

**Circular Letter**

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

# Battery Policy for “E-XTEQ” Maximus charger tester

**\*\*ATTENTION!\*\*** This bulletin supersedes [MAS003397 MCL 23-07](#), originally released on May 23, 2023, and includes revised battery testing procedures. Please discard or remove all copies of the previous version.

DATE: NOVEMBER 19, 2024

As an essential component in the electrical system in Maserati vehicles, the battery plays a crucial role in ensuring reliable performance and safety. To help maintain battery peak condition, and ensure optimal performance, this bulletin covers important warranty policies, and guidelines for testing, maintenance, and diagnosis of batteries using the new E-XTEQ MAXIMUS battery charger/tester.

Please refer to the most recently published “BOL Policy” and “Prior Approval Components List” to verify if a BOL Report is required for battery replacement.

## **Operational Procedure Sections:**

Follow the section guidelines below to perform conclusive documentation for battery warranty reimbursement:

1. **MANDATORY TRAINING**
2. **DIAGNOSTIC PROCEDURES**
  - A) General Battery Pre-diagnostic Guidelines
3. **BATTERY TEST PROCEDURE**
  - A) Performing a Battery “LOAD TEST” using the E-XTEQ MAXIMUS
4. **BATTERY MAINTENANCE AND RECHARGING**
  - A) Battery Maintenance
  - B) Battery Charging-Safety
  - C) Battery Charging – Cable Connection “How To”
5. **BATTERY TYPES**
6. **WARRANTY INFORMATION**
7. **E-XTEQ INFORMATION AND SUPPORT**

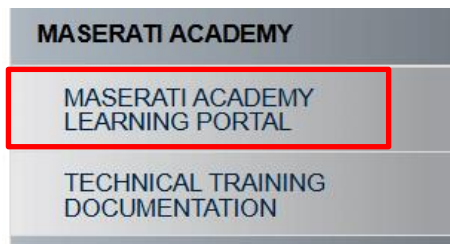
**Please read and review this bulletin first before ordering parts and/or starting the procedure.**

Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions.

# 1. MANDATORY TRAINING

Mandatory online training to be completed by all sales and service staff.

Training can be found on Modis via Maserati Academy.



## 2. DIAGNOSTIC PROCEDURES

### A) General Battery Pre-diagnostic Inspection Guidelines

1. Ask the customer about his/her habits that may cause abnormal battery discharge, such as:
  - light switch left in the "PARK" position
  - light switch left in the "LOW" beam position
  - On M15X (QP and Ghibli) only, the internal backlight rheostat is left in the "ceiling lights ON" position.
  - The battery was disconnected and reconnected by the customer in an area with no GPS signal coverage. Over time, this could cause the TBM to absorb more electrical power than normal while trying to communicate with the server.
2. Check for aftermarket components installed in the vehicle. (Example: Devices connected to the DLC connector such as DTC Bluetooth monitoring devices or GPS trackers...etc.)
3. Perform a visual inspection of the battery including all components connected to it:
  - Inspect the battery posts and BDU (Battery Distribution Unit) terminals for damage/corrosion, and ensure they are properly tightened including the negative cable connected to the chassis.
  - Loose contacts can visually be identified by electrical arcing burn marks or melted nylon lock nuts which may also set DTCs and prevent proper operation and adversely affect battery life).
4. Check that the battery casing is not damaged and is properly tightened down to the vehicle.
5. Perform a complete vehicle scan report of all modules and save it in PDF format.
6. If DTCs are present or physical issues, check the components/function causing the error and/or issue, by checking the condition of the connection/wiring/fuse relating to that specific component.
7. For repeat visits of frequent battery discharge or repeated power supply concerns. Perform a battery test and a parasitic draw test. Open a BOL as "SUPPORT REQUEST" and attach and report all the information collected throughout ALL the above checks.

## 3. BATTERY TEST PROCEDURE

### A) Performing a Battery “LOAD TEST” using the E-XTEQ MAXIMUS

#### E-XTEQ MAXIMUS Daily Maintenance

1. Before starting ANY procedure, make sure the E-XTEQ is updated to the latest software version.  
*Note: The latest SW version information is available on the E-XTEQ website see the last page of this bulletin.*
2. Ensure the tester is ALWAYS connected to the internet so that the battery test results are stored in the cloud.



LOAD TEST





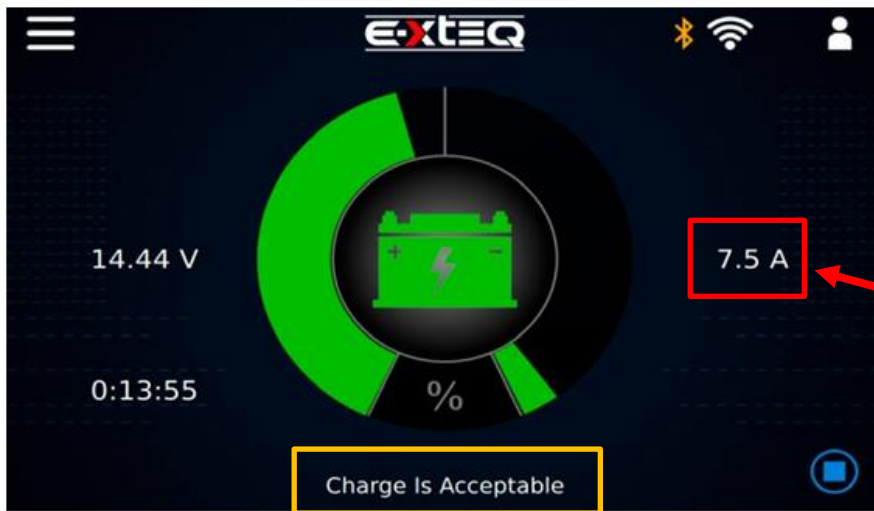
FAST CHARGE

#### LOAD TESTING the Battery- Basic Guideline

- **NOTE: These are general guidelines please review the detailed instructions available in the Maserati Maximus User Manual (See EXTEQ SUPPORT section on the last page of this bulletin).**
- **There is a dedicated mandatory training video also available on the Maserati Academy website.**

**IMPORTANT!** The battery must have a minimum of 12.5V to perform a “LOAD TEST” otherwise a “NEED TO BE RECHARGED” prompt will be displayed. ALWAYS make sure the cable clamps are securely clamped to clean battery posts. **VIN must be entered when starting the test... the VIN and battery info will auto-populate when scanning the VIN barcode on the driver’s B-pillar with the pistol.**

1. Refer to the Vehicle Owner’s Manual and locate the 12V battery.
2. Refer to the Maserati Maximus User Manual page 27 for instructions to perform the “LOAD TEST”.
3. First, connect the E-XTEQ Maximus Red cable clamp to the positive battery post (+).
4. After, connect the Black cable clamp to the negative battery post (-). (Not on the IBS sensor)
5. Once both clamps are securely clamped to the posts. Select “LOAD TEST”. 
6. Use the Pistol to scan the VIN located at the driver-side B-pillar. **NOTE: the VIN will auto-populate.**
  - a. **Make sure the battery info matches the info on the physical label on the top battery. (CCA etc).**
7. Next, Use the pistol to take the battery temperature reading and select “confirm”. The tester will then automatically perform a battery internal resistance check.
8. After the test confirms that the battery’s internal resistance is good it will automatically start the “LOAD TEST” (Load test in Progress)
9. If the battery test passes the tester will display a “Loadtest OK” message. Print out the results via the printer icon located on the lower right-hand corner of the screen. Save the printout to the sales jacket.
10. If the “LOAD TEST” result shows “NEED TO BE RECHARGED” perform the “FAST CHARGE” (page 26) 
11. Rescan the VIN using the Pistol and re-enter the battery info and the battery temperature.
12. Once it reaches 10.0A or less and/or the battery icon has turned green, manually terminate the charging and repeat the “LOAD TEST” and print the final result.
13. Print out the “LOAD TEST” result and attach it to the Repair Order.
14. If you get an “LT FAIL” test result, you are required to open a BOL as “Support Request” BEFORE proceeding with battery replacement and attach pictures of the printout results including the In stock vehicle checklist in bulletin MAS004420 MCL 24-50 MGNT And MAINT Of Instock Vehicles.



Charge is acceptable

The FAST CHARGE will start charging at 50A and will drop as the battery charges. Once it reach 10.0A or less and/or the battery icon has turned green, You must manually TERMINATE the FAST CHARGE and re- attempt the LOAD TEST.

## 4. BATTERY MAINTENANCE AND RECHARGING

### A) Battery Maintenance

To preserve battery life, it is important to maintain and recharge it appropriately. Avoid operating the battery at low charge levels. Holding a battery at less than 50% of the charge level for a long period will lead to sulphation and reduce the battery's capacity and starting current. The battery will also become more prone to freezing. Use a digital multimeter to measure battery open-circuit voltage; if lower than 12.40V, recharge the battery. If the vehicle is held in stock, check the battery voltage monthly. Before delivery to the Owner, fully recharge the battery if the voltage is lower than 12.50V.

**Maserati recommends using a battery tender if the customer does not drive the vehicle often. Please review the Vehicle Owner's Manual for further details.**

**Note:** Around 12V measured at the battery while the engine is idling may be normal due to the Smart Alternator Management (SAM) equipped in Maserati vehicles (\*non-MHEV and BEV vehicles). Further details are available in the Maserati training material (Core vehicle electronic systems Advanced diagnosis & repair booklet).

### B) Battery Charging – Safety

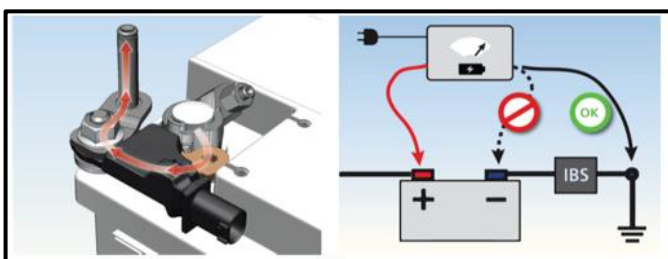
Please remember that the recharging process generates hydrogen, a potentially hazardous gas. Please wear the appropriate Personal Protective Equipment.

Always follow these precautions when recharging a battery:

- Recharge the battery in a well-ventilated environment.
- Never recharge a battery that has frozen.
- Ensure that the area is well away from sparks and/or bare flames.

### C) Battery Charging – Cable Connection “How To”

Connect the charger clamps as illustrated below so that the IBS can monitor the negative charger clamp (see arrows below).



## 5. BATTERY TYPES

### Maserati vehicles may be equipped with two types of Batteries.

**Attention:** When performing a battery test with the E-XTEQ it will automatic populate the battery information, make sure the correct battery type and specs match the battery label. Incorrect battery type may result in an inaccurate test result and may be subject to warranty review.



**EFB - Enhanced Flooded Battery**



**AGM - absorbed glass mat**



## 7. E-XTEQ INFORMATION AND SUPPORT



Please contact E-XTEQ SUPPORT regarding technical assistance, repairs, or replacement.

Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by contacting E-XTEQ Technical Support:

**E-XTEQ will ascertain if the unit needs to come in for repair or replacement.**

If the unit must be replaced, E-XTEQ will provide full instructions for the end user to receive the replacement parts in the shortest possible time.

**Please download the latest User Manual version for additional information regarding warranty coverage, user operation, and the latest software version information via the website link provided below:**

**TECH SUPPORT – USA**

1-877-453-3265 English

[support.usa@e-xteq.com](mailto:support.usa@e-xteq.com)

**HOURS OF OPERATION (EST)**

Monday – Friday 8 AM to 8 PM

Saturday: 10 AM to 3 PM

**User Manual and other info:**

<https://e-xteq.com/customer-documents-stl-maximus/>

**Warranty information is available in the Owner's Manual**