

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Rapid Update 819 Temporary Suspension

DATE: April 14, 2026

Effective immediately! Rapid Update #819 – MC20 BCM SW Update has been temporarily suspended.

This decision follows the identification of potential Drive Mode Selector (DSCM) malfunctions observed on some vehicles after the execution of the RU 819 software update, which is currently under in-depth technical investigation by HQ.

Operating instructions:

- Suspend execution of Field Action #819 on all affected vehicles.
- Do not release vehicles to Customers on which the RU 819 update has just been performed without first verifying correct system functionality.
- In case of already updated vehicles showing anomalies, open a regular ticket through the Maserati Technical Assistance channels ("Support Request" BOL).

We will promptly inform you as soon as a definitive solution is available and will provide the related operational instructions for campaign reactivation.

We apologize for the inconvenience and thank you for your cooperation, which is essential to ensuring the quality of our service and customer satisfaction.

For further information, please contact your local RAM or contact Maseratitechsupport@maserati.com.

Thank you for your cooperation.

TECHNICAL SERVICE OPERATIONS