

RELEASE 246/2023

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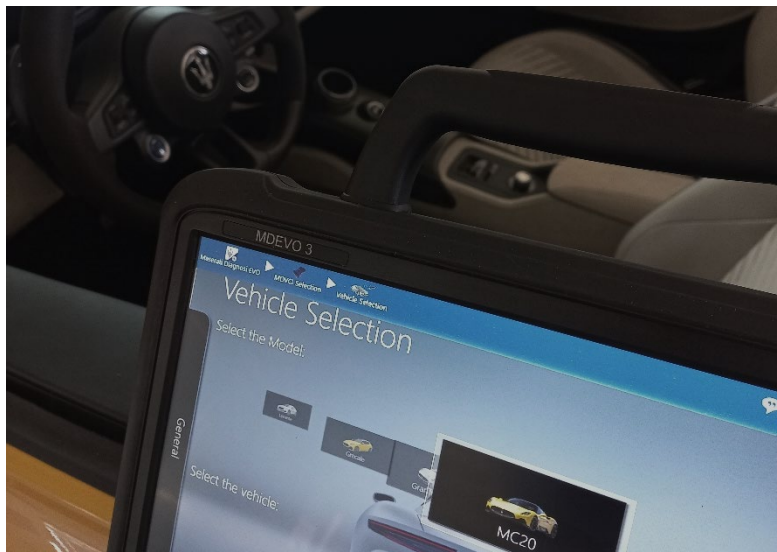
Circular Letter

FROM: Maserati TSO

TO: Independent Operators,
Maserati Network



MDEVO 3 Diagnostic Tool for Independent Operators



DATE: 29 SEPTEMBER 2023

We remember that on **September 13th, 2021**, has been introduced 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 **U.S.A.**, **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 **MDEVO 3 LIGHT KIT** is the **minimum requirement** to perform electronic diagnosis on Maserati Vehicles.

Please do not hesitate to contact us for any questions you may have.

Kind regards,

TECHNICAL SERVICE OPERATIONS

Technical information

Tools compatibility, MDEVO 3 new features, spare parts list, sales policy, license management and technical support

1. Tools compatibility

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:

VEHICLES	Commercial Name	MD	MDEVO / MDEVO 2 / MDEVO 3	
		+ MDVCI	+ MDVCI	+ MDVCI 2
Old vehicles <i>(old QP / Ghibli, 3200GT, M138, M139, M145)</i>	... GranTurismo	Y	Y	Y
M156 / M157 / M161 <i>All MYs, present and future</i>	Quattroporte Ghibli Levante	N	Y	Y
M240 / M182 / M189	MC20 Grecale GranTurismo	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
900030940	KIT MDVMM EVO 3	-	-	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).

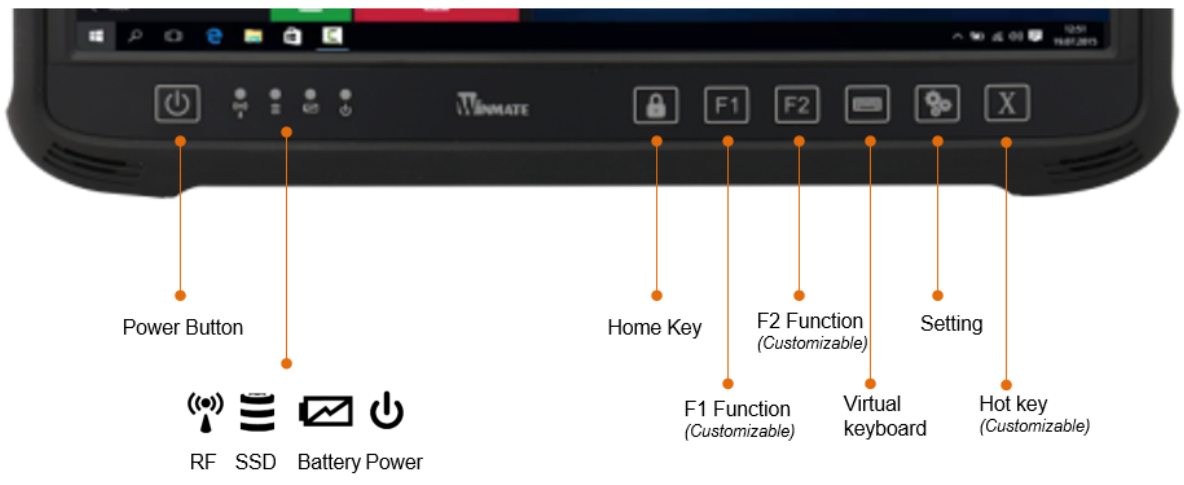
This will increase the capacity to diagnose more vehicles in parallel.

2. 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 improvement compared to MDEVO 2 are highlighted in green).

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

MDEVO 2	
Display	
13.3 inches	
1366x768	
400 nits	
Single-touch Resistive	
Intel® HD Graphics 520	
System	
Intel® Core™ i5-6300U	
8GB DDR3	
512GB SSD	
Win 10 Pro 64bit	
1 x 802.11 a/b/g/n/ac	
4.1	
Internal	
I/O Ports	
1 x Docking connector	
1 x RJ45-10/100/1000 Mbps	
2 x Type-A 3.0, 1 x Type-A 2.0	
1 x SDXC Slot	
Mechanical	
349 x 244 x 46 mm (13.7 x 9.6 inches)	
2.25 kg	
Environment	
-10°C to 50°C (14°F to 122°F)	
IP65	
90 cm (3 feet)	
Power	
10.8V, 6200 mAh Li-Ion	
12 hours	
Input: 100-240V AC, 50-60Hz Output: 15.6V DC, 7.05 A	



3. Spare Parts list

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

Part Number	Description
900030476 900030477 900030478	MDEVO 3 FULL KIT MDEVO 3 LIGHT KIT MDEVO 3 EXTRA-LIGHT KIT
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
900028996	KIT MDVCI 2
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
900030940	KIT MDVMM EVO 3
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
900028388	Cable: USB A male to mini 5 pin 2m
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)
900028286	Maserati 12mm compression hose
900028377	Dolphin clip (blue)
900028376	Small crocodile clip (blue)
Items already present in the MDVMM EVO 2 KIT	
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
673009626	Telescopic pack: 45x45 length 80-120mm
673009627	Mounting magnet for accelerometer
New items in MDVMM EVO 3 KIT	
900030953	MDVMME3 - MASERATI PICOSCOPE 4425A-002 with USB cable (spare)
900030942	MDVMME3 - MASERATI PICOSCOPE 4425A-002
900030943	MDVMME3 - PicoBNC+ Compact 60A current clamp
900030944	MDVMME3 - PicoBNC+ 2000A current clamp BNC
900030945	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 3m Blue
900030946	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 3m Red
900030947	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 5m Green
900030948	MDVMME3 - PicoBNC+ Test Lead: 4mm permanent ground 5m Yellow
900030949	MDVMME3 - Reflecting tape for propshaft balancing
900030952	MDVMME3 - MDVMM EVO 3 BAG

4. **Sales Policy**

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

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

5. **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).

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

In case of change of property, the annual registration fee must be paid by the new owner.

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

TOOL	ANNUAL FEE
Only for first MD or MDEVO or MDEVO 2 or MDEVO 3	3.600 €
For each additional MD or MDEVO or MDEVO 2 or MDEVO 3	1.000 €

The prices above are excluding tax.

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

6. **License management (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.

7. **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.

8. **General conditions of use of the software license, warranty and technical support service**

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.**

9. Payment procedures for Independent Operators

The payment procedures specific for Independent Operator are described in the following attachment:

- 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

Attachment A

General conditions of software use, activation and technical support procedures

2. 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:

- 2.1 MASERATI s.p.a. is the owner of the copyright and all rights relating to the software used and included in the product.
- 2.2 MASERATI s.p.a. grants the purchaser the software user license limited to the country in which the same software is sold.
- 2.3 The license is not exclusive and is open-ended, subject to the provisions set out in the following paragraph 1.5. 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 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.
- 2.4 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.
- 2.5 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).
- 2.6 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).
- 2.7 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.
- 2.8 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.
- 2.9 The license agreement is governed by the Italian law.
- 2.10 Any dispute arising in connection with the license agreement shall be settled by the Court of Modena.

3. Activation procedure

- 3.1 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.
- 3.2 The applicant will receive an email with the code to enter for activation and this circular letter with attachments.
- 3.3 By entering the code and so activating the system, the user explicitly accepts all terms and conditions provided for in this document.

4. Technical support

4.1 Technical support request procedures

The supplier of the Maserati Diagnosi Helpdesk service is BOSCH.

The Maserati Helpdesk will provide support as follows:

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 - 6:00pm EST Monday to Friday U.S.A. w/d*	English (US) Spanish
AMERICAS	☎ (+1) 925-690-6155 ✉ maserati.support.us@bosch.com	08:00am - 6:00pm 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 - 6:00pm UTC+8 Monday to Friday Chinese/Japanese/ Korean w/d*	English Chinese Japanese Korean
CHINA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm CST Monday to Friday Chinese w/d*	English Chinese
JAPAN	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm JST Monday to Friday Japanese w/d*	English Japanese
KOREA	☎ (+49) 711 400 49 899 ✉ maserati.support.apac@bosch.com	08:00am - 6:00pm KST Monday to Friday Korean w/d*	English Korean

(*) 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.

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

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

4.2 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.

4.3 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.

5. Internet access configuration

To ensure proper functioning of the Maserati Diagnosi system, this must be connected to the Internet (**suggested minimum download speed: 10 Mb/s**) with the following settings:

5.1 General protocols/ports:

- 5.1.1 HTTP/HTTPS protocol, 80/443 ports allowed
- 5.1.2 Access to the protocol mentioned above is aimed at ensuring connection to the following services

5.2 Maserati Corporate:

- 5.2.1 Maserati.com [<http://www.maserati.com>]
- 5.2.2 ModisCS+ [<https://modiscsplus.maserati.it>]

5.3 Operating System services:

- 5.3.1 Microsoft Windows® Update [Windows® Update requires TCP port 80, 443, and 49152-65535. The IP address for the Windows® Update web site constantly changes and it is not a fixed address. Also, there is no official publication of the IP addresses. Microsoft® normally advise against defining IP addresses on the firewall for this purpose]
- 5.3.2 Symantec Endpoint Protection (SEP) Antivirus [<https://www.symantec.com>]

5.4 Maserati Diagnosi services:

- 5.4.1 MD/MDEVO Diagnosis Server [<https://prod-diagnosi.maserati.com>]
- 5.4.2 MD/MDEVO Software Update Server [<https://maseratidiagnosi.maserati.com>]
- 5.4.3 MDEVO Software Update Download [<https://d3pcjpm1h984tu.cloudfront.net>]
- 5.4.4 MDEVO Software Update Download (China only) [<https://s3.cn-north-1.amazonaws.com.cn/maseratidiagnosi-china.maserati.com/> (China only)]
- 5.4.5 IVH Update service [<https://cdn-maseratidiagnosi.maserati.com>]

5.5 Cybersecurity:

- 5.5.1 <https://fed02.fcagroup.com/adfs/services/trust/13/usernamemixed>
- 5.5.2 <https://authdiag.fcagcv.com/cybersecurity/tool/v2/cybersecuritybridge4tool.asmx>

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 servers.

Attachment B

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 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 airborne 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.

Attachment C

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

The MDEVO tool can be ordered for an Independent Operator only after that the Independent Operator user code request has been approved.

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.

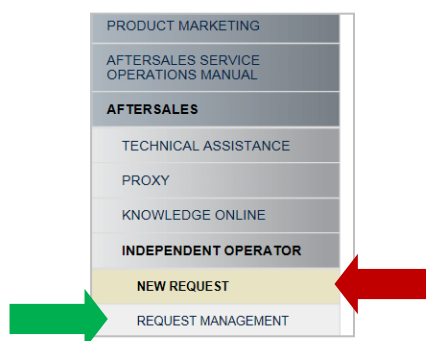


Figure 1

- 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	
E-Mail: *		Mobile	
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).

The screenshot shows a search form with the following fields: Company Name (Maserati SPA), Independent operator (empty), Request date (empty), and Status (dropdown menu). A 'Search' button is located below the form. Below the form is a table with the following data:

Dealer	Company Name	Independent operator	Request date	Status
90019 SAT	Maserati SPA	D000026	06.05.2015	Open

At the bottom of the table, there are navigation buttons: '<|<', '<<', '↻', '>>', '|>', 'Update', and 'Excel'. The page number '1 / 1' is displayed in the bottom right corner.

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).

The screenshot shows the same search form as in Figure 3, but with the Status dropdown menu set to 'Confirmed'. The table below shows the following data:

Dealer	Company Name	Independent operator	Request date	Status
90019 SAT	Maserati SPA	D000026	06.05.2015	Confirmed

A green arrow points to the 'Independent operator' field (D000026) and a red arrow points to the 'Status' field (Confirmed). The navigation buttons and page number '1 / 1' are also visible.

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.

2. Ordering procedure

- 2.1 Only after completing the steps outlined in step 1, 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.

Attachment D

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

1. "Credits" request and payment for programming the vehicle ECUs

1.1 Access 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 deducted.

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.

Attachment E

MD / MDEVO / MDED0 2 / MDEVO 3 license fee payment for Independent Operators

This procedure describes the procedure to purchase a Maserati Diagnosi License fee.

1. Access www.techinfo.maserati.com and login with user ID and password. If not yet registered, please proceed with the registration.

Username [Logout](#)

[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 * C.MENOTTI 322

Address (cont)

City * MODENA

State * ITALY

Zip Code * 41122

Country * ITALY

Phone

Email * name@maserati.com

Independent Operator Code D00000 × 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	€3.800.00	<input type="text" value="0"/>
Subscription Additional tool	Unit Price	
1 Year	€1000.00	

3. Follow the instructions for the payment:

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



Subscription	<div style="border: 1px solid black; padding: 5px;"> <p>Confirm ✕</p> <p>Tool Principale: 3600 €</p> <p>Tool addizionale: 0 x 1000 = 0 €</p> <p>Totale da pagare: 3600 €</p> <p style="text-align: right;"> <input type="button" value="Confirm"/> <input type="button" value="Close"/> </p> </div>		Quantity
1 year			0
Subscription Additional tool			
1 Year			

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

Subscription	<div style="border: 1px solid black; padding: 5px;"> <p>Confirm ✕</p> <p>Tool Principale: 3600 €</p> <p>Tool addizionale: 1 x 1000 = 1000 €</p> <p>Totale da pagare: 4600 €</p> <p style="text-align: right;"> <input type="button" value="Confirm"/> <input type="button" value="Close"/> </p> </div>		Quantity
1 year			1
Subscription Additional tool			
1 Year			

A 1-calendar-year license starts from the day of purchase and elapses on December 31st, of the year of purchase.

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

You are carrying out a purchase through the merchant: **Esercente Test di Bonacini**

Payment currency is: **EUR**

Payment amount is: **3385,00**

The code assigned by the merchant to the payment is: **9dfc1ddb6aa427394fdeb!**

Payment mode
Data entry
Data summary
Receipt

Credit card number:

Expiry Date (Month/Year): /

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

First Name Last Name:

Please enter here your e-mail address:

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.