

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Mandatory 12V Battery Testing At The Time Of Vehicle Sale

DATE: November 19, 2024

To enhance customer satisfaction, a new policy requires testing of the 12V battery at the time of a new vehicle sale. The "**MASERATI**" E-XTEQ Maximus must be used to perform a load test on the 12V battery within 48 hours before the vehicle's delivery to the final customer.



MODELS: ALL models (All MY).

Personnel responsible for testing:

- **Service Technician** = performs during service dept. Business hours.
- **Sales Associate** = performs outside of service dept. Business hours (Evenings & Weekends)

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

Training can be found on Modis via Maserati Academy.

MASERATI ACADEMY

MASERATI ACADEMY
LEARNING PORTAL

TECHNICAL TRAINING
DOCUMENTATION

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.

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





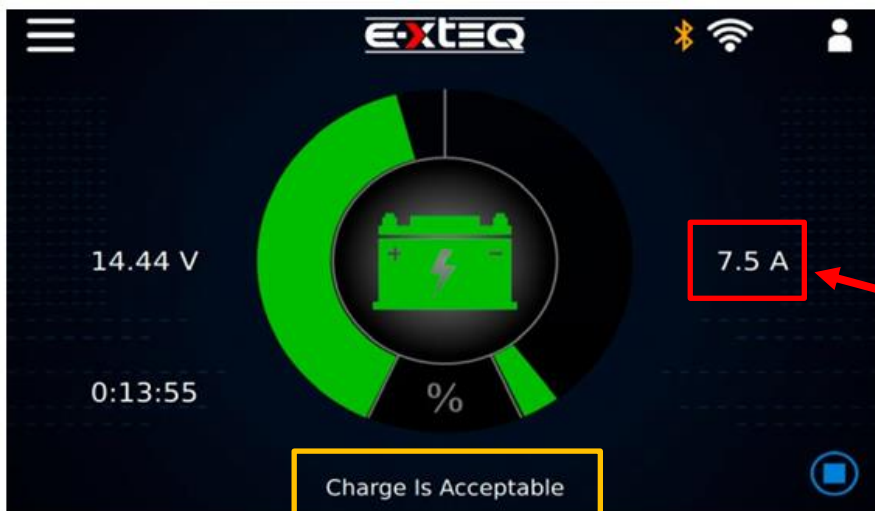
FAST CHARGE

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 save it in the sales jacket.
14. If you get a “LT FAIL” test result the battery will need to be replaced.
 - a. The service dept will need to open a Repair Order, Service Entry, and a BOL as “Support Request” refer to the “Battery Policy for “EXTEQ” charger tester” bulletin for details.



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.

WARRANTY INFORMATION

ATTENTION:

BOL or Warranty claims related to inconclusive Battery Test reports may be subject to rejection.

If submitting a warranty claim for battery replacement or recharging always first verify warranty coverage (check the White Book).

When submitting a warranty claim, the following documents must be attached:

- One battery test printout: The Maximus Tester/Charger will produce a printout that provides the following: test results, date, chassis number, CCA, voltage, and battery condition.
- Photos of the battery label showing the P/N and CCA rating along with a sticky note showing the time and date.
- The 15-digit warranty code provided by the tester should be entered in the notes section of the claim.

If the print option is not available all screenshots or printouts generated by the Maximus Tester with the test results and handwritten VIN along with a signature of the service manager must be attached to the warranty claim and saved with the vehicle service files.

IMPORTANT: Any Warranty claim submitted without any of the above information is subject to being rejected.

A monthly review via the Maximus server will be performed by MNA on all new car sales to ensure this policy is followed.

- Failure to perform the 12V battery load test will result in PDI chargeback.
- Delivering a vehicle with a battery test result of “Bad Battery” will result in PDI chargeback.

Malfunctioning batteries of vehicles in stock that have not been properly maintained are not covered by the warranty. Please refer to bulletin “MAS004420 MCL 24-50 MGNT And MAINT Of Instock Vehicles” for details on battery periodic checks and warranty coverage.

E-XTEQ INFORMATION AND SUPPORT

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.

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

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