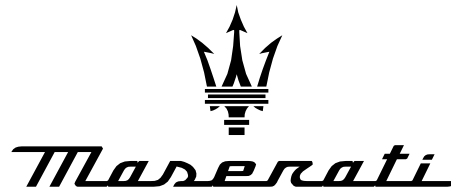


Circular Letter

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

MC20 Gearbox BOL Process Update

DATE: October 10, 2024

We are pleased to inform you that a new tutorship process has been implemented via the BOL console. Support for the MC20 gearbox will now be managed in close collaboration with the supplier of the components listed on the following page. This partnership allows us to quickly identify potential issues, reduce diagnostic times, and provide top-tier assistance and expertise to resolve cases efficiently.

With the direct support of professional technicians, the Aftersales Tutorship Team, under the supervision of the HQ Blue on Line Team, will conduct detailed diagnostics based on reports received from the network.

If an intervention is required on a component under Tutorship (refer to the attached Tutorship List), a Blue on Line "Support Request" must be created. It is crucial that you follow the instructions provided via the BOL precisely and refrain from replacing any components or performing repairs without authorization. Unauthorized repairs or replacements will result in the rejection of warranty claims.

All BOL reports must be thorough and complete, including parameters, DTCs, videos, images, and other relevant details to clearly define the concern or fault. This ensures the team can respond effectively. Additionally, you must not delete any error codes from the memory of electronic components during the initial scan.

By collaborating with the Aftersales Tutorship Team, we can expedite the Blue on Line management process, enhance the diagnosis of new anomalies, and provide solutions across the entire authorized network in a timely manner.

Please feel free to contact us with any questions.

Kind regards,

TECHNICAL SERVICE OPERATIONS

TUTORSHIP COMPONENTS LIST

MODEL	MY (From→To)	BOL COMPONENT CODE	COMPONENT	SUPPLIER
MC20	22→25	40310060	COMPLETE AUTOMATIC GEARBOX	TREMEC
MC20	22→25	40310147	CONTROL UNIT GEARBOX	TREMEC
MC20	22→25	40310150	COMPLETE GEARBOX OIL FILTER CAP	TREMEC
MC20	22→25	40310151	TRANSMISSION OIL DELIVERY CAP	TREMEC
MC20	22→25	40310152	TRANSMISSION OIL DELIVERY CAP GASKET	TREMEC
MC20	22→25	40310153	TRANSMISSION OIL DRAIN CAP	TREMEC
MC20	22→25	40310154	TRANSMISSION OIL DRAIN CAP GASKET	TREMEC
MC20	22→25	40310155	GASKET FOR GEARBOX OIL SUMP	TREMEC
MC20	22→25	40310156	SCREW FOR COMPLETE GEARBOX OIL SUMP	TREMEC
MC20	22→25	40310157	GEAR OIL FILTER CARTRIDGE	TREMEC
MC20	22→25	40310142	GEARBOX OIL SUMP SUCTION FILTER	TREMEC
MC20	22→25	40310068	COMPLETE GEARBOX OIL SUMP	TREMEC
MC20	22→25	40310168	GEARBOX LH FLANGE KIT	TREMEC
MC20 Cielo	23→25	41310060	COMPLETE AUTOMATIC GEARBOX	TREMEC
MC20 Cielo	23→25	41310147	CONTROL UNIT GEARBOX	TREMEC
MC20 Cielo	23→25	41310150	COMPLETE GEARBOX OIL FILTER CAP	TREMEC
MC20 Cielo	23→25	41310151	TRANSMISSION OIL DELIVERY CAP	TREMEC
MC20 Cielo	23→25	41310152	TRANSMISSION OIL DELIVERY CAP GASKET	TREMEC
MC20 Cielo	23→25	41310153	TRANSMISSION OIL DRAIN CAP	TREMEC
MC20 Cielo	23→25	41310154	TRANSMISSION OIL DRAIN CAP GASKET	TREMEC
MC20 Cielo	23→25	41310155	GASKET FOR GEARBOX OIL SUMP	TREMEC
MC20 Cielo	23→25	41310156	SCREW FOR COMPLETE GEARBOX OIL SUMP	TREMEC
MC20 Cielo	23→25	41310157	GEAR OIL FILTER CARTRIDGE	TREMEC
MC20 Cielo	23→25	41310142	GEARBOX OIL SUMP SUCTION FILTER	TREMEC
MC20 Cielo	23→25	41310068	COMPLETE GEARBOX OIL SUMP	TREMEC
MC20 Cielo	23→25	40310168	GEARBOX LH FLANGE KIT	TREMEC