



MASERATI CONNECT

Dealer Guide

YOUR MASERATI ALWAYS AT YOUR FINGERTIPS.

Let your customers enjoy the luxury of being in control, anytime and anywhere they desire.

With Maserati Connect your customers will get a seamless experience in and around their car and can intuitively manage performance, comfort, and safety, so as to transform every trip into a unique and thrilling new experience.

Being always connected to the car means receiving innovative services and features over the car's lifetime. They will be always informed on its status and position: staying in touch with the car through the smartphone, smartwatch, or a virtual assistant from the comfort of their home (Alexa).

Enjoying the connected navigation with real-time traffic info and always updated maps; taking advantage of the Wi-Fi hotspot (complimentary 3GB package), activating Alexa in the car, and receiving dedicated support in case of emergency, breakdown, or car theft.

It's all perfect for always being in the know.



DOING IT ALL, IN ALL NEW WAYS.

The many powers of Maserati Connect.

Seamless connection

With a smartphone, a smartwatch, or a virtual personal assistant (Alexa), it's easy to have constant and direct access to the car to check its status and position anytime that is necessary.



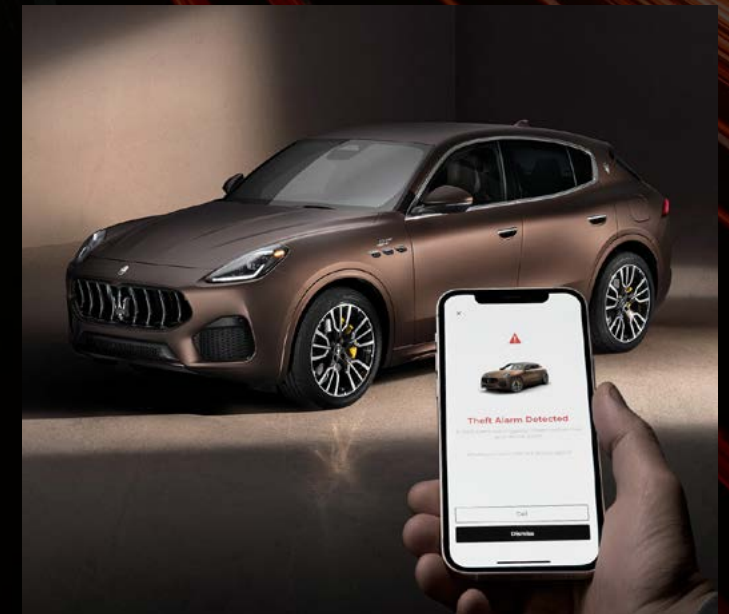
Pure driving pleasure

Focus on enjoying the drive while navigating with the latest Maps (thanks to the continuous map updates over the air), planning each trip based on real-time traffic information, and receiving updates about weather and parking availability at destination. Use up to 8 brought-in Tablets or Laptops connecting to the on-board Wi-Fi hotspot. With Alexa, it's possible to ask to play music, hear the news, check the weather, control smart home devices, and more.



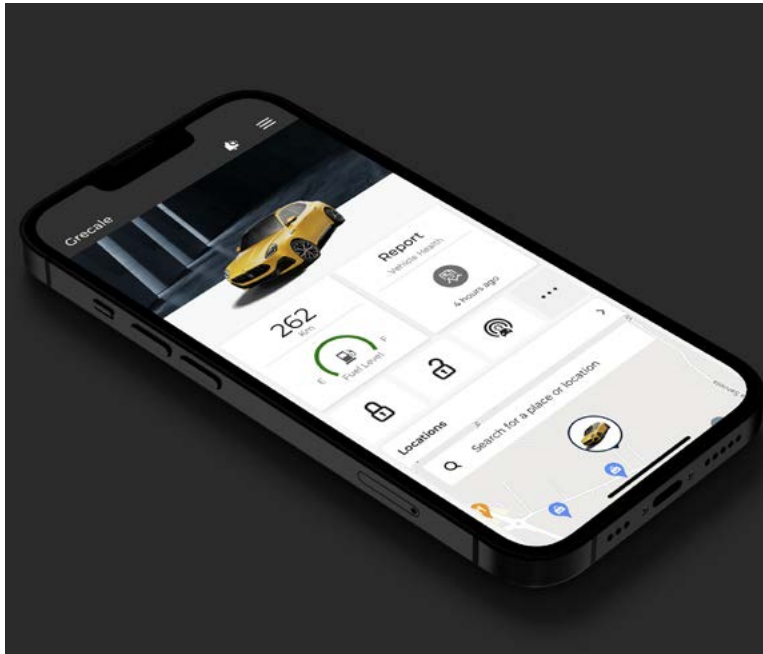
Always protected

Travelling without worries: Maserati Connect is there to help in case of emergency. Dedicated support will be provided in case of needed help along the trip or in case of theft of the car.



Seamless connection

With a smartphone, a smartwatch, or a virtual personal assistant (Alexa), it's easy to have constant and direct access to the car to check its status and position anytime that is necessary.



Remote vehicle status

The Maserati Connect app displays the following information: fuel level, tire pressure, odometer, oil-life, vehicle health report card (includes checks for: powertrain, brakes & suspension, oil & fluids, safety systems and lights). The information always refers to last key off.

Remote vehicle operations

From the Maserati Connect app the customer can: lock & unlock doors, flash vehicle's lights, beep vehicle's horn.

Remote software and feature updates

The customer receives updates on the latest available services and features over the car's lifetime, through the embedded cellular connectivity or through a Wi-Fi connection.

Drive alerts

The user can set drive alerts based on the time of day, driving speed, and geographical location. Alerts can be pre-programmed, saved, and switched on & off when needed. If an alert has been selected and the vehicle infringes the set of rules, the user will receive a notification on their smartphone. A shortcut to a pre-set valet mode is also available, setting a geographical fence of a 2.5-mile radius around the valet drop off area.

Smartwatch extension

Maserati Connect smartwatch app allows customers to interact with some of the remote vehicle operations functions.

Alexa home to vehicle

From the comfort of home, customers can use the Maserati Connect skill to control their vehicle. Just by asking their Maserati, they can remotely lock/unlock the doors, find out how much fuel they have left, send a destination to the vehicle's navigation system (send & go), and more.

Certain Alexa functionality is dependent on smart home technology. Amazon, Alexa, and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

Support and functionality may vary by country/region and language. Some trim levels may not be supported, and some vehicles may require a data, entertainment, or connectivity package/subscription to use Alexa. Contact Maserati customer care for more information.

Vehicle finder

The vehicle's position is displayed on the map through the Maserati Connect app.

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Connected Navigation

Real-time traffic updates

The navigation system is using cloud-based real-time traffic information, for an accurate estimation of arrival time and to give suggestions of alternative routes, avoiding traffic and minimising travel time.

Real-time parking finder

During the search for a destination or when browsing the map, the system will show parking garages with their availability (red/green). When the customer taps a specific parking garage, a pop-up will show all the details including: number of parking spots (total/vacant), indications as to whether the parking is filling up or emptying, and opening/closing hours.

Note: not all parking garages will have such dynamic information.

Real-time fuel finder with prices

The fuel finder service provides the driver with information on the location of fuel stations and fuel prices per fuel type. Drivers can use the information to compare the fuel price levels for stations around them or on their route.

Note: not all fuel stations will have such dynamic information.

Predictive navigation

The system keeps track of the customer's most frequent destinations and routes. After a learning period of 2 or 3 weeks, the system will be able to suggest a destination to the customer when they start the car, based on the day of the week and the time of the day. The customer is prompted with a suggestion and can select to navigate there with a single tap.

Last mile navigation

With last mile navigation, if parked more than 1 mile away from final destination, the embedded navigation allows to transfer the remaining route to the driver's smartphone to help them navigate the last part of the journey.

Send destination to car

Locations and POIs can be searched and displayed on the map through the Maserati Connect app. Destinations can be sent to the vehicle, pre-setting the destination on key on.

Map updates over the air

The navigation system automatically downloads map updates using embedded connectivity (no cost to the customer) to make sure to always use the latest maps. The update is made by partial/incremental steps following TomTom's algorithm, making sure customers have up-to-date maps in their areas of interest.

Navigation Streetview

A street-level view can help spot the right location: you just need to activate it from the navigation screen and enjoy a 360-degree perspective around the searched destination (the service is based on Google Street View).

Points of Interest search

The customer can search for a destination or Points of Interest with a single line of query (as done in web search engines). The search is run in the online directory which is constantly updated and in case of no connectivity, as a back-up, the search is run in the onboard directory.

Weather info

Weather information at destination and on route is available and displayed in the navigation page when the customer searches a location they wish to visit.

TIDAL

Customers can enjoy on all devices the HiFi / Master quality streaming services of the only artist-led entertainment platform with a true HiFi lossless tier including pioneering high-quality technologies and a 60M+ songs catalog with special exclusives (500+ releases since launch). TIDAL in-car is experienced through smartphone mirroring on head unit (Carplay, Android Auto).

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In-car Entertainment

In-car Alexa

With Alexa, the customer can ask to play music, hear the news, check the weather, control smart home devices, and more. Alexa lives in the cloud, so it's always getting smarter, adding new capabilities that are delivered to the car automatically. Using Alexa in a Maserati is simple - just tap-and-ask, Alexa will respond instantly.

An active Wi-Fi hotspot service is required. Amazon, Alexa, and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

Support and functionality may vary by country/region and language. Some trim levels may not be supported, and some vehicles may require a data, entertainment, or connectivity package/subscription to use Alexa. Contact Maserati customer care for more information.

On-board Wi-Fi hotspot

The customer can activate a Wi-Fi hotspot in the car which allows to connect up to 8 mobile devices on board. The customer needs to subscribe to this service directly with Maserati's Partner, which can be done via the Maserati Connect Customer Web Portal, directing them to a dedicated page on the partner's e-commerce site.



Always protected

Travelling without worries: Maserati Connect is there to help in case of emergency. Dedicated support will be provided in case of needed help along the trip or in case of theft of the car.



Emergency call

The emergency call is to be used when there is a concern for the health of individuals. The call goes to an operator of a specialised operating centre contracted by Maserati. In case of emergency, the operator receives the vehicle's position and the status of the vehicle's safety systems and verifies with the driver the type of emergency support that is needed (Ambulance, Fire Brigade, etc.). The emergency call can be activated manually by the customer using the Help button on the vehicle's overhead lamp housing, tapping the "Help Call" icon on the radio screen home or tapping the "Help Call" icon on the Maserati Connect app, found in the Assistance menu; it activates automatically in case of an airbag deployment or rollover.

Roadside assistance call

The roadside assistance call is to be used when there is a vehicle-related problem: the call goes to Maserati's roadside assistance provider where the operator verifies with the driver what kind of support is needed. The service is available only where the customer has an active roadside assistance coverage. The roadside assistance call can be activated manually by the customer by tapping the "Roadside Assistance" icon on the radio screen (found in the assist call menu) or by tapping the "Roadside Assistance" icon on the Maserati Connect app (under the Assistance menu).

Remote health diagnostics

In case of a warning signal, a vehicle health alert card is displayed in the Maserati Connect app, tapping on the vehicle health alert card, which enables the customer to see the type of alert. Warnings are reported for the following systems: powertrain, brakes & suspension, oil & fluids, safety systems. Moreover, the customer will receive a monthly vehicle health report via email. The vehicle health report includes status of: powertrain, brakes & suspension, oil & fluids, safety systems.

Theft alarm notification

The customer receives a push notification on their smartphone when the car is tampered with (battery disconnects, car alarm sets-off, accelerometer sense movement).

Stolen vehicle locator

Customers can call a secure operating centre to assist with recovering the car after having declared the theft to law enforcements. The secure operating centre can locate the car and liaise with police to coordinate the attempt to recover the vehicle. In the Maserati Connect app customers can go into the assistance menu, find the phone number for stolen vehicle assistance, and call from there.

In Vehicle Messaging

As push notifications appear on the radio screen regarding Maintenance, Vehicle Health (Brakes, Oil, Tires, Battery), and other Services, you will be prompted to call Customer Service to receive specific assistance.

SERVICE DURATION

Cluster 4

BG, CY, EE, LT, RO, SI

- (1) Wi-Fi trial of 3 GB or 3 months included
- (3) Only with active Roadside Assistance service
- (4) 3 Years for M21 models only
- (5) 3 months of free subscription, for customers that select the optional 21 speakers Sonus faber sound system the complementary period will be 12 months

	 <i>GranTurismo</i>	 <i>Grecale</i>	 <i>MC20 Cielo</i>	 <i>MC20</i>	 <i>Ghibli</i>	 <i>Quattroporte</i>	 <i>Levante</i>
Seamless connection							
Remote vehicle status / Operation	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Vehicle finder	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Drive alerts	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Smartwatch extension	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Alexa home to vehicle	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Remote software and feature updates	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Pure driving pleasure							
Real-time traffic updates	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Real-time parking finder / fuel finder	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Weather info	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Points of interest search	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Predictive navigation	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Last mile navigation	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Send destination to car	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Map updates over the air	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Navigation street view	3 YEARS	3 YEARS	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
TIDAL	3 MONTHS (5)	3 MONTHS (5)	3 MONTHS	3 MONTHS	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
On-board Wi-Fi hotspot	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)
In-car Alexa	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL
Always protected							
Emergency call	STANDARD	STANDARD	STANDARD	STANDARD	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
Roadside assistance call	STANDARD (3)	STANDARD (3)	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
Remote health diagnostics	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
In Vehicle Messaging	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Theft alarm notification	STANDARD	STANDARD	3 YEARS	3 YEARS	STANDARD (4)	STANDARD (4)	STANDARD (4)
Stolen vehicle locator	1 YEAR	1 YEAR	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE

These services are activated by default to enable safety, security and quality improvement services.

THE DEALER REGISTRATION PROCESS.

An easy 3-step procedure:

STEP 01 | The dealer will register the customer on MODIS, under the connected services section, to link the customer to the VIN of the car by entering the customer's e-mail and mobile phone number.

STEP 02 | IMPORTANT: make sure that subsequently the customer creates their own Maserati Connect account on the Maserati Connect Customer Web Portal. The relative link can be found in the Maserati Connect welcome e-mail, SMS, or can be requested through the helpdesk. Only after completion of the customer account creation will the connected services be activated.

STEP 03 | Remind the customer to download the Maserati Connect app from the app store and provide the Maserati Connect Customer Handout to each customer: it contains all the necessary information, and the QR code to the Maserati Connect section on Maserati.com.



THE CUSTOMER REGISTRATION PROCESS.

It's as simple as it gets.

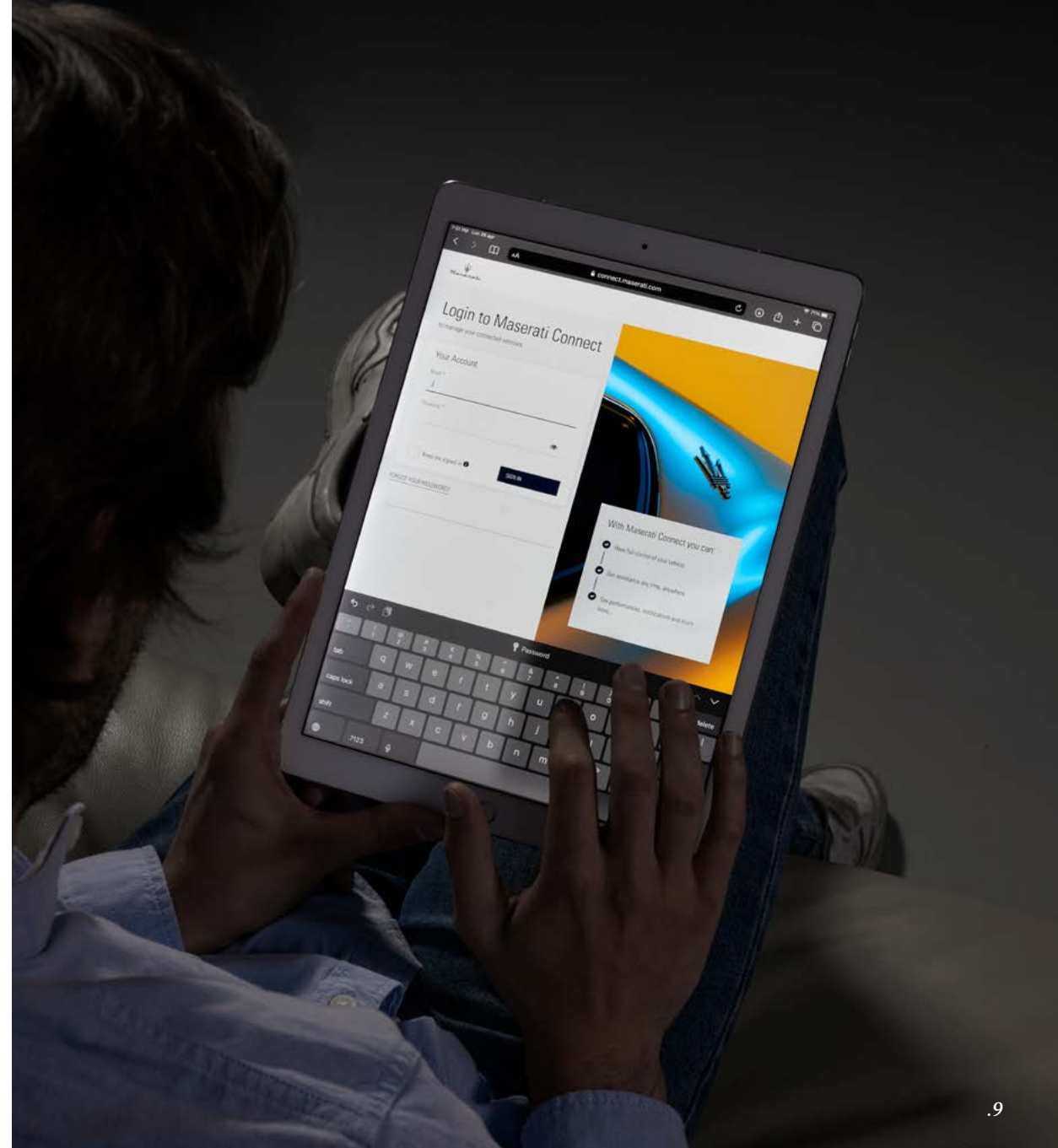
While the registration process has been designed to be quick and easy, some of your customers may ask you for a hand. Here are the four steps they need to follow to activate their Maserati Connect services:

- STEP 01** | Ask your customer to click on the link which can be found in the Maserati Connect welcome email or SMS.
- STEP 02** | From this link, they will arrive on the Maserati Connect Customer Web Portal where they can create their user account by adding a new username and password, complete the form with the requested personal information, and finally accept the terms and conditions (T&C).
- STEP 03** | Now your customer can easily download the app by scanning one of the following QR codes or by going directly to the app store.



- STEP 04** | Finally, your customer can activate the app using the username and password created in step 2.

Now it's time for them to enjoy all the amazing new powers of the Maserati Connect world!



MORE INFORMATION?

We are here for you.

Do you have any doubts or further questions?

Contact us to request any further information about the operation of Maserati Connect or its availability and registration/activation of the app and services.

Call center

Europe
00 800 62737284 (toll-free)

Email

info@maserati.com

Contact Form

[maserati.com/international/en/contact-us/
contact-us-europe](https://maserati.com/international/en/contact-us/contact-us-europe)



