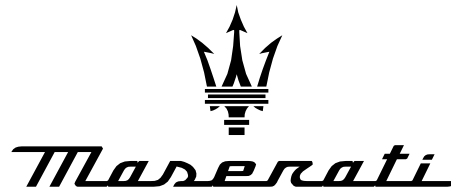


Diagnostic Sheet

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Grecale Key FOB Recognition – Diagnostic Guidelines

DATE: OCTOBER 15, 2025

This bulletin provides detailed diagnostic procedures for identifying and resolving key recognition issues on all Maserati Grecale models. It includes checks for remote locking/unlocking, passive entry, proximity functions, and key detection during vehicle start-up, along with guidance for documenting and reporting unresolved cases.

MODELS INVOLVED: M182 Grecale (All MY).

Customer Concerns May Include:

1. Difficulty locking or unlocking doors with the key fob at distances under 6 meters
2. Trouble unlocking doors using the handle (Passive Entry)
3. Inability to lock the vehicle using the Walk Away Lock function
4. Inability to switch to RUN mode with the key fob on the front passenger seat
5. Warning messages on the instrument panel during door closing, engine start, or while driving

Operational Description:

These issues may be caused by low key fob battery voltage, improper key placement, outdated software, or interference from nearby electronic devices. This guide outlines how to verify system behavior, perform necessary checks, and document findings for further support if needed.

Prerequisite Checks:

Before starting diagnostics, perform the following:

- Interview the customer about:
 - Typical key usage (e.g., where they place the key when unlocking or starting the vehicle).
 - Whether the issue occurs in specific parking areas.
 - How long the issue has been happening.
- Run a **full vehicle scan report** before any other operation and save it to file.
- Confirm:
 - Key fob battery type is **CR2450**
 - Key fob battery voltage is **above 2.2V**
 - Perform a **12V vehicle battery test using the E-XTEQ MAXIMUS**
- Verify the following software/hardware updates:
 - **RFHM software** version 5.6 or higher
 - F188 ROW: 670311366
 - **BCM software** version 18.2 or higher
 - F188: 670309694
 - **RU 689 – Antenna repositioning** update (Only if applicable by VIN in Modis)

Diagnostic Steps:

1. Remote Lock/Unlock (RKE) Function Check:

- Press the Lock/Unlock buttons on the key fob:
 - From a distance **no greater than 6 meters**.
 - Avoid rapid or repeated presses.
- Record the vehicle's behavior with a video.

2. Passive Entry Function Check:

- Press the door handle:
 - Evenly across its full length.
 - Avoid multiple presses (system may take up to **2 seconds** to respond).
 - Keep the key **at least 20 cm away** from the handle (do not hold the key in the same hand).
 - Avoid touching the **three-line button** on the bottom of the handle with your knuckles (this is for locking).
 - Be aware of **blind spots near the mirrors**.
- Record the vehicle's behavior with a video.

3. Proximity System Check:

- **Walk Away Lock:**
 - With the key in your pocket, walk **beyond 6 meters** from the vehicle
 - Doors should lock with **audible and visual confirmation**
- **Proximity Wake-Up:**
 - With the key in your pocket, approach the vehicle.
 - Lights should activate (exterior, position, handle, and mirror lights).
 - Confirm both features are enabled in:
 - *Settings > Doors & Locks > Walk Away Lock*
 - *Settings > Lights > Proximity Wake Up*
 - Note: After **3 days of inactivity**, the proximity system deactivates and must be reactivated by locking/unlocking with the key fob.
- Record the vehicle's behavior with a video.

4. Start/Run Function Check (Key on Passenger Seat):

- Do **not** place the key:
 - On the **wireless charger**.
 - On the **dashboard near the windshield**.
 - On the **rear window shelf**.
 - Near **devices that emit electromagnetic interference** (e.g., smartphones, laptops).
- Record the vehicle's behavior with a video.

5. Key-Related Warning Messages:

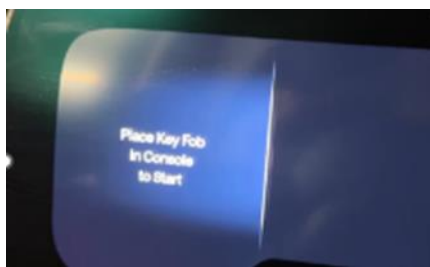
“KEY FOB NOT DETECTED”

- Triggered when the Start button is pressed but the key is not detected.
- Often occurs if the key is outside the vehicle when the door is opened and the ignition is turned on.
- This message appears **only once** after the vehicle network wakes from sleep.



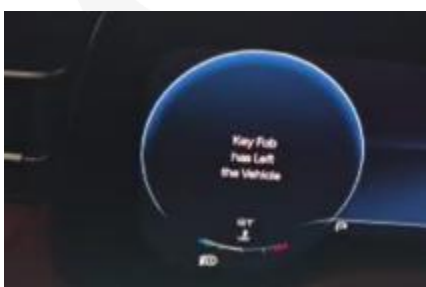
“PLACE KEY FOB IN CONSOLE TO START”

- Follows the previous message if the key is not detected or has a dead battery.
- Suggests placing the key in the center console compartment.
- May appear **multiple times** while the vehicle is awake.



“KEY FOB HAS LEFT VEHICLE”

- Triggered when the key is no longer detected after a door is opened and closed.
- If the key is in a blind spot, the message appears until the vehicle is shifted out of Park.
- If the key is not detected at the next key cycle, the vehicle **will not start**.



“KEY FOB BATTERY LOW”

- Triggered when:
 - The key reports low battery during recognition.
 - The key fob button is pressed and the RFH detects low voltage.
- This message appears when **VBATT drops below 2.2V**.



Next Steps:

- If the issue persists after all checks:
 - Open a **BOL Support Request**
 - Attach all **videos, photos, and diagnostic documentation**
- If the issue has already been resolved:
 - Submit a **BOL for Factory Information**

Reminder:

Maserati reserves the right to adjust or reject claims that do not meet the criteria in this bulletin.