



*Maserati*

PERSONAL SERVICE LAB

MASTERS OF CARE

# Grecale GranTurismo and GranCabrio 12 Volt Battery Best Practices

**IMPORTANT NOTICE** This bulletin supersedes MAS004769\_A DS 25-29 released on August 5, 2025. It contains updated information, please ensure all previous versions are discarded.

DATE: March 17, 2026

This Technical bulletin serves as a guide and provides additional diagnostic info on the 12V Battery as well as new updated warranty policies and exceptions.

**MODELS AFFECTED:** Grecale M182 (All MY), GranTurismo/GranCabrio M189 (All MY) (internal combustion engine and Folgore BEV vehicles)

**SECTION:** 08.20-1 Energy generation and accumulation.

## Diagnostic procedures for a “Dead Battery” concern

Please refer to “MAS004655 MCL 25-21 Battery Policy for “E-XTEQ” Maximus charger tester” for details and best practices on how to properly test the 12V battery. Then proceed with the instructions outlined in this bulletin.

## Up to MY24 vehicles:

1. **A BOL is NOT mandatory:** But it is mandatory to attach the following documents to the Warranty Claim: Attach a complete vehicle scan report (in pdf format), including DTCs and Parameters analyzed at vehicle entry. Provide the Battery Test report (in PDF format) performed at vehicle entry, indicating that the battery needs to be replaced and including the vehicle's VIN.
2. **Mandatory** → check for any aftermarket devices (e.g., GPS tracker, alarm). If a device is found, open a BOL and include the brand/model, photos, and installation details. All documentation must be attached to the BOL. Claims cannot be processed without a completed BOL report.
3. Check the battery part number (PN) and attach a picture of the label on the upper cover. In addition, it is mandatory to provide a detailed description of the customer concern in the **NOTE** field of the claim.
4. BOL report should be opened as a "Support Request" **ONLY** in the following cases:
  - Difficulty in diagnosis (after 2hrs spent).
  - If an aftermarket device is found installed on the vehicle.
  - In case of repeated visits for the same concern.
  - If an excessive Parasitic Draw is found (At any point in time).

**NOTE:** Refer to the attached **PARASITIC DRAW TEST** (Attachments: **PAGE 7**) for detailed instructions and to record the results.

NOTE: Only in case of battery replacement, it is mandatory to perform a SW update for the following modules: RFHM, BCM and SLML/SLMR. The SW update of the modules must be done consecutively. The operation code to be used for this SW update is: 9.99.000.B (0.40 h).

## Warranty Reimbursement Request up to MY24

**\*\*Always check warranty coverage in the White Book before submitting a battery replacement or recharge claim.\*\***

Complete the warranty request as follows:

Description	Code
Warranty code	16
Defect code	122
Component Code	8.20.001
Spare Parts	Please, check the correct battery Part Number in Tech Doc
Operation Code	
<ul style="list-style-type: none"> <li>▪ Battery test</li> <li>▪ Battery replacement                             <ul style="list-style-type: none"> <li>○ Grecale ICE/MHEV</li> <li>○ GT and GC ICE</li> </ul> </li> <li>▪ OBD/EOBD check</li> <li>▪ SW update</li> </ul>	<ul style="list-style-type: none"> <li>0.20.046.0 (0.15 h)</li> <li>8.20.001.0 (0.15 h)</li> <li>8.20.001.1 (0.10 h)</li> <li>0.20.013.0 (0.20 h)</li> <li>9.99.000.B (0.40 h)</li> </ul>

**\* For battery charging only** (not replacement), the operation codes to be used are:

- 0.20.046.0 (BATTERY TEST)
- 0.20.013.0 (OBD/EOBD check)
- 0.10 of Straight Time for charging.

In this case, it is mandatory to attach a second battery test report to the claim to verify the charging.

**NOTE: Maserati reserves the right to modify or cancel claims that do not meet the criteria outlined in this communication and, if necessary, to correct and adjust them based on market averages.**

## MY25 and newer vehicles:

1. **A BOL is MANDATORY:** Submit a BOL and complete the **MANDATORY → CUSTOMER USAGE AND ROAD ASSISTANCE INFORMATION QUESTIONNAIRE** and the **DIAGNOSTIC CHECKLIST** (Attachments: **PAGES 4-6**) and attach it to the Blue Online (BOL). **If a parasitic draw is suspected, then perform the parasitic draw checklist on the last page of this bulletin and attach results to the BOL as well.**
2. **Check (ModisCS+ → Service Entry → Campaign Tab) to see if the vehicle is involved in the following Rapid Updates :**
  - **For Grecale:** MAS004696 Rapid Update (RU) #735 – Electric Absorption Improvement
  - **For GranTurismo/GranCabrio:** MAS004778 Rapid Update (RU) #791 – Battery Draw Improvement
3. **If the vehicle is involved in RU 735 (Grecale) or RU 791 (GranTurismo/GranCabrio) but the SW update is not yet performed:** Follow the instructions per the Rapid Update that apply to the vehicle. Open a Blue On Line ticket as **“Factory Information”** and attach all required documentation from **Step 6**.
4. **If the vehicle is NOT involved in RU 735 (Grecale) or RU 791 (GranTurismo/GranCabrio):** Open a Blue On Line ticket under **“Factory Information”**, attach all required documentation from **Step 6**, and wait for BOL instructions before updating the following modules:
  - RFHM
  - BCM
  - SLML/SLMR
 Use operation code **9.99.000.B (0.40 h)**.
5. **If the vehicle has already received RU 735 or RU 791, or already has the latest software version for RFHM, BCM, and SLML/SLMR:**
  - Open a Blue On Line case under **“Support Request”** for further analysis, attach all required documentation from **Step 6**.
6. **All BOL submissions must include the following attachments:**
  - All completed checklists per **step 1**.
  - All battery tests performed (Must attach printouts).
  - A complete Vehicle Scan Report before and after the software updates.

**Please make sure that all requested info is attached to the BOL to avoid possible further review or warranty rejection. For details see bulletin MAS004908\_A PNP 25-07 Warranty Claim Attachment Requirements (Or Newer).**

## Warranty Reimbursement Request from MY25

Only the operations listed in this publication are eligible for warranty approval. Any additional operation requests will be rejected.

Description	Code
Component Code	8.20.001
Operation Code	8.20.001.D (1.8 h)

# ATTACHMENTS – 12 VOLT BATTERY DIAGNOSTIC CHECKLISTS

<b>CUSTOMER USAGE AND ROAD ASSISTANCE INFORMATION QUESTIONNAIRE</b>		
(Checklist to be filled out by dealer if customer experienced a “Dead Battery” event)		
ROAD ASSISTANCE INFORMATION		
Was the vehicle Jump Started?	YES	NO
Battery cables attached to the battery posts loose?	YES	NO
QUESTIONNAIRE FOR THE CUSTOMER		
Where was the vehicle Parked at the time of battery discharge?		
Vehicle doors closed/locked?	YES	NO
Did the vehicle open using the Key FOB?	YES	NO
Has the customer noticed that the digital clock, comfort display, or backlighting of the instrument cluster comes on when the car is closed?	YES	NO
Did the customer notice any malfunctions when the battery was discharged? (e.g., Malfunction warning indicators lights or messages in the cluster)	YES	NO
If yes, which ones (Describe in detail)		
Check with the customer whether the car may have erroneously been left with the ignition ON (Refer to MAS003511)	Customer Feedback:	
Vehicle recently been moved, or has been parked for an extended period of days?	If YES, how many Days/Hours	NO
How many miles per day does the customer travel on average?	Miles	
Type of route used most frequently (insert flag)	City	
	City & Highway	
	Highway	
Does the customer usually use the radio at KEY OFF?	YES	NO
After KEY OFF, does the customer leave electrical devices connected (USB or 12V devices)?	YES	NO
If YES, which ones (Describe in detail)		
Were the key FOBs left in the vehicle?	YES	NO
How far away from the vehicle were the key FOBs outside the vehicle?	FT	
GPS tracker or other aftermarket KIT installed on the car?	YES	NO
If yes, which ones (Describe in detail)		
Was the car left with the parking lights on?	YES	NO
Connected Services Subscription Activated?	YES	NO
Has the customer noticed the engine cooling fan turning ON with the engine OFF?	YES	NO
Was the vehicle washed or exposed to rain before the discharge event?	YES	NO
What features or APPs of the radio did the customer use before the discharge event?		

(CUSTOMER QUESTIONNAIRE CONTINUED) FOLGORE (BEV) ONLY RELATED QUESTIONS

What was the High Voltage Battery charge status?	%	
Has the HV battery been recharged recently or just before the 12V Battery discharge event?	YES	NO
How was the high-voltage battery charged?	AC	DC
The front hood was closed during the High Voltage recharge?	YES	NO



## DIAGNOSTIC CHECKLIST

**To be performed ONLY after the vehicle has been sold and or AFTER PDI has been performed and the vehicle stored for a long time.**

**ATTENTION! DO NOT DISCONNECT BATTERY CABLES OR IBS (until completion of the checklist)**

*The disconnection of the battery on connected (Active Maserati Connected Service) vehicles generates the activation of the "STOLEN" mode by the TBM with a parasitic draw of approximately 150 mA for 8 hours after the battery has been re-connected*

Provide the 12V battery value recorded during PDI (attach the PDI checklist)	Volts
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Provide an E-XTEQ Battery test printout performed at vehicle entry.

If the car is in PDI, indicate how many days it has been in stock and how often the battery check and recharge procedure has been performed. Attach CHECKLIST FOR LONG-TERM OPERATIONS (not for Folgore)

Check the status of the following Rapid update actions upon entry of the vehicle:

(Circle "N/A" if the RU does not apply to the VIN)

Rapid Update 735	N/A	Done	Not Done
Rapid Update 791	N/A	Done	Not Done

Check for the presence/ installation of any aftermarket devices (GPS tracker, alarm). If present, indicate brand/model and attach pictures of the device and related installation	Brand/model:	YES	NO
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Check the Battery production date attaching a picture of the hot printed code on the upper cover	Code:
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Check battery PN and attach a picture of the label on the upper cover	PN:
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Did the Flat battery event occur while in Logistic Mode or Customer Mode?	Logistic Mode	YES	NO
	Customer Mode		

Battery post terminals free of corrosion or mechanical anomalies?	YES	NO
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Is the battery post terminal secure and not loose?	YES	NO
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Are SW updates available?	YES	NO
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Check the position of the external lights selector (auto, manual) and if the lights stay ON.	YES	NO
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Check for SW updates previously performed on the car.	Updated ECUs:	YES	NO
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Check the radio power off delay, indicating in minutes (3,6, or 12min selectable in the MIA	min
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**MANDATORY:** Attach a complete vehicle scan (DTC and Parameter) report of ALL modules

If the outcome of the battery test indicates that the battery needs to be re-charged, carry out a complete charging cycle. Attach a picture of the battery charger display at the beginning and end of charging, including the final printout.

If the car is in PDI, indicate how many days it has been in stock and how often the battery check and recharge procedure has been performed. Attach CHECKLIST FOR LONG-TERM OPERATIONS last page of MAS004488 MCL 25-15 MGNT And MAINT Of In-stock Vehicles

**IMPORTANT: the disconnection of the battery on connected (Active Maserati Connected Service) vehicles generates the activation of the "STOLEN" mode by the TBM with a parasitic draw of approximately 150 mA for 8 hours after the battery has been re-connected.** It is important to prevent this from occurring when performing a parasitic draw test. Because of this, we suggest that you follow the procedure below when diagnosing a vehicle with a suspected excessive parasitic draw:

## PARASITIC DRAW TEST

**ATTENTION! The disconnection of the battery on connected (Active Maserati Connected Service) vehicles Activates the "STOLEN" mode by the TBM with a parasitic draw of approximately 150 mA for 8 hours after the battery has been re-connected. To prevent this, follow the procedure below.**

### 12V Battery Preconditions:

If the outcome of the battery test indicates that the battery needs to be re-charged, carry out a complete charging cycle. Attach a picture of the battery charger display at the beginning and end of charging. (If possible, also add a picture after 3 hours of charging)  
(In case of usage of no smart charger, the re-charging will have to last at least 8 hours)

### Parasitic Draw Preconditions:

- 1) 12V Battery adequately charged (12.5V or above)
- 2) All doors closed the exception of the rear trunk/Tailgate
- 3) Interior and exterior lights must be OFF
- 4) All Keys out of detection range (more than 16 FT)
- 5) The rear Trunk opened, and the latch manually closed
- 6) No electronic device connected to USB ports or OBD connector
- 7) Lock the car by the key fob and remove it from the detection range (more than 16 FT)
- 8) Wait at least 10 minutes (Vehicle Sleep Mode)
- 9) Use a digital multimeter and connect leads to the negative battery post and a clean chassis ground.
- 10) Disconnect the quick connector of the negative battery cable while keeping both the multimeter leads connected to the negative battery post and chassis ground.

**Record the results every 30 min up to 90 minutes below:**

1) 30 min \_\_\_\_\_ mA

2) 60 min \_\_\_\_\_ mA

3) 90 min \_\_\_\_\_ mA

