



MASERATI CONNECT

Customer Guide

YOUR MASERATI ALWAYS AT YOUR FINGERTIPS.

Enjoy the luxury of being in control, anytime and anywhere you desire.

Maserati Connect will give you a seamless experience in and around your car. You'll be able to 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. You will be always informed on its status and position: you'll be able to stay in touch with the car through your smartphone, smartwatch, or a virtual assistant (Alexa or Google Assistant) from the comfort of your home.

Enjoy the connected navigation with real-time traffic info and up-to-date maps. Take advantage of the Wi-Fi hotspot (complimentary 3GB package), activate Alexa in the car, and receive dedicated support in case of emergency, breakdown, or car theft.

Always be 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 or Google Assistant), it's easy to have constant and direct access to your car to check its status and position anytime that is necessary.



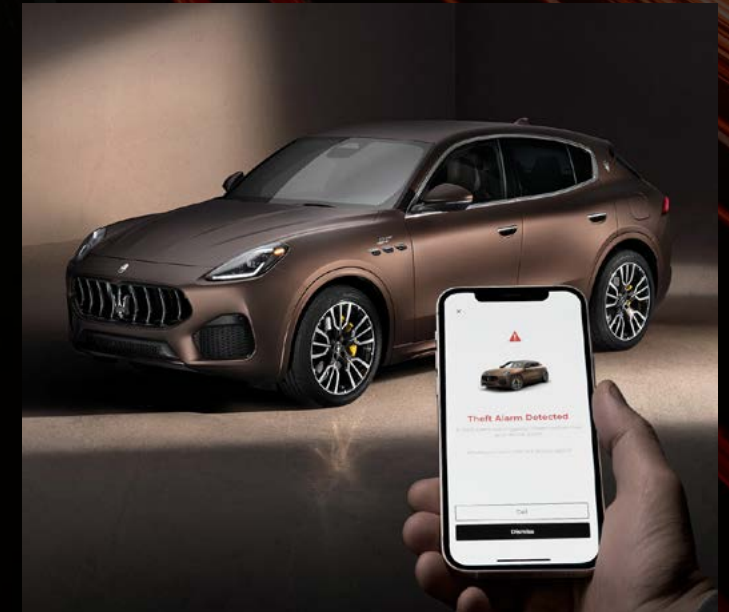
Pure driving pleasure

Focus on enjoying the drive while navigating with the latest Maps (thanks to the continuous map updates over the air). Plan each trip based on real-time traffic information and receive 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.



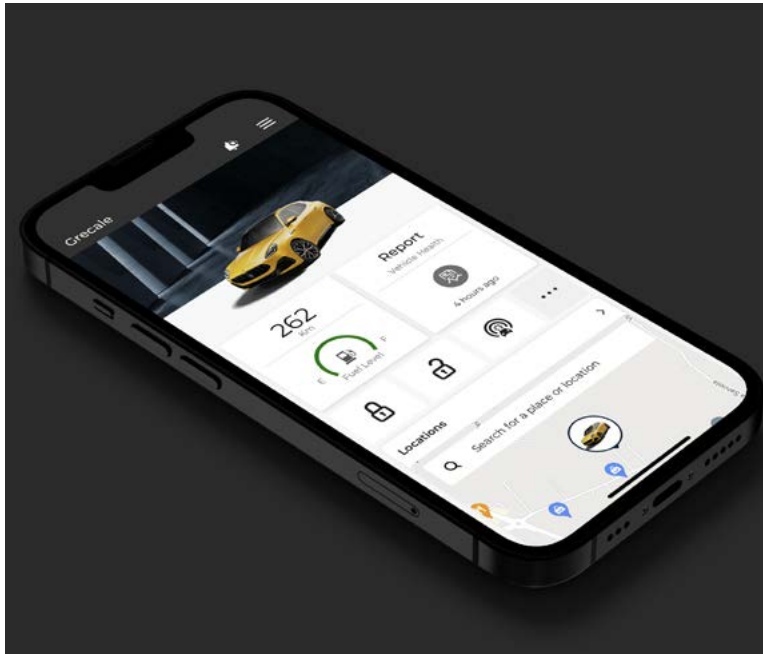
Always protected

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 or Google Assistant), it's easy to have constant and direct access to your 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, you can: lock & unlock doors, flash vehicle's lights, beep vehicle's horn.

Remote software and feature updates

You'll receive 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

You 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, you will receive a notification on your 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 you to interact with some of the remote vehicle operations functions.

Alexa/Google home to vehicle

From the comfort of your home, you can use the Maserati Connect skill to control your vehicle. Just by asking your Maserati, you can remotely lock/unlock the doors, find out how much fuel you 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.

Vehicle finder

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

Service Scheduling

When the time comes to schedule service for your Maserati, all you need to do is select your favorite Maserati shop (either from the Global Mobile App or via phone call) and book an appointment at your convenience. The dealer will then quickly recontact you to confirm the booked appointment.

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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 you tap 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 you with information on the location of fuel stations and fuel prices per fuel type. You can use the information to compare the fuel price levels for stations around you or on your route.

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

Predictive navigation

The system keeps track of your most frequent destinations and routes. After a learning period of 2 to 3 weeks, the system will be able to suggest a destination when you start your car, based on the day of the week and the time of day. You are 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 your smartphone to help you 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 (at no cost to you) to make sure to always use the latest maps. The update is made by partial/incremental steps following TomTom's algorithm, making sure you have up-to-date maps in your 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

You 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—in case of no connectivity, as a backup, the search is run in the on-board directory.

Weather info

Weather information at destination and on route is available and displayed in the navigation page when you search a location you 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, you 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.

On-board Wi-Fi hotspot

You can activate a Wi-Fi hotspot in the car which allows to connect up to 8 mobile devices on board. You'll need to subscribe to this service directly with Maserati's Partner, which can be done via the customer Web Portal: it will direct you 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, 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 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 you to see the type of alert. Warnings are reported for the following systems: powertrain, brakes & suspension, oil & fluids, safety systems. Moreover, you 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

You receive a push notification on your smartphone when the car is tampered with (battery disconnects, car alarm sets-off, accelerometer sense movement).

Stolen vehicle tracking

In case of unauthorised usage of the car, the secure operating centre is alerted automatically. The secure operating centre will contact you to assist with the recovery process. This service is Thatcham S5 compliant.

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

	 <i>Grecale</i>	 <i>MC20</i>	 <i>Ghibli</i>	 <i>Quattroporte</i>	 <i>Levante</i>
Seamless connection					
Remote vehicle status / Operation	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Vehicle finder	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Drive alerts	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Smartwatch extension	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Alexa/Google home to vehicle	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Remote software and feature updates	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Service scheduling	STANDARD	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
Pure driving pleasure					
Real-time traffic updates	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
Weather info	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Points of interest search	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Predictive navigation	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Last mile navigation	3 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
Send destination to car	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
Navigation street view	3 YEARS	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
TIDAL	3 MONTHS (5)	3 MONTHS	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
On-board Wi-Fi hotspot	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)	OPTIONAL (1)
In-car Alexa	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL
Always protected					
Emergency call	STANDARD	STANDARD	STANDARD (2)	STANDARD (2)	STANDARD (2)
Roadside assistance call	STANDARD (3)	STANDARD (3)	STANDARD (3)	STANDARD (3)	STANDARD (3)
Remote health diagnostics	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
In Vehicle Messaging	STANDARD	STANDARD	STANDARD	STANDARD	STANDARD
Theft alarm notification	STANDARD	3 YEARS	STANDARD (4)	STANDARD (4)	STANDARD (4)
Stolen vehicle tracking	1 YEAR	1 YEAR	1 YEAR	1 YEAR	1 YEAR

- (1) Wi-Fi trial of 3 GB or 3 months included
 (2) Not linked to public infrastructure
 (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

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

YOUR REGISTRATION PROCESS.

It's as simple as it gets.

Here are the four steps you need to follow to complete the quick and easy registration process:

STEP 01 Click on the link which can be found in the Maserati Connect welcome email or in the SMS.

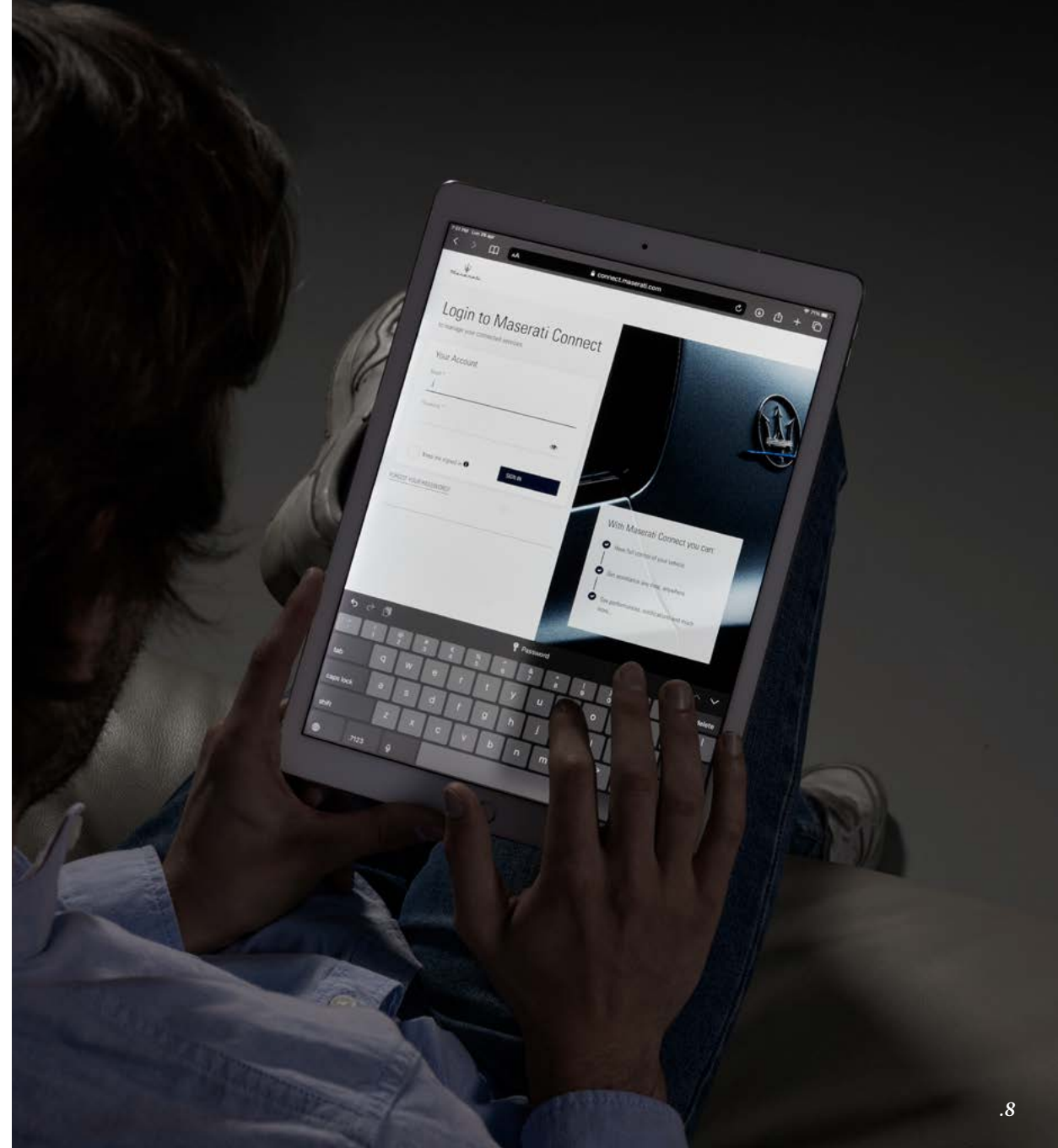
STEP 02 From this link, you will arrive on the Maserati Connect customer portal, where you can create your user account by adding a new username and password, complete the form with the requested personal information, and finally accept the terms and conditions (T&C).

STEP 03 Now you can easily download the app by scanning one of the following QR codes or by going directly to the app store.



STEP 04 Finally, you can activate the app using the username and password created in step 2.

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



NEED 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, as well as on the 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

