

# Aftersales TSO – Bulletin

**MAS002765**



From: Aftersales – TSO

To: Maserati Subsidiaries, Importers, Dealers, Independent Operators

Modena, Italy | 20/09/2021

## New MDEVO 3 Diagnostic Tool Diagnostic Tool for Independent Operators

- Attachments:
- Attachment A: "General conditions of software use, activation procedure and technical support"
  - Attachment B: "Warranty conditions"
  - Attachment C: "Request procedure for resale to Independent Operators (operations performed by the Authorized Maserati Dealer)"
  - Attachment D: "Request and payment procedure for programming the vehicle ECUs (operations performed by the Independent Operator)"
  - Attachment E: "MD / MDEVO / MDEDO 2 / MDEVO 3 license fee payment for Independent Operators"

Dear Sirs,

Starting from today you can begin to place orders for the new tool for electronic diagnostics **MDEVO 3** ("Maserati Diagnosi EVO 3") **with MDVCI 2** ("Maserati Diagnosi Vehicle Communication Interface 2").

Only Authorized Maserati Dealers are entitled to sell the system, and **solely in European Union, the USA, Canada and Australia** in compliance with applicable law and regulations.

MDEVO 3 kits will be sent to you through our Spare Parts Dept.; they will be identified as follows:

- P/N: 900030476 MDEVO 3 FULL KIT
- P/N: 900030477 MDEVO 3 LIGHT KIT
- P/N: 900030478 MDEVO 3 EXTRA-LIGHT KIT

New **MDEVO 3 FULL KIT** and **LIGHT KIT** includes an **MDVCI 2**.

The following grid summarizes the compatibility between the different diagnostic components:

	MD	MDEVO	MDEVO 2	MDEVO 3	MDVCI	MDVCI2	MDVMM	MDVMM EVO	MDVMM EVO 2	MDEVO Docking Station	MDEVO 3 Docking Station
MD					Y	N	Y	Y	N	N	N
MDEVO					Y	Y	Y	Y	Y	Y	N
MDEVO 2					Y	Y	Y	Y	Y	Y	N
MDEVO 3					Y	Y	Y	Y	Y	N	Y
MDVCI	Y	Y	Y	Y		N					
MDVCI2	N	Y	Y	Y	N						
MDVMM	Y	Y	Y	Y							
MDVMM EVO	Y	Y	Y	Y							
MDVMM EVO 2	N	Y	Y	Y							
MDEVO Docking Station	N	Y	Y	N							
MDEVO 3 Docking Station	N	N	N	Y							

The following grid summarizes the compatibility between the different diagnostic components and the vehicles:

		MD	MDEVO – MDEVO 2 – MDEVO 3	
VEHICLES	Commercial Name	+ MDVCI	+ MDVCI	+ MDVCI 2
<b>Old vehicles</b> <i>(old QP / Ghibli, 3200GT, M138, M139, M145)</i>	... Granturismo	Y	Y	Y
<b>M156 / M157 / M161</b> <i>All MYs, present and future</i>	Quattroporte Ghibli Levante	Only M156 / M157 up to MY17	Y	Y
<b>M240</b>	MC20	N	N	Y
<b>Further new models</b>	...	N	N	Y

The kits composition is defined as follows:

MASERATI P/N	DESCRIPTION	EXTRA LIGHT	LIGHT	FULL
n.a.	MDEVO 3 (TABLET)	X	X	X
900030479	MDEVO 3 BAG	X	X	X
900030481	MDEVO 3 EXTERNAL CAMERA	X	X	X
900030482	MDEVO 3 AC/DC ADAPTER	X	X	X
900030483	ETHERNET CABLE 2 MT.	X	X	X
900030484	MDEVO 3 CAR CHARGER	X	X	X
900030485	MDEVO 3 POWER CORDS	X	X	X
900028996	KIT MDVCI 2		X	X
673009628	KIT MDVMM EVO 2	-	-	X
900030488	MDEVO 3 DOCKING STATION	-	-	X

To prepare Dealerships for additional volume and models, when purchasing a second tool, we suggest existing Dealers to purchase an MDEVO 3 **LIGHT KIT** (instead of a MDEVO 3 EXTRA-LIGHT KIT).

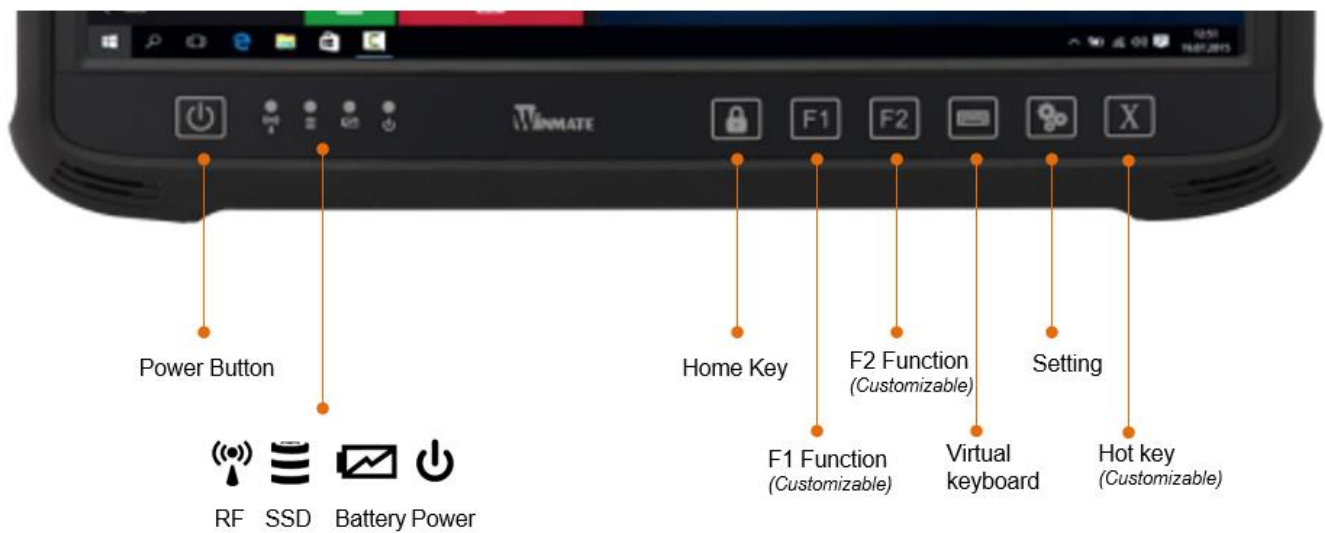
This will increase the capacity to diagnose more vehicles in parallel.

## MDEVO 3 new features

MDEVO 3 is the upgrade of the MDEVO 2: it is the last generation tablet: the new features are listed below (the improvements compared to MDEVO 2 are highlighted in green).

<b>MDEVO 3</b>	
<b>Display</b>	
Size	13.3 inches
Resolution	<b>1920x1080</b>
Panel Brightness	<b>500 nits</b>
Touch	<b>Multi-touch Capacitive</b>
Graphic	<b>Intel® UHD Graphics 620</b>
<b>System</b>	
Processor	<b>Intel® Core™ i5-8265U</b>
System Memory	<b>16GB SODIMM DDR4-2400</b>
Storage	<b>1T M.2 SSD</b>
Operating System	Win 10 Enterprise LTSC 64bit
WLAN	<b>2 x 802.11 a/b/g/n/ac</b>
Bluetooth®	<b>5.0</b>
Webcam	External
<b>I/O Ports</b>	
Docking Connector	1 x Docking connector
LAN	1 x RJ45-10/100/1000 Mbps
USB Port	<b>4 x Type-A 3.0, 1 x Type-C 3.1</b>
SD	1 x SDXC Slot
<b>Mechanical</b>	
Dimension (W x L x H)	<b>338.2 x 240 x 30 mm (13.3 x 9.4 x 1.18 inches)</b>
Weight	<b>2.2 kg</b>
<b>Environment</b>	
Operating Temperature	-10°C to 50°C (14°F to 122°F)
IP Proof	IP54
Drop Resistance	<b>120 cm (4 feet)</b>
<b>Power</b>	
Battery	15.4V, 5900 mAh Li-Polymer
Battery Operating Time	More than 10 hours
Adapter	Input: 100-240V AC, 50-60Hz Output: 19V DC, 3.42 A

<b>MDEVO 2</b>	
<b>Display</b>	
Size	13.3 inches
Resolution	1366x768
Panel Brightness	400 nits
Touch	Single-touch Resistive
Graphic	Intel® HD Graphics 520
<b>System</b>	
Processor	Intel® Core™ i5-6300U
System Memory	8GB DDR3
Storage	512GB SSD
Operating System	Win 10 Pro 64bit
WLAN	1 x 802.11a/b/g/n/ac
Bluetooth®	4.1
Webcam	Internal
<b>I/O Ports</b>	
Docking Connector	1 x Docking connector
LAN	1 x RJ45-10/100/1000 Mbps
USB Port	2 x Type-A 3.0, 1 x Type-A 2.0
SD	1 x SDXC Slot
<b>Mechanical</b>	
Dimension (W x L x H)	349 x 244 x 46 mm (13.7 x 9.6 x 1.8 inches)
Weight	2.25 kg
<b>Environment</b>	
Operating Temperature	-10°C to 50°C (14°F to 122°F)
IP Proof	IP65
Drop Resistance	90 cm (3 feet)
<b>Power</b>	
Battery	10.8V, 6200 mAh Li-Ion
Battery Operating Time	12 hours
Adapter	Input: 100-240V AC, 50-60Hz Output: 15.6V DC, 7.05 A



## Spare Parts list

MDEVO 3 Spare Parts will be sent to you through Maserati Parts Department.

Part Number	Description
<b>900030476</b> <b>900030477</b> <b>900030478</b>	<b>MDEVO 3 FULL KIT</b> <b>MDEVO 3 LIGHT KIT</b> <b>MDEVO 3 EXTRA-LIGHT KIT</b>
900030479	MDEVO 3 BAG
900030481	MDEVO 3 EXTERNAL CAMERA
900030482	MDEVO 3 AC/DC ADAPTER
900030483	ETHERNET CABLE 2 MT.
900030484	MDEVO 3 CAR CHARGER
900030485	MDEVO 3 POWER CORDS
900030486	MDEVO 3 BATTERY
900030487	MDEVO 3 STYLUS PEN
900030488	MDEVO 3 DOCKING STATION
<b>900028996</b>	<b>KIT MDVCI 2</b>
900028995	MDVCI 2 (VCI UNIT)
900084514	USB CABLE
900084515	ODB LINK CONNECTOR CABLE
900084516	LOOPBACK TEST CONNECTOR FOR SELF TEST
900084517	4-WIRE CABLE
900084518	USER MANUAL
900084519	WI FI DONGLE
<b>673009628</b>	<b>KIT MDVMM EVO 2</b>
Items already present in the MDVMM EVO KIT	
900027781	"S" Hook
900027774	Multimeter style test probe (black)
900027775	Multimeter style test probe (red)
900027776	Small crocodile clip (black)
900027777	Small crocodile clip (red)
900027772	Dolphin clip (black)
900027773	Dolphin clip (red)
900027778	Electronics Acupuncture Probes

900027787	2 pin breakout lead
900028385	4mm shrouded to unshrouded adaptor black
900028386	4mm shrouded to unshrouded adaptor red
900027779	60A DC current clamp with BNC connector
900027782	Cable Identifier Kit (5mm)
900028387	Breakout lead for mini style fuses
900027783	WPS500X low pressure transducer calibrated & labelled
900027783	Compression Hose M10 for Maserati (deep reach)
900028388	Cable: USB A male to mini 5 pin 2m
900028372	Premium Test Lead: BNC to 4mm blue permanent ground
900028373	Premium Test Lead: BNC to 4mm red Permanent ground
900028375	Precision 2000A/200A current clamp BNC
900028286	Maserati 12mm compression hose
900028374	Premium Test Lead: 5M BNC to 4mm black Permanent ground
900028377	Dolphin clip (blue)
900028376	Small crocodile clip (blue)
New Items in MDVMM EVO 2 KIT	
673009613	PS4425-002 Maserati
673009614	Cable: BNC to BNC 5m
673009615	Accelerometer
673009616	USB 3.0 Cable
673009617	Optical sensor 3.5 mm jack
673009618	BNC BNC cable Blue
673009619	BNC BNC cable Red
673009620	BNC BNC cable Green
673009621	NVH Interface
673009622	BNC to BNC cable yellow
673009623	Optical interface and battery
673009624	Maserati EVO 2 JAZZ scope carry case
673009625	Quick Start Guide: Maserati MDVMM EVO2 kit
673009626	Telescopic pack: 45x45 length 80-120mm
673009627	Mounting magnet for accelerometer

## **Sales Policy**

MDEVO 3 kits and spare parts can be ordered through our Dealership Network.

MDEVO 3 LIGHT KIT and MDEVO 3 EXTRA-LIGHT KIT can be bought by an Authorized Dealer ONLY after he already owns an MD FULL KIT or an MDEVO / MDEVO 2 / MDEVO 3 FULL KIT.

The procedure to resell to Independent Operators is detailed in Attachment C: “Request procedure for resale to Independent Operators (operations performed by the Authorized Maserati Dealer)”.

In brief, the sourcing process is as follows:

- Independent Operator asks to an Authorized Dealer to send a request for the creation of a Dealer Code for Independent Operator in MODIS
- If the request is accepted, Maserati creates the Dealer Code for Independent Operator
- Independent Operator orders materials to Authorized Dealer
- Authorized Dealer orders materials to Maserati Spare Dept.
- Maserati Spare Dept. ships and invoices materials to Authorized Dealer
- Authorized Dealer ships and invoices materials to Independent Operator

## **Annual costs**

The annual registration fee must be paid for each MD, MDEVO, MDEVO 2 or MDEVO 3 which must be active during a calendar year (or part of it).

When a MDEVO 3 has just been activated by Maserati, the annual fee up to December 31<sup>st</sup> of the year of purchase is included in the price paid.

In the event of activation (following deactivation, re-sale, etc.) during the year, the fee is due in full.

In the event of deactivation during the year, no reimbursement is envisaged.

The annual registration fee represents the cost of the software license, updates, adjustments and the technical support service of the instrument.

<b>TOOL</b>	<b>ANNUAL FEE</b>
<b>First MD or MDEVO or MDEVO 2 or MDEVO 3</b>	<b>3.600€</b>
<b>For each additional MD or MDEVO or MDEVO 2 or MDEVO 3</b>	<b>1.000€</b>

VAT is excluded.

The cost of the license does not depend on the type of instrument (MD, MDEVO, MDEVO 2 or MDEVO 3 ).



## IMPORTANT

The attachments hereto describe all the **general conditions of use of the software license, warranty and technical support service.**

Namely:

- Attachment A: **General conditions of software use, activation and technical support procedures**
- Attachment B: shows the **warranty conditions**

This letter and the attachments thereto represent the general conditions of use and **must be carefully read** by the user. When activating the system, following the procedures described in Attachment A, this letter will be sent once again to the e-mail address of the applicant together with the activation codes.

**By entering the codes provided and so activating the system (as described in Attachment A) you acknowledge and consequently accept the general conditions of use described in this document and all of its parts.**

### **License renewals and software updates**

The license will be automatically renewed yearly, based on the number of MD, MDEVO, MDEVO 2 and MDEVO 3 Systems owned and active by each Dealer code.

In the event that the commercial relationship between the dealer and Maserati S.p.A. is terminated, the license will remain active only if the same dealer will request it. In this case the license activation mode will switch to that provided to independent repair centers, in compliance with regulations valid at the time of application.

The software will be automatically updated as soon as updates are available, with no additional costs, by connecting the system to the Internet and running the automatic update tasks. Update CD/DVDs will be sent only under exceptional circumstances.

### **Technical Support and handling of defective testers**

The registration fee includes a technical support service with help desk in several native language: the technical staff that will respond to your requests has full knowledge of the system, so that any software problem may be corrected and defective components (in the event of hardware faults) repaired. In the latter case, you will be sent a replacement part.

The operating procedures for requesting our technical support and the warranty conditions are detailed in Attachments A and B.

We remind you that our ABMs are available for any questions or support, and we kindly ask your full cooperation in complying with the above mentioned indications.

Thank you for your attention.

Best regards.

Technical Service Operations

Gionathan Lunetta

**General conditions of software use, activation and technical support procedures**

- 1. General conditions of use of Maserati Diagnosi and Maserati Diagnosi EVO / EVO 2 / EVO 3 software license and Maserati Diagnosi EVO / EVO 2 / EVO 3 accessories:**
  - 1.1. MASERATI s.p.a. is the owner of the copyright and all rights relating to the software used and included in the product.
  - 1.2. MASERATI s.p.a. grants the purchaser the software user license limited to the country in which the same software is sold.
  - 1.3. The price of the product includes the amount payed for the license and the technical support as well as update services up to the end of the calendar year in which the product is sold.
  - 1.4. The license is not exclusive and is open-ended, subject to the provisions set out in the following paragraph 1.6. The user accepts this license by entering the activation codes and so activating the system. In the event that the purchaser, after reading the circular letter MAS002765 containing this Attachment, decides not to accept these conditions, he may renounce purchasing by returning the unopened product package by and not later than 8 days from purchase: The renunciation will result in the withdrawal from the agreement with Maserati s.p.a. for the sale of and assistance to its products. With the system activation the warranty period is started and the purchaser acknowledges and accepts the warranty and technical support conditions. In the event that the purchaser avails himself of the right mentioned in the above paragraph, i.e. he returns the unopened product package, the warranty will be immediately forfeited.
  - 1.5. The license is granted for the use of the Maserati Diagnosi system products only, intended for diagnostics and repair of motor vehicles according to the procedures described in the accompanying instruction manuals and forming an integral part of the product as a whole. The license may only be used within the purchasing company and may not be transferred to third parties.  
In case the tool is sold from a Dealer to another, active license expires, and the buyer will need to pay for his annual fee.
  - 1.6. The license grants the right, where provided for by the system, to obtain the software updates, technical upgrades and technical support service as described in the following paragraph, subject to payment of the update cost (please refer to the MASERATI price lists in force).
  - 1.7. The purchaser undertakes not to modify, adapt, recompile or copy the software, subject to the provisions laid down in the current EC regulations regarding software copyright (Directive 91/250/CEE).
  - 1.8. In the event that the purchaser infringes the provisions set out in paragraph 1.2 and paragraph 1.7, the license agreement will immediately be terminated and the user may no longer use the product. Maserati may request cancellation of the software. Maserati always reserves the right to request compensation for damages.
  - 1.9. In the event of operating failures or non-conformities, MASERATI shall not be liable for any compensation for damage related to profit losses or production stops or anything else, as the warranty is limited to repair or replacement of non-functioning software only.
  - 1.10. The license agreement is governed by the Italian law.
  - 1.11. Any dispute arising in connection with the license agreement shall be settled by the Court of Modena.

## **2. Activation procedure**

- 2.1. The first time the system is started, it will be configured in the language chosen by the user and all necessary operations for first activation will be performed. The MDEVO 3 and MDVCI 2 must be connected as described in the "MDEVO Gen. Help Manual", and the system must be connected to the Internet, as described in the Maserati Academy Training Courses. The first time the Maserati Diagnosi EVO 2 software is started, the application will open a window where the user must enter the data required for activation. The request will be sent to the department where data conformity will be checked and the software activated
- 2.2. The applicant will receive an email with the code to enter for activation and this circular letter with attachments
- 2.3. By entering the code and so activating the system, the user explicitly accepts all terms and conditions provided for in this document.

### 3. Technical support

#### 3.1. Technical support request procedures

Maserati Diagnosi Helpdesk opening time and working days are listed by Region or Country in dedicated section.

We remind that the following information are necessary in order to receive a quick and effective support:

- Contact information: dealer code, e-mail, phone number, contact name
- Problem description (including picture or screenshots if available, affected VIN if relevant)
- Affected Hardware: HW ID or S/N for MD or MDEVO, S/N for MDVCI, P/N or picture for MDVMM parts
- Affected Software: application (SW Update, Maserati Diagnosi, PicoDiagnostics, PicoScope, ...), function, screenshots of the problem

Region	Contact	Working Time	Languages
EMEA	☎ (+49) 711 400 49 898 ✉ maserati.support.emea@bosch.com	08:00 - 18:00 CET Monday to Friday German w/d* (EMEA) French w/d* (FR)	English (UK) Italian French (FR) German Spanish
U.S.A.	☎ (+1) 888-812-5761 ✉ maserati.support.us@bosch.com	08:00am - <b>6:00pm</b> EST Monday to Friday <b>U.S.A. w/d*</b>	English (US) Spanish
AMERICAS	☎ (+1) 925-690-6155 ✉ maserati.support.us@bosch.com	08:00am - <b>6:00pm</b> EST Monday to Friday U.S.A. w/d*	English (US) French (CA) Spanish
APAC	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	07:00am - <b>6:00pm</b> UTC+8 Monday to Friday <b>Chinese/Japanese/ Korean w/d*</b>	English Chinese Japanese <b>Korean</b>
CHINA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> CST Monday to Friday <b>Chinese w/d*</b>	English Chinese
JAPAN	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> JST Monday to Friday <b>Japanese w/d*</b>	English Japanese
KOREA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - <b>6:00pm</b> KST Monday to Friday <b>Korean w/d*</b>	English <b>Korean</b>

(\*) w/d = working days

The user may choose any of the above methods, as desired the help desk staff who answers the call is in a position to support the user already during this first contact. The staff in charge of this service will identify the type of fault found and will correct the system functionality according to the procedures described in the following points 3.2 and 3.3.

Full and extensive assistance is provided as to:

- Procedure for system registration
- MASERATI DIAGNOSI and MASERATI DIAGNOSI EVO / EVO 2 / EVO 3 diagnostic software installed on the MDEVO / MDEVO 2 / MDEVO 3 PC, for its first configuration,

following updates and for any functionality correction after identifying the problem/fault reported by the user.

- Picoscope Software
- VCI Manager
- Operating systems (Win10, Win8.1 and WinXP), in relation to its use, maintenance, update and any functionality correction after identifying the problem/fault reported by the user. Use of the operating system means the use of those operating system features which directly interact with the diagnostic system understood as vehicle diagnostics/programming system.
- Security package included in the MASERATI DIAGNOSI System.
- System hardware

### 3.2. Software recovery procedures

In the event of a software fault, the skilled staff will guide the user to solve the problem and recover functionality. If third parties' software that is not covered by warranty nor approved by MASERATI S.p.A. is installed, system recovery cannot be ensured; MASERATI S.p.A. may not be held responsible for any system usage that does not comply with the instructions given in the user's manuals provided. The help desk staff will in any case try to recover the system, subject to the user's authorization, by resetting it to the initial conditions (all data stored will be lost). We therefore recommend that you save your personal data elsewhere.

Maserati S.p.A. reserves the right to request compensation from the user in the case of recovery costs incurred due to improper use, as provided for by the warranty conditions set out in Attachment B.

### 3.3. Hardware recovery procedures

In the event of a hardware fault, our skilled staff will activate the replacement procedure for the defective component. Within 48 hours from the request to the help desk, the user will receive a replacement part (it must not be necessarily a new part, but may also be a verified component in perfect working condition), which will become his property. Upon delivery, the user shall agree with the express courier entrusted how to return the defective component **by and not later than 5 days** after receiving the replacement part. **If the component is not returned within the term provided, the replacement part shall be invoiced as per price list under validity.**

The defective component will be examined and the repair procedure performed free of charge if the warranty conditions set out under Attachment B apply.

If the defect is found to be due to improper use or falls in the exclusions provided for in the warranty conditions, the costs incurred for the repair shall be charged to the user.

Customs' and transport costs pertaining to the assistance service are included in the yearly fee. Due to the complex international relations among the different countries, where necessary, the user will have to temporarily bear the customs' costs for importing the replacement part. For returning the defective component, the user shall follow a procedure that will be advised by the help desk in the returning request.

The costs incurred shall be refunded with a credit note.

#### 4. Internet access configuration

To ensure proper functioning of the Maserati Diagnosi system, this must be connected to the Internet (please refer to the MOS for minimum connectivity requirements) with the following settings:

- HTTP/HTTPS protocol, 80/443 ports
- access to the above mentioned protocol is aimed at ensuring connection to the following services:
  - Maserati.com [<http://www.maserati.com>]
  - ModisCS [<https://modiscs.maserati.it>]
  - Windows Update
  - SEP Antivirus
  - <https://msr-rss.eltrac.it>
  - <https://esu.eltrac.it>
  - <https://maseratidiagnosi.maserati.com>
  - <https://d3pcjplh984tu.cloudfront.net>
  - <http://idn.tweddle.com>
  - <https://maserati.tweddletech.net>
  - <https://fed02.fcagroup.com/adfs/services/trust/13/usernamemixed>
  - <https://prod-cybersecurity-diagnosi.maserati.com>

By entering the code and so activating the tool, the user declares to be aware that Maserati Diagnosi system, during the use, exchanges the vehicle's data and the related diagnostic job done on it with the Maserati/Iveco servers.

## **Warranty conditions**

### **1. Term and validity**

- 1.1. The warranty has a 4-year validity term, which starts upon the activation date
- 1.2. The warranty includes the technical support service described in Attachment A
- 1.3. The warranty and technical support service are valid for kits described in this Letter and for all Maserati Diagnosi EVO / EVO 2 / EVO 3 spare parts that will be defined in dedicate communication.

### **2. Warranty exclusions and limitations**

#### **2.1. Software:**

- 2.1.1. Installation and use of peripherals chosen by the customer (web-cam, etc.)
- 2.1.2. any faults due to improper use and/or installation of hardware peripherals chosen by the customer
- 2.1.3. hardware problems on the same peripherals
- 2.1.4. Installation and use of other software chosen by the customer (image processing programs etc.)
- 2.1.5. any software or hardware faults due to wrong use and/or installation of other software (e.g.: games)
- 2.1.6. Installation and use of other diagnostic software chosen by the customer
- 2.1.7. any software or hardware faults due to wrong use and/or installation of other diagnostic software
- 2.1.8. any operating fault due to viruses

If possible, the MDEVO / MDEVO 2 / MDEVO 3 PC will be restored to its initial conditions, subject to the End User's approval.

#### **2.2. Hardware:**

- 2.2.1. loss or theft
- 2.2.2. costs incurred for installation and reallocation
- 2.2.3. opening and/or repair of any device by unauthorized staff will immediately render the warranty null and void
- 2.2.4. costs incurred if no fault is found when the returned part is received (no fault found)
- 2.2.5. accidental damage, including breakage of or scratches on the LCD display
- 2.2.6. defective LCD display pixels (not exceeding 0.002%)
- 2.2.7. components sublet and/or lent for use/leased to third parties
- 2.2.8. damages caused by negligence, abuse or misuse;
- 2.2.8.1. use or allocations other than those recommended in the maintenance instructions and users' manuals provided
- 2.2.8.2. use of accessories and equipment not approved or incorrectly connected
- 2.2.8.3. incorrect power supply
- 2.2.8.4. wrong connection of accessories
- 2.2.8.5. introduction of foreign liquids or matter

- 2.2.8.6. hardware problems caused by software (e.g. by viruses, programming, unauthorized and/or software not included in that provided)
- 2.2.8.7. hardware problems caused by electric sources, current fluctuations
- 2.2.9. normal wear and tear:
- 2.2.9.1. wearing-out or breakage due to normal wear and tear or oxidation
- 2.2.9.2. scratches or dents

### 2.3. Damages directly or indirectly caused by:

- 2.3.1. wars, invasions, any kind of hostility action (even if there is not explicit declaration of war), civil wars, riots, revolutions, insurrections and coups.
- 2.3.2. ionizing radiations, radioactive contaminations, nuclear radiations, any type of combustion, explosions
- 2.3.3. pressure waves caused by airplanes or other types of sonic, ultrasonic or subsonic air-borne phenomena
- 2.3.4. environmental influences (electric storms, lightning, magnetic fields etc.)
- 2.3.5. damages caused by foreign matters
- 2.3.6. problems due to configurations controlled by the user
- 2.3.7. parts whose identification codes have been removed/damaged

### 2.4. Warranty conditions for special parts

- 2.4.1. The warranty is not applicable in the event of components worn/damaged due to careless use.
- 2.4.2. The MDEVO / MDEVO 2 / MDEVO 3 BATTERY warranty has a 6-month term, which starts upon delivery date of the device.
- 2.4.3. The Docking Station is covered by a one-year warranty and does not join the quick replacement service using spare parts: it will only be repaired.



## Request procedure for resale to Independent Operators (operations performed by the Authorized Maserati Dealer)

### 1. Requesting the Maserati Diagnosi user code

1.1. The Authorized Maserati Dealer connects to the ModisCS portal and under the menu: Aftersales/Independent Dealers/New Request (Figure 1, red arrow), enters requested data in all the fields shown in Figure 1.

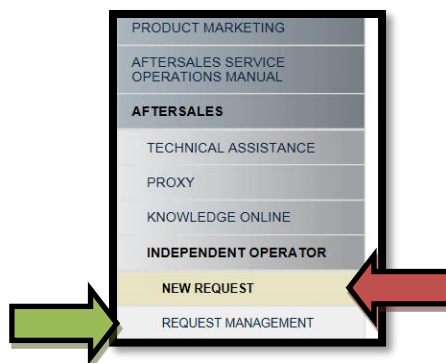


Figure 1

1.2. Dealer needs to insert its data in the first three fields, and the Independent Operator's data in the next fields. Once the country has been selected, a menu will open for entering the remaining data as shown in Figure 2.

Request date	08.08.2019	State	Open
Independent operator			
Country			
Importer *	-		
Dealer *	-		
E-Mail *			
Maserati User data base			
Company Name *			
VAT Number			
Last Name *			
First Name *			
Preferred language for contacts			
Country of Residence *	United Kingdom		
Address			
City			
Region			
PostCode			
Phone: *	Homephone	Mobile	
E-Mail: *			
Numero Telearicamenti	0		
<input type="button" value="Check"/> <input type="button" value="Save"/>			

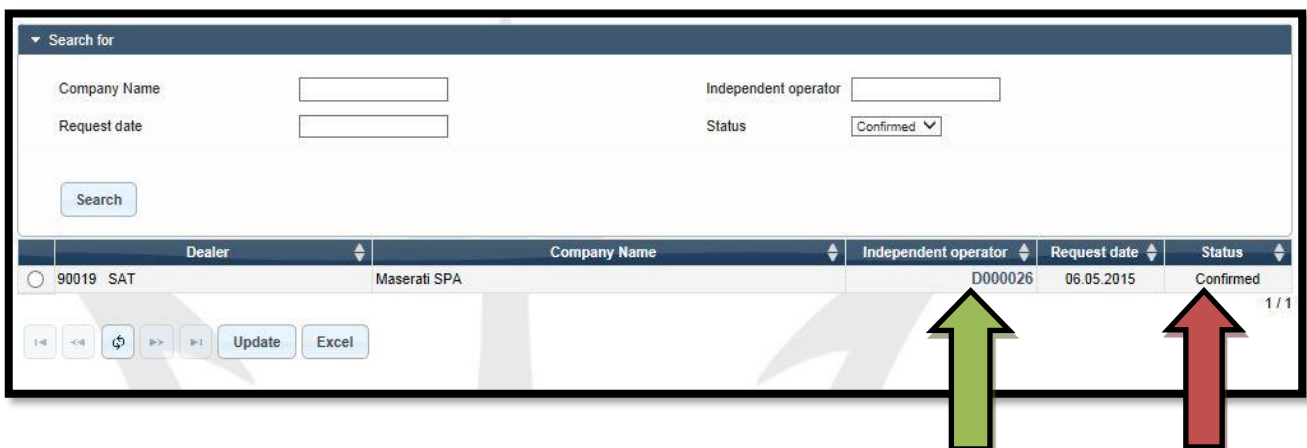
Figure 2

- 1.3. Enter the data and select "Check" to verify that the data are correct and "Save" to send the request to Maserati.
- 1.4. Once the request has been sent, you can view it by selecting "Request Management" in the main menu of ModisCS (Figure 1, green arrow). While the request is pending approval, it will be in "open" status (Figure 3).



**Figure 3**

- 1.5. Maserati will assess the eligibility of the request and accept or reject it accordingly.
- 1.6. If the request is rejected, to Maserati dealer will be sent a notification email giving the reasons for the rejection.
- 1.7. If the request is accepted, a Maserati Diagnosi User Code will be created and sent via confirmation e-mail to the authorized dealer who has entered the request and to the e-mail address indicated in the request fields.
- 1.8. If the request is accepted, the code will be activated and the Maserati Diagnosi tool can be ordered as described in point 2. Interrogating the system as described above, the status will be "confirmed" (Figure 4, red arrow) and the user code active (Figure 4, green arrow).



**Figure 4**

1.9. The customer will need the Maserati Diagnosi User Code to use the tool and access the services on the portal [www.techinfo.maserati.com](http://www.techinfo.maserati.com)

## **2. Ordering procedure**

2.1. Only after completing the steps outlined in step1, Authorized Maserati Dealer can place the order to Maserati Spare Parts Department.

2.2. Maserati Spare Parts Department will invoice parts to Authorized Maserati Dealer, than Authorized Maserati Dealer will resell parts to Independent Operator.

## Request and payment procedure for programming the vehicle ECUs (operations performed by the Independent Operator)

In order to update the electronic control units (ECU) in the vehicle, “credits” need to be purchased directly and only with a credit card on the site:

[www.techinfo.maserati.com](http://www.techinfo.maserati.com)

### 1. “Credits” request and payment for programming the vehicle ECUs

1.1. Access [www.techinfo.maserati.com](http://www.techinfo.maserati.com) and enter the user ID and password to access the service. If you are not yet registered, please register following the instructions given on the portal.

1.2. Access the menu: “Purchase Credits”



Buy Credit to program Electronic Control Unit in the car

Programming by Maserati Diagnosi tool

Select the program number you wish to purchase.

The following packages are available:

- 1 credit
- 3 credits
- 5 credits
- 10 credits

The material on the Site may be consulted on-line by paying by credit card. All prices exclude VAT.

The credits allow you to:

- Update the software of the Electronic Control Unit in the car

Credits	Price	
1 credit	€50.00	<input type="button" value="Purchase"/>
3 credits	€130.00	<input type="button" value="Purchase"/>
5 credits	€200.00	<input type="button" value="Purchase"/>
10 credits	€390.00	<input type="button" value="Purchase"/>

Programming under rule (CE) n. 692/2008  
To require by [Contact Us](#) section.

**ATTENTION:**  
To access the program purchase, it is necessary to Log-in. It is mandatory to be registered onto the site with a valid "Maserati Diagnosi user code".

1.3. Follow the instructions for the payment procedure: you can purchase from 1 to 10 “credits” that will be deducted as you perform each operation. The cost indicated on the site is up to date and according to the number of operations you want to purchase. Maserati reserves the right to change the price list and guarantees that it will be kept up to date on the portal.

1.4. Maserati S.p.A. will make out and send the invoice to the holder of the Maserati Diagnosi user code, using the data entered during registration.

### 2. Use of the credits and ECU programming using the Maserati Diagnosi tool

2.1. For the programming operating procedures, refer to the technical courses held by Maserati Academy and to the tool user manuals.

2.2. After each programming operation, one credit will be deduced.

2.3. If the credit is insufficient, programming will not be possible and the user will be informed with a message on the MDT display.

## MD / MDEVO / MDEDO 2 / MDEVO 3 license fee payment for Independent Operators

### Procedure to purchase a Maserati Diagnosi License fee:

1. Access [www.techinfo.maserati.com](http://www.techinfo.maserati.com) and login with user ID and password. If not yet registered, please proceed with the registration.

Username

Techinfo home > My Account

### User Registration

You must fill out this form and subscribe to view materials online.

**\* Required Field**

Username \*

Password \*  (minimum 5 characters)

Password Verify \*

First Name \*

Last Name \*

Company \*

Sales Tax ID / VAT code \*

Do not insert the Nation code or spaces in the 'Sales Tax ID/VAT code' field

Address \*

Address (cont)

City \*

State \*

Zip Code \*

Country \*

Phone

Email \*

Independent Operator Code   Available credits: --

Important: At time of purchase of the Maserati Diagnosi tool, an independent Operator Code was provided. Such code has to be submitted in the filed “Independent Operator Code” as shown by the red arrow.

2. Access the menu “Maserati Diagnosi annual license for Independent Operators”

Renew the Diagnosi Tool Subscription for Independent Operators

Annual license fee from 2022

Through this service it is possible to renew the subscription for Maserati Diagnosi / Maserati Diagnosi EVO. The license is free for the entire calendar year of purchase of the New Tool purchased from the official Maserati network and expires on December 31st. If multiple tools are used, additional licenses must also be purchased starting from the second tool. All licenses are valid for the duration of the calendar year of subscription and expire on December 31st, it is not possible to split them.

Cost of the renewal:

- 1 year

The online Diagnosis on the Site can be purchased on-line by paying by credit card. All prices exclude VAT

Subscription	Price	Quantity
1 year	€3.600.00	
Subscription Additional tool	Unit Price €1000.00	<input type="text" value="0"/> <input type="button" value="v"/>

3. Follow the instructions for the payment:

- License purchase for one tool only (MD or MDEVO or MDEVO2 or MDEVO3)

Subscription	Quantity
1 year	0
Subscription Additional tool	
1 Year	

**Confirm**

Tool Principale: 3600 €  
Tool addizionale: 0 x 1000 = 0 €  
Totale da pagare: 3600 €

- Licenses purchase if you have multiple tools (MD / MDEVO / MDEVO2 / MDEVO3)

Subscription	Quantity
1 year	1
Subscription Additional tool	
1 Year	

**Confirm**

Tool Principale: 3600 €  
Tool addizionale: 1 x 1000 = 1000 €  
Totale da pagare: 4600 €

**A 1-calendar-year license starts from the day of purchase and elapses on 31<sup>st</sup> December of the year of purchase.**

It is not possible to buy a license for a period shorter than the 1-calendar-year license period.

**GESTPAY sella.it**

You are carrying out a purchase through the merchant:  
Payment currency is: EUR  
Payment amount is: 3355,00  
The code assigned by the merchant to the payment is: 9dfc1ddbc6aa427394fdeb!

Select language:

Payment mode: Data entry: Data summary: Receipt

Credit card number: 1234567890123456 Expiry Date (Month/Year): 01 / 15

Please enter here your name and surname as shown on your credit card:  
First Name Last Name

Please enter here your e-mail address:  
name@maserati.com

Please be informed that pursuant to the provisions § 10 Law 675/96, for the protection of persons or other subjects against personal data processing, Banca Sella Spa, with seat in Biella, via Italia 2, is authorised to process the personal data that you supplied or that have been acquired within our activity.  
Personal data processing includes their collection, entry, organisation, maintenance, processing, modification, selection, output, comparison, use.

I agree to the data processing \*

Press the key "Proceed" to effect the payment or the key "Leave" to return back to the shop.

4. Maserati S.p.a. will print and send the invoice using the information provided through the portal Techinfo. Maserati S.p.a. declines any responsibility in case of incorrect information provided by user.

For information about the terms of the service and the registration of Independent Operators, refer to the "Policies" sections at step 13.1.

For any additional information, you may contact [MDIndependent@maserati.com](mailto:MDIndependent@maserati.com).