

Customer Service Notification

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Customer Service Notification Maserati Folgore - Proactive Action



DATE: July 23, 2025

On March 17, 2022, Maserati proudly introduced the Folgore range—marking a historic milestone as the first Italian luxury car brand to launch a complete line of all-electric vehicles. This lineup represents our unwavering commitment to innovation, performance, and excellence.

Since its launch, continuous product improvements have been implemented. To ensure our customers benefit from the latest updates, we are now initiating a proactive campaign to bring all Folgore models up to current technical standards.

We remind you that all Customer Service Notifications must be performed within the first workshop visit, regardless of whether they appear as mandatory or not in MODIS, as required by Maserati policies.

Also, for vehicles in Stock Dealer / PDI, it is necessary to carry out all action operations before delivery to the end customer, as required by the White Book and explicitly reported in the Pre-delivery checklist.

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.

Thank you for your continued support and cooperation.

Maserati Americas
Aftersales Dept.

Dealer Action Request

We ask all Maserati dealers to proactively contact Folgore customers and schedule service appointments to carry out all applicable Field Actions released to date.

What's included with this bulletin:

- Campaign VIN list spreadsheet
- Customer Contact Guide

Note: Dealers will be compensated for contacting customers and performing the required operations through a dedicated warranty claim. However, **this claim is not valid for Demo vehicles.** For details, refer to the **“Warranty Claim Information”** section below.

Additionally, please ensure that **DEMO** vehicles in your inventory are also brought up to date as soon as possible.

Please perform the following:

1. **Individually contact** each Folgore customer.
2. **Invite them to your authorized Maserati service center** to perform any outstanding updates.
3. Use the dedicated **Customer Re-Contact claim code** (listed below) when submitting warranty claims for the associated campaign work.
4. Refer to the **attached VIN list**, which includes:
 - Campaigns to be performed
 - Re-contact claim code references

Important: Per Maserati policy, ALL applicable Field Actions must be performed **during the vehicle's first visit**, regardless of whether they appear as mandatory or not in MODIS.

Use the Attached VIN list to verify the correct actions to be performed for each VIN

Complete VIN	Campaigns to be Performed	Put the Extra Time (0,50h) for Customer Re-Contact into the Campaign's claim	Spare parts involved
ZN6RMDE29S7456908	735-767-782-786-792	792	NO
ZN6RMDE25S7456873	786-792	792	NO
ZN6RMDE2XS7456691	735-767-782-786-792	792	NO
ZN6RMDE27S7456874	786-792	792	NO

Warranty Claim Information

Description	Part Number
FA number	View VIN LIST
Customer Re-Contact *	R.EC.ONT.A (0.50 h)

*** IMPORTANT NOTE:** The contact claim **is not valid** for DEMO VEHICLES

We thank you in advance for your collaboration and commitment to providing service that upholds the standards of the Maserati brand.

Campaign List

The below list contains all current active Field Actions and relevant technical details for Folgore Models. This is informational only: Not all Campaigns on this list apply to all vehicles. Use the separate VIN list and Modis to confirm which campaign applies to the vehicle in question.

Campaign Number	Campaign Description	MAS (bulletin #)	Spare parts needed
728	M189 BEV - Front HalfShaft screws loosening	MAS004276	HALFSHAFT SCREWS M8X1.25 PLATE
734	M189 GT GC BSM SW Update (70.9)	MAS004322	No
735	M182 Electric Absorption Improvement (BCM-RFHM-SLMx SW Updates)	MAS004696	No
741	M189 BEV AIR VENT	MAS004331	RH + LH AIR DISCHARGE BEZEL RH + LH FRONT BEZEL WIRING
747	M182 BEV VDCM SW Update	MAS004373	no
751	M182 BEV OBCM SW Update	MAS004413	no
755	M182 BEV - Comfort rod replacement	MAS004384	LH + RH RODS
757	M189 Grommet Water Infiltration	MAS004399	If check KO
758	M189 Flush&Gap issue	MAS004402	No
766	M182 Multi-SW Updates Regrouping (AGSM-BSM-CVPAM-ICS-IPC-RFHM-BCM-ECM-TCM)	MAS004466	No
767	M182 VDCM SW Update	MAS004699	No
770	M182 BEV Multi-action	MAS004653	If check KO
777	M189 C-pillar + A-pillar cover detachments	MAS004491	A+C pillar
782	M18x BEV OBCM SW Update	MAS004691	No
791	M189 Electric Absorption Improvement (BCM+RFHM+SLML+SLMR Software Updates)	MAS004778	No
792	M18x AGSM SW Update	MAS004774	No