

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Management and Maintenance of New Maserati In-Stock Vehicles

****ATTENTION!** This bulletin supersedes MAS004420 MCL 24-50, originally released on Nov 19, 2024, and includes revised battery testing procedures. Please discard or remove all copies of the previous version.**

DATE: MARCH 6, 2025

This document provides general instructions for the storage of new vehicles, including the new GranTurismo. These instructions should be followed by the personnel responsible for managing Maserati vehicles prior to their final sale to customers. The updates pertain to the maintenance and care of MHEV vehicles equipped with lithium-ion batteries, as well as notes on routine maintenance to be conducted according to the Service Schedule (including engine oil). Additionally, new policies for checking the 12V battery state of charge, applicable only to Grecale, are also outlined.

Please note that prolonged storage may cause damage. Therefore, we recommend minimizing the storage time to ensure the vehicles' integrity. Failure to do so can result in high repair costs during the pre-delivery phase and in terms of after-sales service, which may negatively impact the Maserati brand. This document aims to prevent damage during storage. The instructions provided should be adjusted based on environmental, climatic, and logistical conditions.

On page 13 of this document, you will find a table titled "MASERATI CHECKLIST FOR LONG-TERM OPERATIONS," which outlines the activities to be performed on in-stock vehicles periodically up to 36 months. The section of the checklist pertaining to the 12V battery has also been revised.

Please read and review this bulletin first before starting the procedure.

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

Thank You for your continued support and cooperation.

Maserati North America

Aftersales Dept.

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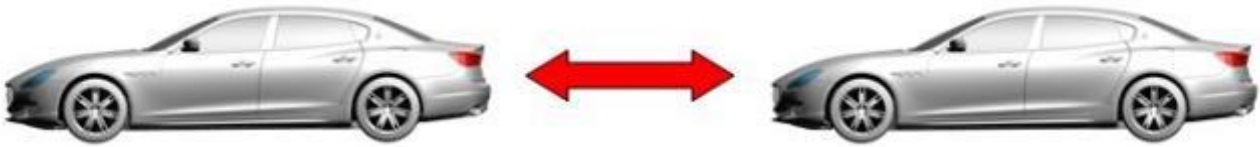
1. IN STOCK VEHICLE GENERAL GUIDELINES

1.1. Vehicle parking guidelines

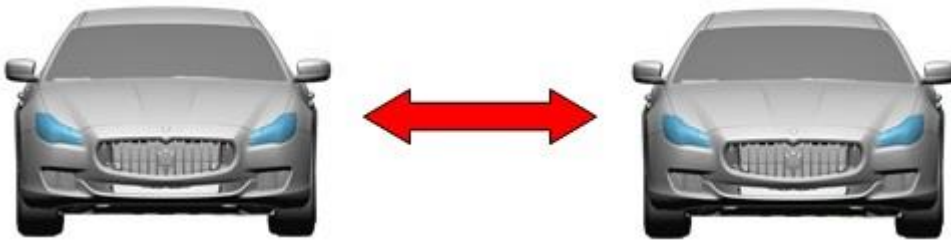
Recommended vehicle positioning in the storage area

Distances – Minimum recommended parking distances:

- **Minimum 60 centimeters / 2 feet / 24 inches between bumpers**



- **Minimum 60 centimeters / 2 feet / 24 inches between the body side panels.**



- **For the MC20, keep the minimum side distance (A) of 90 centimeters / 3 feet / 35 inches from the object**



positioned by its side

Positioning - Vehicles should be parked to:

- Allow access at any point by personnel carrying fire-extinguishing equipment.
- Make sure that there is sufficient space for inspections around the vehicle.
- Avoid any contact or damage.
- Facilitate handling, especially in case of emergency.

Towing and transport - It is recommended to avoid the improper use of vehicles in stock. Never:

- Use a vehicle to push another vehicle.
- Run the engine at high revs.
- Use the vehicle to tow people and/or materials.

**WARNING**

In Stock vehicles should not be used to tow or transport people and/or materials (joyriding).

1.2. Vehicle storage area guidelines

To preserve the vehicles in stock in the best possible condition, recommend parking the vehicles in storage areas that meet the following conditions:

1. Vehicles should be kept at a distance of at least 15 meters (50 ft) from any trees in the area.
2. The ground should be compact and stable, made of asphalt or concrete. Avoid parking on dirt or Gravel.
3. Vehicles should be kept at a distance of at least 15 meters (50 ft) from shrubs, tall grass, and bushes in the area.
4. Park vehicles away from stagnant water (To avoid unpleasant smells entering the vehicle)
5. Parking vehicles less than 3 kilometers (1.86 miles) away from industrial plants producing emissions and potentially aggressive compounds (e.g., oil refineries, fuel oil thermal power plants, and plants with steel/cast iron dust emissions) is not recommended.
6. Storage in shipyards is not allowed (special protection is required).
7. The slope of the vehicle support surface should not exceed 0.5-1%.
8. Keep vehicles clear from curbs and or ramps that could cause impacts.
 - i. The maximum slope of the ramps should be less than 14%. For the MC20, ramp slopes should be less than 9%
9. Areas with reinforced structures should only be used for loading for transport. These areas should be separated from the general storage areas.
10. Regular maintenance (at least once per month) of aisles and handling and storage areas, removing any debris.
11. Storage areas are properly fenced to ensure the protection of products against external attacks and theft. Maserati recommends that all these areas be equipped with 24/7 security systems.
12. Adequate lighting to ensure safe storage and inspection areas.
13. Vegetation along the perimeter or in the storage is periodically removed.



0,5 ÷ 1 %

**WARNING**

Catalysts can reach high temperatures. Make sure there are no flammable materials (such as dry leaves, paper, or combustible fluids) in the area.



WARNING



It is not recommended to store vehicles under trees or on uneven surfaces, with holes, sharp-edged objects, puddles, bushes, grass, and rocks.

1.3. General shop instructions

Clothing - All personnel involved in handling, inspection, and pre-delivery operations (e.g., stevedores, carrier drivers), from customs clearance to pre-delivery operations at the dealership, should wear clothing that does not risk damaging the vehicle. Particularly:

- Do not wear clothes with buttons, studs, or other visible sharp elements.
- Wear high-visibility clothing.
- Refrain from wearing Belts or watches to avoid possible vehicle-body contact.
- Do not use document cases or fanny packs strapped around your waist.

Handling the vehicle in the storage area/aisles – Recommend driving vehicles at walking speed in the storage areas along the aisles and on uneven surfaces. For MHEV vehicles: to avoid clogging of the exhaust system it is necessary to limit engine starts to only those strictly necessary and required during the storage period prescribed herein.

Only for Grecale: before moving the vehicle, please be sure that the indicator light on the cluster display "Ride height" will stay on. If this light is blinking, close all the doors and start the engine; then wait until the pneumatic suspension system is initialized (this phase could take up to 180 seconds: don't turn off the engine and don't open the doors until the indicator light will stay on).



Starting/parking the vehicle and deactivating the neutral lock

For hybrid vehicles: to avoid clogging of the exhaust system it is necessary to limit engine starts to only those strictly necessary and required during the storage period prescribed herein. For information on starting and transmission states, consult the Owner's Manual of the vehicle.

Starting/parking the vehicle and deactivating the neutral lock - For more information, consult the Owner's Manual of the vehicle.

Only for GT2 Stradale – If the single nut of the wheels is removed for any reason, **it must be always replaced with a new one.**

NOTE: the management of the single nut is different from that of the classic wheel studs; for the service procedure of the wheels and the required tools, please refers to the technical documentation on ModisCS+.

Maintenance checklist - Scheduled servicing operations carried out on each vehicle should be recorded in an appropriate system for quick reference. The person in charge of storage should use the checklist attached to these instructions (Annex: last page of this bulletin).

Maintenance and safety equipment - To ensure that all operations are performed correctly and safely, the area should be equipped with:

- Appropriate tools and instruments
- Maintenance Equipment
- Safety devices
- Battery charging devices
- Protections for operators
- Fire extinguisher
- Batteries diagnosing equipment (specific or available in the Maserati diagnostic equipment software)
- Torque wrench (Review the Workshop manual for wheel stud bolts tightening torque specs)
- Maserati diagnostic equipment

NOTE: Refer to the operational procedures for detailed information on the necessary equipment.

Maserati is not responsible for damage caused by improper maintenance. Take the utmost care not to damage the bodywork, subject to the following prohibitions:



WARNING



- Do not apply marks or other forms of identification on the bodywork.
- Do not place objects of any kind on the bonnet/boot lid, wings or the roof of the vehicles. (e.g Magnetic car hats)
- Do not dry-dust exterior of vehicles.
- Do not write on the bodywork or the window with any type of chalk or similar material.
- Do not fold back the external rear-view mirrors manually to avoid damaging the electric mechanism.

1.4. Vehicle storage control and operations

Once the vehicles have been stored, the following checks and operations listed below should be performed to prepare each vehicle for long inactivity.

1. Check and close all windows.
2. Close the Front Hood and Trunk/Tailgate.
3. Close the sunroof.
4. Close the doors.
5. Release the parking brake and put the gearshift lever in the P position.
6. Check that the vehicle is in "shipping mode", if available.
7. Turn the ignition switch Off and wait for the vehicle to switch off /Sleep
8. Disconnect the negative battery cable. (NOT for Folgore (BEV) range).
9. Maserati recommends leaving the keys in a safe place.
10. Make sure that the tires' inflation pressure is within the range prescribed by the procedure in Section 3.3 Procedure and equipment for checking tire pressure.
11. Avoiding the formation of flat spots on tires by rotating the wheels, as described in bulletin **MAS002856 or newer (Wheels rotation procedure for Maserati vehicles in stock)**

2. OPERATIONS LESS THAN OR GREATER THAN 6 MONTHS

2.1. In-stock Vehicle Maintenance Table

The table below presents the maintenance operation intervals based on storage time. Refer to the following pages for detailed illustrations of the operations. **Please enter a note in the provided table on page 14 for each operation.**

For warranty coverage, you must use the “Maserati” branded “E-XTEQ MAXIMUS” that is registered to your dealer code when testing 12V batteries. Please review the E-XTEQ User Manual for Dealer Code/Wi-Fi setup details.

The battery must also be tested within 48 hours before delivering to the final customer. Refer to MAS004465 Battery testing at the time of sale.” bulletin This applies to ALL models (Ghibli, QP, Levante, Grecale, GT/GC and MC20.)

Malfunctioning batteries of vehicles in stock that have not been properly maintained are not covered by the warranty.

MONTHS	STORAGE PERIODS ≤ 6 MONTHS "0" month = PDI									STORAGE PERIODS > 6 MONTHS							
	0	1	1,5	2	3	4	4,5	5	6	7	7,5	8	9	10	10,5	11	12
M182/189/240 ICE (Including MHEV): 12V battery test with E-XTEQ MAXIMUS (NOT for Folgore (BEV) range)	•	•		•	•	•		•	•	•		•	•	•		•	•
M182 - 2.0 L4 MHEV only: Check/Charge the 48V SOC in Cluster (Mild Hybrid Only) **	•				•				•				•				•
M182/189/240 FOLGORE (BEV): Check/Charge the High Voltage Battery (400/800V) state of charge***	•	•		•	•	•		•	•	•		•	•	•		•	•
Check/restore tire pressure					•				•				•				•
Rotate the wheels			•		•		•		•		•		•		•		•

**** NOTE: M182 - 2.0 L4 MHEV only:** The 48 V lithium battery charging operation only applies to MHEV vehicles. The operation at time 0 should be performed when the vehicle arrives at the dealer (at the beginning of the storage period). The order label on the windscreen indicates the type of engine fitted on the vehicle.

***** NOTE: M182/189/240 FOLGORE (BEV):** The high voltage battery (400/800V) of electric vehicles is subject to self-discharge; check and ensure that the charge level (SOC) is always between 10% and 30% (it is recommended not to exceed these thresholds to avoid compromising the performance of the battery over time).

2.2 Storage Period Operations

WARNING! DO NOT attempt to open the doors with the battery disconnected! The side windows will not **auto short drop** if the battery is disconnected. Be sure to roll down the windows **before** disconnecting the 12V battery.

****ATTENTION!**** It's highly recommended that during the time of vehicle storage, inspections and up to the customer handover that any prolonged key "ON" situations are avoided to preserve the 12v battery.

Perform the following operations below with the frequency shown in the summary table above for vehicles in stock.

Tires - Check and, if necessary, restore the tire inflation pressure, ensuring that it corresponds to 4 ± 0.2 bar (58.01 ± 2.9 psi). Rotate the wheels periodically (every 45 days, 1.5 months) to avoid flattening; refer to MAS002856 (Or newer).

12V Battery - Check the battery's status and, if necessary. **(NOT for Folgore (BEV) range).**

M182/189/240 FOLGORE (BEV) HV Battery: Check the battery's charge level according to the instructions in paragraph 3.5.

Check/Charge the 48V lithium battery: Carry out the following procedure on each vehicle at the beginning of the storage period:

1. Check that the amount of fuel is sufficient.
2. Start the engine and idle it.
3. Wait a few minutes to allow the engine and catalytic converter to warm up (once warmed up, the thermostatic valve opens, and the engine speed is reduced to idle).
4. Monitor the state of charge of the 48 V battery.
5. Wait until the state of charge reaches 50% or higher.
6. Stop the engine. Repeat the entire procedure if the engine is restarted.

NOTE: The 48V battery could be discharged quickly when warming up the vehicle, so follow the procedure described above carefully.

To monitor the state of charge (step 4 above):

- Use the multifunction control (up and down arrows) to view the Vehicle Info menu Vehicle Info.
- Select it (on the left) to access the submenus.
- Use the multifunction control (up and down arrows) to scroll to the Hybrid Info submenu (Hybrid Info).
- Select it (left) to display the following information screen.



The green color filling the battery icon represents the state of charge: 50% corresponds to half the complete charge.

M-182 "Grecale": the Grecale vehicle does not display contents on IPC if it is set to "Logistic Mode"; therefore, it is not possible to qualitatively display the state of charge of the 48 V battery. Therefore, the heat engine must be run for 10 minutes only during the periodic charging operation. The *LITHIUM BATTERY CHECK OK* item on the checklist does not apply in the case of Grecale.

3. In-stock vehicle maintenance guidelines

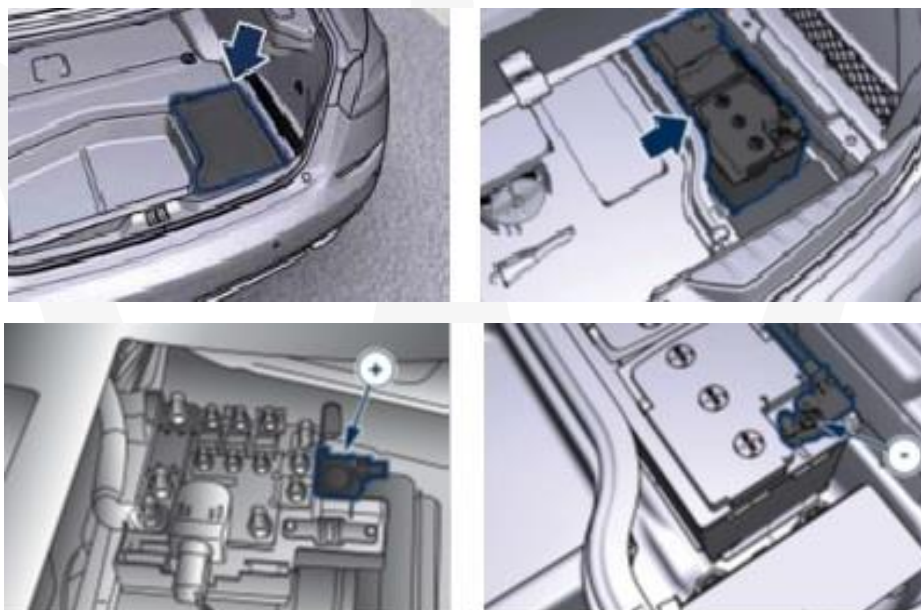
3.1. Procedure and equipment for checking 12V battery state of charge

ICE/MHEV vehicles only: Check the 12V battery status by following the instructions below and using the recommended equipment.

Electric vehicles (BEV) only: The state of charge of the 12V battery is periodically monitored by the VDCM and if it is found below a certain threshold, the VDCM itself commands its restoration. The 12V battery, therefore, is kept constantly charged and it is not necessary to disconnect it during periods of vehicle downtime or check its voltage value.

12V battery position - On all Maserati models the battery is in the rear hood. Except for the MC20 and Folgore (BEV) model range where the battery is located in the front compartment.

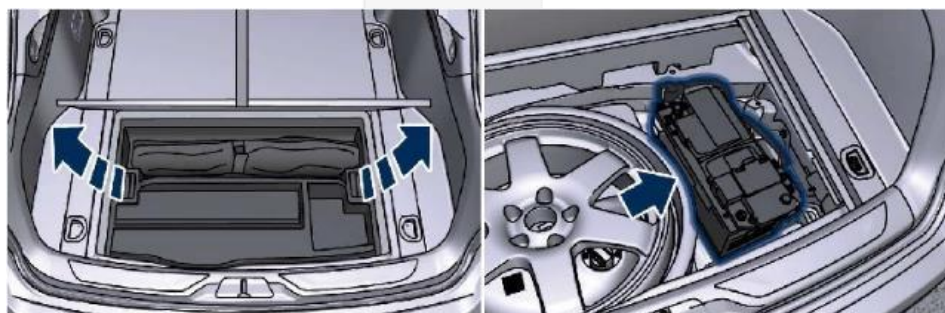
M156 "Quattroporte" - To access the battery it is necessary to lift the panel on the bottom of the boot and remove the access cover as indicated:



M157 "Ghibli" - To access the battery it is necessary to lift the panel on the bottom of the boot and remove the access cover by turning the release latch indicated:



M161 "Levante" - To access the battery it is necessary to lift the panel on the bottom of the boot and remove the toolbox. The battery is fitted on the right-hand side inside the boot:



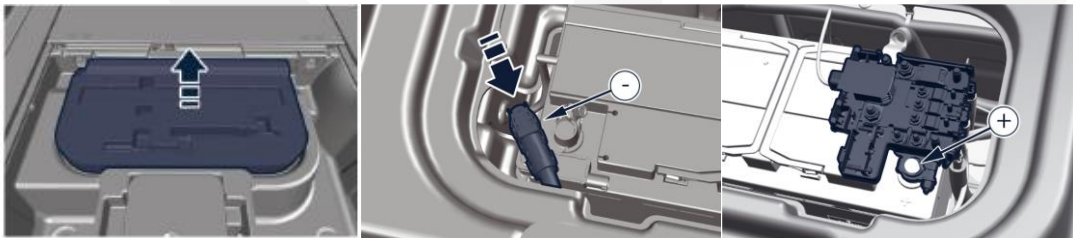
M240 "MC20" - The front boot must be removed to access the battery. First, remove the trim panels shown below by Undo the fasteners circled in yellow, then disconnect the electrical connector for the front boot and remove the boot tray:



The battery and its terminals are now accessible:



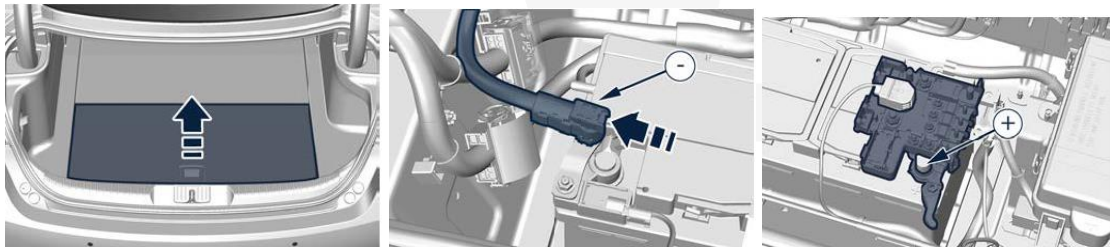
M182 "Grecale" ICE (V6) and MHEV version - The battery is positioned on the inside of the boot in the center. To access the battery, you need to lift the boot lid bottom panel and remove the battery cover:



M182 "Grecale" Folgore version - The 12V battery is located in the front engine compartment. To access the battery, it is necessary to remove the aesthetic cover:

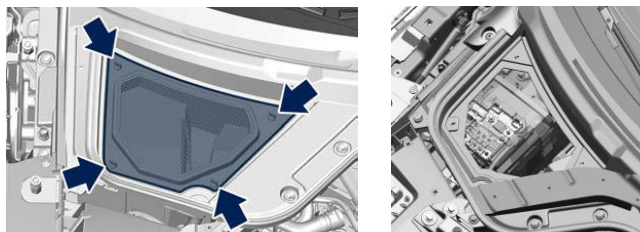


M189 new "GranTurismo & GranCabrio" ICE version - The battery is positioned on the inside of the boot in the center. To access the battery, you need to lift the boot lid bottom panel and remove the battery cover:



M189 new "GranTurismo" Folgore version - The 12V battery is located in the front engine compartment. After opening the bonnet, remove the indicated cover by loosening the four screws; the poles will thus be accessible:

Note: for proper maintenance and testing of 12V batteries refer to latest **Battery Policy for "EXTEQ" charger tester bulletin.**



For M182 Grecale V6 & MHEV and M189 GranTurismo/GranCabrio V6 and M240 MC20:



The 12V batteries of all cars must be checked upon arrival at the dealer (month 0). The official approved tool for the 12V battery check is the E-XTEQ Maximus. The tool provides 3 kinds of feedback that are followed by a specific action:

- **The battery is good:** no action is necessary.
- **Battery needs recharge:** recharge the battery.
- **The battery is bad:** the battery must be replaced with a new one.



IMPORTANT NOTE: To correctly use the E-XTEQ Maximus, please refer to its user manual.

NOTE: Refer to the following procedure after disconnecting the battery on vehicles equipped with power tailgates:

1. Reconnect the 12V battery.
2. Close the trunk lid manually.






WARNING

Precautions to avoid serious damage to the battery or possible explosion/personal injury:

- Always avoid rapid charging
- Charged batteries give off an explosive mixture of hydrogen and oxygen: keep them away from naked flames, lit cigarettes, and unprotected light bulbs.
- Keep the recharging area well ventilated: disable the charger before disconnecting the terminals
- If charging is done with the battery mounted on the vehicle, turn off all lights and accessories, and unplug the ground wire
- The battery is fastened to the vehicle with a metal bracket. Prevent the charger clamps from coming into contact with the bracket.
- Never use, under any circumstances, a battery charger for emergency starting as this could damage the electronic systems, particularly the ECUs that control the ignition and fuel supply

3.2. Emergency starting with an auxiliary battery.

If the battery is dead, the engine can be started using an auxiliary battery having a capacity that is the same as or slightly higher than the dead one.

Follow the instructions below:

1. Connect positive terminals (+) of the two batteries with a special cable.
2. Connect the negative terminals (-) of the two batteries with a special cable.
3. Start the engine.
4. When the engine is running remove the cables in the reverse order.

Alternatively, follow the instructions in the Owner's Manual.

NOTE: Emergency start operation can be performed by connecting the remote terminals! Refer to the Owner's Manual to determine the position of the poles in the vehicle.

Refer to the specifications outlined in the Maserati Owner's Manual for replacing the battery.



WARNING



Do not perform the procedure if you are not familiar with it. Mishandling could cause high electrical discharges and, in some cases, the battery could explode.

3.3. Procedure and equipment for checking tire pressure

Check/restore tire pressure according to the procedure below, using the recommended equipment.

For vehicles about to enter the storage area and for those already in storage:

- 1) Check the tires using the appropriate equipment to ensure that the pressure corresponds to 4 ± 0.2 bars (58.01 ± 2.9 psi).
- 2) Restore the inflation pressure if the measured value is less than the recommended value.
- 3) If the tire is punctured, it must be replaced. **(ONLY FOR GT2S: if tyre is replaced, always also replace the wheel single nut. Please see the technical documentation for more info).**
- 4) Rotate the tires periodically to avoid flattening. Refer to Bulletin **MAS002856 or newer (Wheels rotation procedure for Maserati vehicles in stock)**

3.4 Monitoring the state of charge of electric vehicles

Electric vehicles are constantly active; in particular, the internal logics monitor the temperature of the high-voltage battery, activating the cooling/heating system if necessary to adjust the values to the optimal level and preserve its performance; they also periodically monitor the charge of the 12V battery, restoring it when necessary. This causes the HV battery to be subject to self-discharge. For this reason, it is important to periodically check the status of electric vehicles and ensure that the charge level (SOC) is always between 10% and 30% (it is recommended not to exceed these thresholds to avoid compromising the performance of the battery).

To view the HV battery SOC, perform vehicle key-ON and read the information on the instrument panel. If necessary, restore the charge by connecting the car to an appropriate power supply.



3.5 Vehicle storage requirements for dealers

All Maserati dealers are required to comply with the vehicle storage requirements described below:

1. Maserati dealers are responsible for the proper storage of vehicles. Claims regarding the deterioration of vehicles are not covered by the warranty.
2. All vehicles in stock must be stored indoors or outdoors under a protective structure to prevent damage caused by environmental factors.
3. The vehicles must be cleaned according to the specifications and the frequency indicated in this document to ensure proper maintenance of their appearance and to identify any damage.
4. Malfunctioning batteries of vehicles in stock that have not been properly maintained are not covered by the warranty. If a battery recharge solves the issue during the PDI, it is necessary to attach to the claim the maintenance checklist completed during the Stock period.
5. Check for recall campaigns and/or other ongoing campaigns for all vehicles in stock. Campaigns that do not depend on a customer complaint must be completed. In this manner, all vehicles will always be ready to be sold. Also, remember to check whether a vehicle is involved in any recall and/or other ongoing campaigns immediately before selling it.
6. Tire pressure must be monitored and maintained properly according to the specifications and the frequency indicated in this document. The tire must also be rotated. Warranty claims sent to Maserati S.p.A. relating to the deterioration of vehicles (prolonged storage of the vehicle without proper maintenance) will be rejected.

4. MAINTENANCE CHECKLIST

Maintenance checklist - Scheduled servicing operations carried out on each vehicle recorded in an appropriate system for quick reference. Use the checklist attached to these instructions (see attachment). The maintenance checklist is supplied with all vehicles.

1. Perform all the maintenance operations according to the instructions in the Owner's Manual and the technical documentation.
2. Perform all checks/procedures described in Chapter 3.

Note that full maintenance applies even if the pre-delivery inspection (PDI) has not been carried out yet. As stated in the Owner's Manual and technical documentation, complete maintenance also includes checking/changing the engine oil at the defined intervals.

Maserati is not responsible for damage caused by improper maintenance.



MASERATI CHECK-LIST FOR LONG-TERM OPERATIONS

WRAPGUARD APPLICATION DATA:

VIN:

Quattroporte
 Ghibli
 GranTurismo
 GranCabrio
 Levante

MC20
 Grecale

SUBSIDIARY / IMPORTER
 DEALER CODE
 DEALER NAME

AREA
 ZONE
 COUNTRY
 CITY

ENTRY DATE

ENTRY DISTANCE

ASSIGNED DATE

ASSIGNED DISTANCE

Fill in the chart below as outlined in Section “2.1 In-stock Vehicle Maintenance Table” found on page 7.

MONTH	DATE	12V BATTERY TEST with the E-XTEQ MAXIMUS			48 V BATTERY		HV BATTERY		TIRES			BODY			CERTIFICATION SIGNATURE
		CHECK OK	RECHARGED	REPLACED	CHECK OK	RECHARGED	CHECK OK	RECHARGED	RESTORED PRESSURE	CHECK OK	ROTATED	WASHING	REMOVED WRAP GUARD	APPLIED WRAP GUARD	
0															
1															
1,5															
2															
3															
4															
4,5															
5															
6															
7															
7,5															
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12															