and diagnostic operations.

Attachment - B

Warranty conditions

1. Term and validity

- 1.1 The warranty has a 4-year validity term, which starts upon the activation date.
- 1.2 The warranty includes the technical support service described in Attachment A
- 1.3 The warranty and technical support service are valid for kits described in this Letter and for all Maserati Diagnosi EVO / EVO 2 spare parts that will be defined in a dedicated communication.

2. Warranty exclusions and limitations

2.1 Software:

- 2.1.1 Installation and use of peripherals chosen by the customer (webcam, etc.)
- 2.1.2 any faults due to improper use and/or installation of hardware peripherals chosen by the customer.
- 2.1.3 hardware problems on the same peripherals
- 2.1.4 Installation and use of other software chosen by the customer (image processing programs etc.)
- 2.1.5 any software or hardware faults due to wrong use and/or installation of other software (e.g.: games)
- 2.1.6 Installation and use of other diagnostic software chosen by the customer.
- 2.1.7 any software or hardware faults due to wrong use and/or installation of other diagnostic software
- 2.1.8 any operating fault due to viruses

If possible, the MDEVO / MDEVO 2 / MDEVO 3 PC will be restored to its initial conditions, subject to the End User's approval.

2.2 Hardware:

- 2.2.1 loss or theft
- 2.2.2 costs incurred for installation and reallocation.
- 2.2.3 opening and/or repair of any device by unauthorized staff will immediately render the warranty null and void.
- 2.2.4 costs incurred if no fault is found when the returned part is received (no fault found)
- 2.2.5 accidental damage, including breakage of or scratches on the LCD display.
- 2.2.6 defective LCD display pixels (not exceeding 0.002%)
- 2.2.7 components sublet and/or lent for use/leased to third parties.
- 2.2.8 damages caused by negligence, abuse, or misuse.
 - 2.2.8.1 use or allocations other than those recommended in the maintenance instructions and user manuals provided.
 - 2.2.8.2 use of accessories and equipment not approved or incorrectly connected.
 - 2.2.8.3 incorrect power supply
 - 2.2.8.4 wrong connection of accessories
 - 2.2.8.5 introduction of foreign liquids or matter
 - 2.2.8.6 hardware problems caused by software (e.g., by viruses, programming, unauthorized and/or software not included in that provided)
 - 2.2.8.7 hardware problems caused by electric sources, and current fluctuations.
- 2.2.9 normal wear and tear:
 - 2.2.9.1 wearing-out or breakage due to normal wear and tear or oxidation
 - 2.2.9.2 scratches or dents

2.3 Damages directly or indirectly caused by:

- 2.3.1 wars, invasions, any kind of hostile action (even if there is no explicit declaration of war), civil wars, riots, revolutions, insurrections, and coups.
- 2.3.2 ionizing radiations, radioactive contaminations, nuclear radiations, any type of combustion, explosions
- 2.3.3 pressure waves caused by airplanes, or other types of sonic, ultrasonic, or subsonic airborne phenomena.
- 2.3.4 environmental influences (electric storms, lightning, magnetic fields, etc.)
- 2.3.5 damages caused by foreign matters.
- 2.3.6 problems due to configurations controlled by the user.
- 2.3.7 parts whose identification codes have been removed/damaged.

2.4 Warranty conditions for special parts

- 2.4.1 The warranty is not applicable in the event of components being worn/damaged due to careless use.
- 2.4.2 The MDEVO / MDEVO 2 / MDEVO 3 BATTERY warranty has a **6-month term**, which starts upon the delivery date of the device.
- 2.4.3 The Docking Station is covered by a **one-year warranty** and does not join the quick replacement service using spare parts: it will only be repaired.

Attachment - C

Independent Operators (Independent Dealer Code) Application Instructions

To be completed by an Authorized Maserati Dealer

1. Requesting the Maserati Diagnosi user code (Independent Dealer Code)

1.1. Click on Aftersales/Independent Operator/New Request (Figure 1, GREEN arrow).

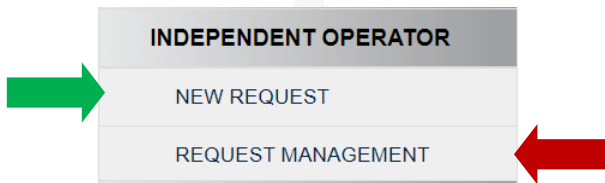


Figure 1

1.2. Fill out all Required fields. Enter dealer info in the first three fields, and the Independent Operator's data in the next fields. Once the country has been selected, a menu will open for entering the remaining data as shown in Figure 2.

Request date	<input type="text" value="10/24/2023"/>	State	<input type="text" value="Open"/>
Independent operator	<input type="text"/>		
Dealer *	<input type="text" value="-"/>		
E-Mail *	<input type="text" value="JohnDoe@soandsodealer.com"/>		
Maserati User data base			
Company Name *	<input type="text" value="Joe's Indy Imports"/>		
VAT Number	<input type="text"/>		
Last Name *	<input type="text" value="Joe"/>		
First Name *	<input type="text" value="Smith"/>		
Preferred language for contacts	<input type="text" value="English"/>		
Country of Residence *	<input type="text" value="U.S.A."/>		
Address	<input type="text" value="12345 Auto Drive"/>		
City	<input type="text" value="Northtown"/>		
State	<input type="text" value="KS - KANSAS"/>		
Zip Code	<input type="text" value="12345"/>		
Phone: *	Homephone <input type="text" value="1234567890"/>	Mobile	<input type="text"/>
E-Mail: *	<input type="text" value="JoeSmith@joesindy.com"/>		
Numero Telecaricamenti	<input type="text" value="0"/>		
<input type="button" value="Check"/> <input type="button" value="Save"/>			

Figure 2

1.3. Enter the data and select "Check" to verify that the data are correct and "Save" to send the request to Maserati.

1.4. Once the request has been sent, you can view the status by selecting "Request Management" in the main menu of ModisCS (Figure 1, RED arrow). While the request is pending approval, it will be in "open" status (Figure 3).



Figure 3

1.5. Maserati will assess the eligibility of the request and accept or reject it accordingly. If the request is rejected, an email notification will be sent to the authorized dealer giving the reasons for the rejection.

1.7. If the request is approved, a Maserati Diagnosi User Code (Independent dealer code) will be created and sent via confirmation e-mail to the authorized Maserati dealer who has entered the request and to the e-mail address indicated in the request fields.

1.8. If the request is accepted, the code will be activated, and the Maserati Diagnosi tool can be ordered as described in Step 2. Interrogating the system as described above, the status will be "confirmed" (Figure 4, red arrow) and the user code active (Figure 4, green arrow).

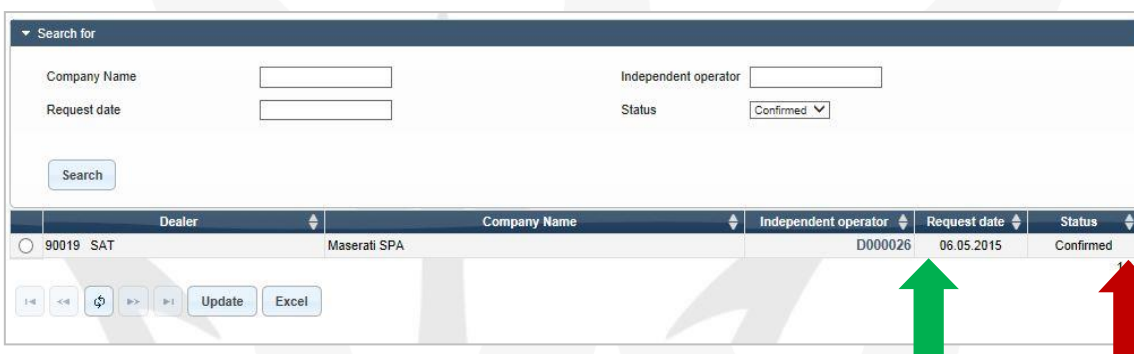


Figure 4

1.9. The customer will need the Maserati Diagnosi User Code to use the tool and access the services on the portal www.techinfo.maserati.com.

2. Ordering procedure

2.1. Only after completing the steps outlined in step 1, if approved, the Authorized Maserati Dealer can place the order with the Maserati Americas Spare Parts Department.

2.2. Maserati Americas Spare Parts Department will invoice parts to the Authorized Maserati Dealer, and then the Authorized Maserati Dealer will resell parts to the Independent Operator.

Request and payment procedure for programming the vehicle ECUs (operations performed by the Independent Operator)

To update the electronic control units (ECU) in the vehicle, "credits" need to be purchased directly and only with a credit card on the site:

www.techinfo.maserati.com

1. "Credits" request and payment for programming the vehicle ECUs.

1.1 Access www.techinfo.maserati.com and enter the user ID and password to access the service. If you are not yet registered, please register following the instructions given on the portal.

1.2 Access the menu: "Purchase Credits".

Buy Credit to program Electronic Control Unit in the car

Programming by Maserati Diagnosi tool

Select the program number you wish to purchase.

The following packages are available:

- 1 credit
- 3 credits
- 5 credits
- 10 credits

The material on the Site may be consulted on-line by paying by credit card. All prices exclude VAT.

The credits allow you to:

- Update the software of the Electronic Control Unit in the car

Credits	Price	
1 credit	€50.00	<input type="button" value="Purchase"/>
3 credits	€130.00	<input type="button" value="Purchase"/>
5 credits	€200.00	<input type="button" value="Purchase"/>
10 credits	€390.00	<input type="button" value="Purchase"/>

Programming under rule (CE) n. 692/2008

To require by [Contact Us](#) section.

ATTENTION:

To access the program purchase, it is necessary to Log-in. It is mandatory to be registered onto the site with a valid "Maserati Diagnosi user code".

1.3 Follow the instructions for the payment procedure: you can purchase from 1 to 10 "credits" which will be deducted as you perform each operation. The cost indicated on the site is up to date and according to the number of operations you want to purchase. Maserati reserves the right to change the price list and guarantees that it will be kept up to date on the portal.

1.4 Maserati S.p.A. will make out and send the invoice to the holder of the Maserati Diagnosi user code, using the data entered during registration.

2. Use of the credits and ECU programming using the Maserati Diagnosi tool

2.1 For the programming operating procedures, refer to the technical courses held by Maserati Academy and to the tool user manuals.

2.2 After each programming operation, one credit will be deduced.

2.3 If the credit is insufficient, programming will not be possible and the user will be informed with a message on the MDT display.

Attachment - E

MD / MDEVO / MDED0 2 / MDEVO 3 license fee payment for Independent Operators

This procedure describes the process to purchase a Maserati Diagnosi License fee.

1. Access www.techinfo.maserati.com and login with your user ID and password. If not yet registered, please proceed with the registration.

The screenshot shows the 'User Registration' page on the Maserati Diagnosi website. The page has a navigation menu on the left with options like 'My Account', 'How To Connect', 'Technical Supports', etc. The main content area is titled 'User Registration' and contains a form with the following fields: Username *, Password *, Password Verify *, First Name *, Last Name *, Company *, Sales Tax ID / VAT code *, Address *, Address (cont), City *, State *, Zip Code *, Country *, Phone, Email *, and Independent Operator Code. A red arrow points to the 'Independent Operator Code' field, which contains the value 'D00000'. There is also an 'Update Account' button at the bottom of the form.

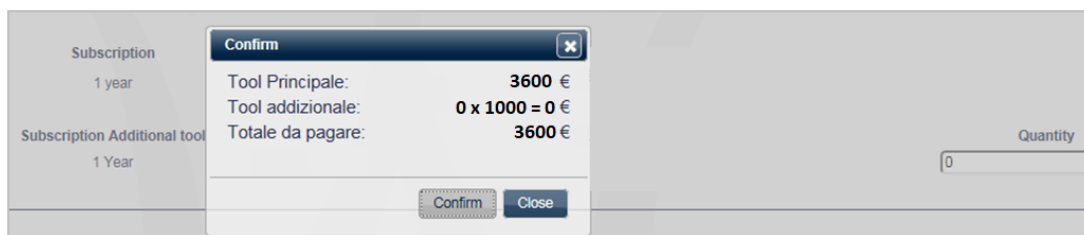
Important: At the time of purchase of the Maserati Diagnosi tool, an independent Operator Code was provided. This code must be submitted in the field "Independent Operator Code" as shown by the red arrow.

2. Access the menu "Maserati Diagnosi annual license for Independent Operators".

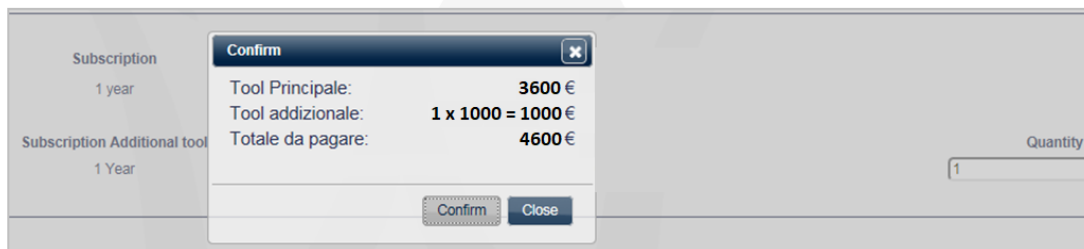
The screenshot shows the 'Renew the Diagnosi Tool Subscription for Independent Operators' page. The page contains the following information: 'Annual license fee from 2022', a paragraph explaining the license renewal process, 'Cost of the renewal: 1 year', and a table showing the subscription details. The table has two rows: 'Subscription 1 year' with a price of €3,000.00, and 'Subscription Additional tool 1 Year' with a unit price of €1,000.00. There is a 'Quantity' dropdown menu set to '0'. A 'Proceed' button is located at the bottom left of the page.

3. Follow the instructions for the payment:

3.1 License purchase for one tool only (MD or MDEVO or MDEVO2 or MDEVO3)

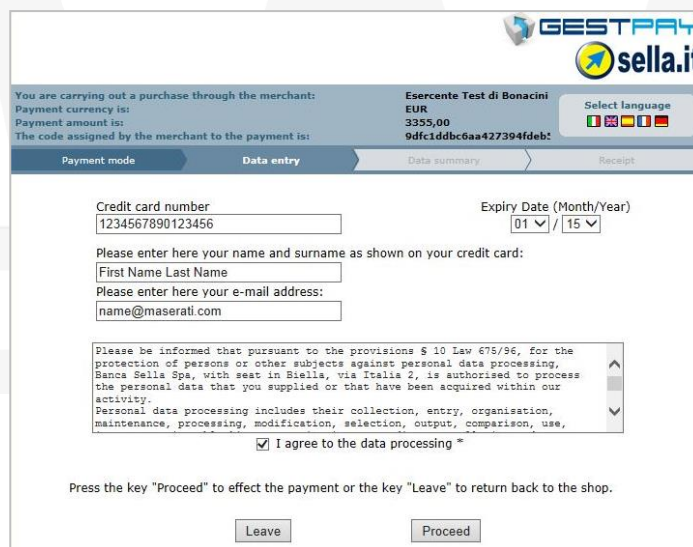


3.2 Licenses purchase if you have multiple tools (MD / MDEVO / MDEVO2 / MDEVO3)



A 1-calendar-year license starts from the day of purchase and elapses on December 31st, of the year of purchase.

It is not possible to buy a license for a period shorter than the 1-calendar-year license period.



4. Maserati S.p.a. will print and send the invoice using the information provided through the portal Techinfo. Maserati S.p.a. declines any responsibility in case of incorrect information provided by the user.

For information about the terms of the service and the registration of Independent Operators, refer to the "Policies" sections at step 13.1.

For any additional information, you may contact MDIndependent@maserati.com.