MAS003792 MCL 24-05

Circular Letter
FROM: Maserati TSO
TO: Maserati Network

Maserati
PERSONAL SERVICE LAB

MASTERS OF CARE

MDEVO 3 Diagnostic Tool

DATE: February 19, 2024

On September 13th, 2021, the new **MDEVO 3** ("Maserati Diagnosi EVO 3") was introduced alongside the **MDVCI 2** ("Maserati Diagnosi Vehicle Communication Interface 2"), both of which are available as kits. This introduction signifies the latest advancements in Maserati's diagnostic tools, providing updated features and capabilities for improved vehicle diagnostics and communication interfaces. The kits include the MDEVO 3 system and the MDVCI 2 interface, offering a comprehensive solution for diagnosing and communicating with Maserati vehicles.

The MDEVO 3 kits are available for order through the Spare Parts Department and can be ordered through the Parts Help Desk using PHD type: "Workshop Equipment Catalog". They are identifiable by the following part numbers:

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

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

An **MDEVO 3 FULL KIT** is mandatory for all newly opening Authorized Service Centers/Dealers.
An **MDEVO Gen.** Diagnostic Tool **and the MDVCI 2 are** currently **mandatory** for all existing Dealers.

MDEVO 3 LIGHT KIT and **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**.

Together with **MDEVO 3 LIGHT KIT** and **EXTRA-LIGHT KIT**, it is possible to buy the **new MDEVO 3 DOCKING STATION P/N 900030488**.

Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions. (Maseratitechsupport@maserati.com)

Thank You for your continued support and cooperation.

Maserati North America
Aftersales Dept.

Technical information

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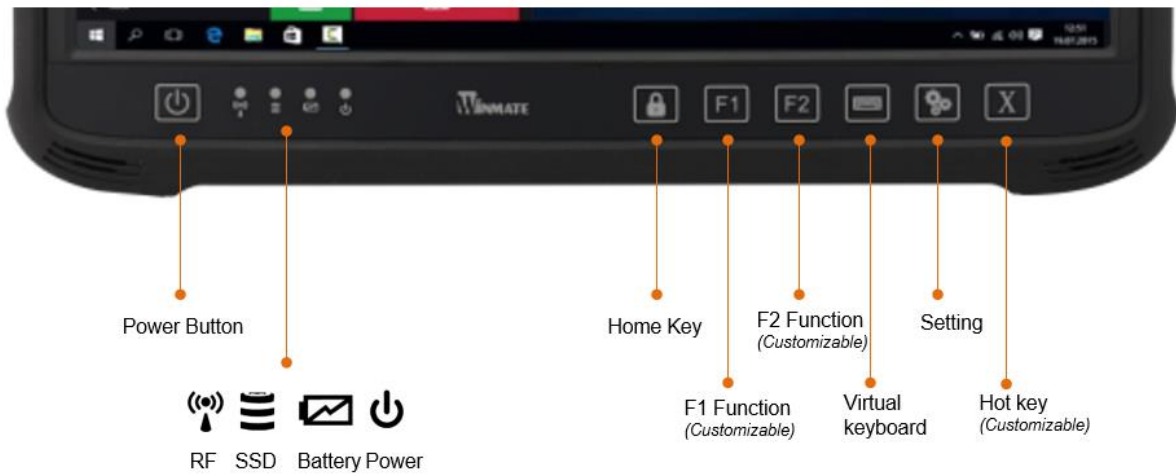
1. **Compatibility**

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 *(old QP / Ghibli, 3200GT, M138, M139, M145)*	… GranTurismo	Y	Y	Y
M156 / M157 / M161 *All MYs, present and future*	Quattroporte Ghibli Levante	N	Y	Y
M240 / M182 / M189	MC20 Grecale GranTurismo	N	N	Y

EVO 3 Specifications and Layout

Projected Capacitive Touch

USB 3.0
USB 3.0
USB type C
SDXC Slot
USB 3.0 x 2
LAN

Waterproof
I/O Cover

Power Input
DC Jack 19V DC

Docking Connector

13.3", 1920x1080,
with optical bonding

MDEVO 3

Slot for
Stylus Pen

Top Handle

Service Windows

Kickstand / Handle

Battery

Power Button

RF   SSD   Battery Power

Home Key

F1 Function
(Customizable)

F2 Function
(Customizable)

Virtual
keyboard

Setting

Hot key
(Customizable)

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2. MEVO 3 Specification

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).

MDEVO 3		MDEVO 2	
Display		*Display*	
Size	13.3 inches	*Size*	*13.3 inches*
Resolution	**1920x1080**	*Resolution*	*1366x768*
Panel Brightness	**500 nits**	*Panel Brightness*	*400 nits*
Touch	**Multi-touch Capacitive**	*Touch*	*Single-touch Resistive*
Graphic	**Intel® UHD Graphics 620**	*Graphic*	*Intel® HD Graphics 520*
System		*System*	
Processor	**3.90 GHz Intel® Core™ i5-8265U**	*Processor*	*3.00 GHz Intel® Core™ i5-6300U*
System Memory	**16GB SODIMM DDR4-2400**	*System Memory*	*8GB DDR3*
Storage	**1T M.2 SSD**	*Storage*	*512GB SSD*
Operating System	Win 10 Enterprise LTSC 64bit	*Operating System*	*Win 10 Pro 64bit*
WLAN	**2 x 802.11 a/b/g/n/ac**	*WLAN*	*1 x 802.11a/b/g/n/ac*
Bluetooth®	**5.0**	*Bluetooth®*	*4.1*
Webcam	External	*Webcam*	*Internal*
I/O Ports		*I/O Ports*	
Docking Connector	1 x Docking connector	*Docking Connector*	*1 x Docking connector*
LAN	1 x RJ45-10/100/1000 Mbps	*LAN*	*1 x RJ45-10/100/1000 Mbps*
USB Port	**4 x Type-A 3.0, 1 x Type-C 3.1**	*USB Port*	*2 x Type-A 3.0, 1 x Type-A 2.0*
SD	1 x SDXC Slot	*SD*	*1 x SDXC Slot*
Mechanical		*Mechanical*	
Dimension (W x L x H)	**338.2 x 240 x 30 mm (13.3 x 9.4 x 1.18 inches)**	*Dimension (W x L x H)*	*349 x 244 x 46 mm (13.7 x 1.8 x 9.6 inches)*
Weight	**2.2 kg**	*Weight*	*2.25 kg*
Environment		*Environment*	
Operating Temperature	-10°C to 50°C (14°F to 122°F)	*Operating Temperature*	*-10°C to 50°C (14°F to 122°F)*
IP Proof	IP54	*IP Proof*	*IP65*
Drop Resistance	**120 cm (4 feet)**	*Drop Resistance*	*90 cm (3 feet)*
Power		*Power*	
Battery	15.4V, 5900 mAh Li-Polymer	*Battery*	*10.8V, 6200 mAh Li-Ion*
Battery Operating Time	More than 10 hours	*Battery Operating Time*	*12 hours*
Adapter	Input: 100-240V AC, 50-60Hz Output: 19V DC, 3.42 A	*Adapter*	*Input: 100-240V AC, 50-60Hz Output: 15.6V DC, 7.05 A*

EVO 3 Kits Breakdown and Spare parts

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 an MDEVO 3 EXTRA-LIGHT KIT).

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

3. <u>Spare Parts list</u>

MDEVO 3 Spare Parts will be sent to you through the 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

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900030940	KIT MDVMM EVO 3 Included in the 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 & labeled
900027783	Compression Hose M10 for Maserati (deep reach)
900028286	Maserati 12mm compression hose
900028377	Dolphin clip (blue)
900028376	Small crocodile clip (blue)
Included in the 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 prop shaft balancing
900030952	MDVMME3 - MDVMM EVO 3 BAG

4. Sales Policy

MDEVO 3 kits and spare parts can be purchased in Modis, at the same conditions as for any other technical tool in the catalog. 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. RAMs and PHD (Parts Help Desk) are at your disposal for any further information or support.

5. Annual costs

The costs for registration and license for each active MD, MDEVO, MDEVO 2, and MDEVO 3 tool have been consolidated into one annual fee, invoiced on a quarterly basis.

The annual fee for MD, MDEVO, MDEVO 2, or MDEVO 3 tools is independent from the type of the tool, and its details are defined below:

TOOL	ANNUAL FEE	START DATE
<u>First</u> Dealer's diagnostic tool	Included in the Aftersales Services Fee *(Invoice Code "FEES AS D_I")*	Activation date of the tool
<u>First</u> Sub-Dealer's diagnostic tool	Included in the Aftersales Services Fee *(Invoice Code "FEES AS SUB")*	Activation date of the tool
<u>Additional</u> diagnostic tool	NOT included in the Aftersales Services Fee *(Invoice Code "FEES AS AD_TOOLS")*	January 1st following the activation date of the tool

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.
If the commercial relationship between the dealer and Maserati S.p.A. is terminated, the license will remain active only if the same dealer requests 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 languages: 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) <u>**you acknowledge and consequently accept the general conditions of use described in this document and all of its parts**</u>.

9. Request procedure for resale to Independent Operators

The procedure to request the Independent Operator MDEVO user code and MDEVO tool ordering are described in Attachment C: Request procedure for **resale to Independent Operators (operations performed by the Authorized Maserati Dealer).**

Attachment A

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 paid 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. If 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. If 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 the 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 one Dealer to another, an 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 If 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 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

The supplier of the Maserati Diagnosi Helpdesk service is BOSCH.

The Maserati Helpdesk will provide support as follows:

Region	Contact	Working Time	Languages
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

(*) w/d = working days

The user may choose any of the above methods, as desired the help desk staff who answers the call can 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.

The following information is required to receive 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 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 their 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-party 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 (Hardware exchange aka "swap")

In the event of a hardware fault, our skilled staff will activate the replacement procedure for the defective component. Within 48 hours of the request to the help desk, the user will receive a replacement part (Refurbished verified component in perfect working condition), which will become his property. Upon delivery, the user shall agree with the express courier entrusted with 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 the 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 return request.

The costs incurred shall be refunded with a credit note.

4. Internet access configuration

To ensure the 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:

4.1 General protocols/ports:

    4.1.1   HTTP/HTTPS protocol, 80/443 ports allowed.

    4.1.2   Access to the protocol mentioned above is aimed at ensuring connection to the following services.

4.2 Maserati Corporate:

    4.2.1   Maserati.com [http://www.maserati.com]

    4.2.2   ModisCS+ [https://modiscsplus.maserati.it]

4.3 Operating System services:

    4.3.1   Microsoft Windows® Update [Windows® Update requires TCP port 80, 443, and 49152-65535. The IP address for the Windows® Update website constantly changes, and it is not a fixed address. Also, there is no official publication of the IP addresses. Microsoft® normally advises against defining IP addresses on the firewall for this purpose]

    4.3.2   Symantec Endpoint Protection (SEP) Antivirus [https://www.symantec.com]

4.4 Maserati Diagnosi services:

    4.4.1   MD/MDEVO Diagnosis Server [https://prod-diagnosi.maserati.com]

    4.4.2   MD/MDEVO Sofware Update Server [https://maseratidiagnosi.maserati.com]

    4.4.3   MDEVO Software Update Download [https://d3pcjpmlh984tu.cloudfront.net]

    4.4.4   MDEVO Software Update Download (China only) [https://s3.cn-north-1.amazonaws.com.cn/maseratidiagnosi-china.maserati.com/ (China only)

    4.4.5   IVH Update service [https://cdn-maseratidiagnosi.maserati.com]

4.5 Cybersecurity:

    4.5.1   https://fed02.fcagroup.com/adfs/services/trust/13/usernamemixed

    4.5.2   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 the Maserati Diagnosi system, during its 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 is a **4-year term**, which starts upon the activation date (Activated by activation code).==
   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 dedicated communication.

2. **Warranty exclusions and limitations**

2.1 <u>Software:</u>
   2.1.1   Installation and use of peripherals chosen by the customer (webcam, etc.)
   2.1.2   any faults due to improper use and/or installation of hardware peripherals 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 <u>Hardware:</u>
   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 user 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, and 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 <u>Damages directly or indirectly caused by:</u>
   2.3.1   wars, invasions, any kind of hostile action (even if there is no 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 <u>Warranty conditions for special parts</u>
   2.4.1   The warranty is not applicable in the event of components being 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 the 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 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.

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.

2.   Ordering procedure

2.1.   Only after completing the steps outlined in step 1, the Authorized Maserati Dealer can place the order with Maserati Spare Parts Department.

2.2.   The Maserati Spare Parts Department will invoice parts to the Authorized Maserati Dealer, and then the Authorized Maserati Dealer will resell parts to the Independent Operator.