

# MC20 – General Guidelines for Assistance

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2022



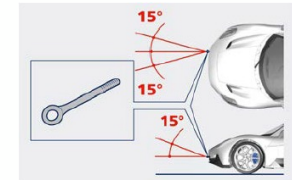


Info/Guidelines for Handling Maserati MC 20  
Towing is Preferred for All Cases Except Out of Fuel  
! > See Page 6 for Location of Fuel Funnel



# MC20 Towing

- The car can be towed on the flatbed truck. All four wheels must be lifted on the flatbed truck
- The tow truck inclination has to be less than  $8^{\circ}$  and the tow truck has to be at least 2 meters large (2,5 metres large if skates are needed)
- The tow hook is contained in the tool kit and must be screwed in its seat accessible behind the front grille, right-hand side, after removing the protective cap.
- Carefully clean the threaded seat before screwing the hook.
- Screw the tow hook into its seat for at least 11 turns.
- Maximum work angle of towing cable or bar:  $15^{\circ}$
- If the use of the hook is not possible, for loading the disabled vehicle on the breakdown truck, attach the tow equipment to the main structural components of the vehicle and not to the bumpers or other related brackets.



**WARNING!**

If two agents cannot be sent on the spot, the towing must involve the use of skates similar to those shown in the picture → Skates has to be put in the rear axes of the vehicle. Skates cannot be placed in the front axes to not damage the car side skirts. Skates has to be the lowest on the market (ex. COMEAR, part number: 03.07.0138)



# Maserati recommendations for towing

In case the car can be driven for some metres (e.g. a warning light on, water leakage, defective tyre ect.) and there is no need to pull the vehicle on truck



Intervention of 1 operator with a flatbed tow truck of at least 2 metres width and inclination less than 8°

- No way to unbrake the vehicle
- No way to unlock the gearbox



Intervention of 1 operator using skates – to be put on the rear axle only – with a flatbed tow truck of at least 2,5 metres width and inclination less than 8°

- The parking brake can be unlocked
- The gearbox can be unlocked



Intervention of 1 operator with a flatbed tow truck of at least 2 metres width and inclination less than 8° who:

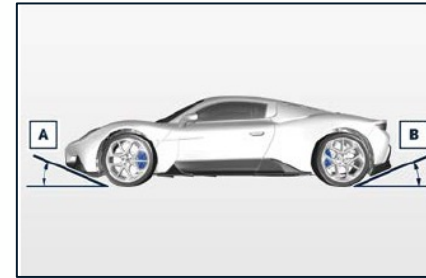
- Uses wedges to brake the car
- Use a remote winch command to lift the vehicle on the flatbed



Intervention of 2 operators with a flatbed tow truck of at least 2 metres width and inclination less than 8°: one operator unlocks the gearbox while the other brakes the car from the driving position

# MC20 Towing

- The front approach angle of the vehicle shown in the picture has to be taken into consideration when loading the vehicle on the assistance truck:



A: 8°  
B: 8°



Lifter Optional: Optional not present in all models. If the vehicle's front lifter is active, the front axle can be raised to increase the front attachment corner. The car remains lifted as long as the engine is on. The car returns automatically to normal ride height 15 seconds after the key is off.



# Emergency Kit

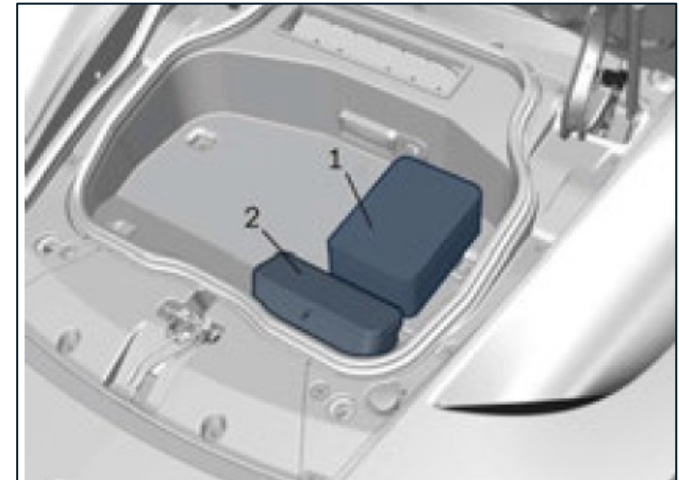
Assist the customer with first aid in case of breakdown

The kit comes in a case on the right side of the front luggage compartment.

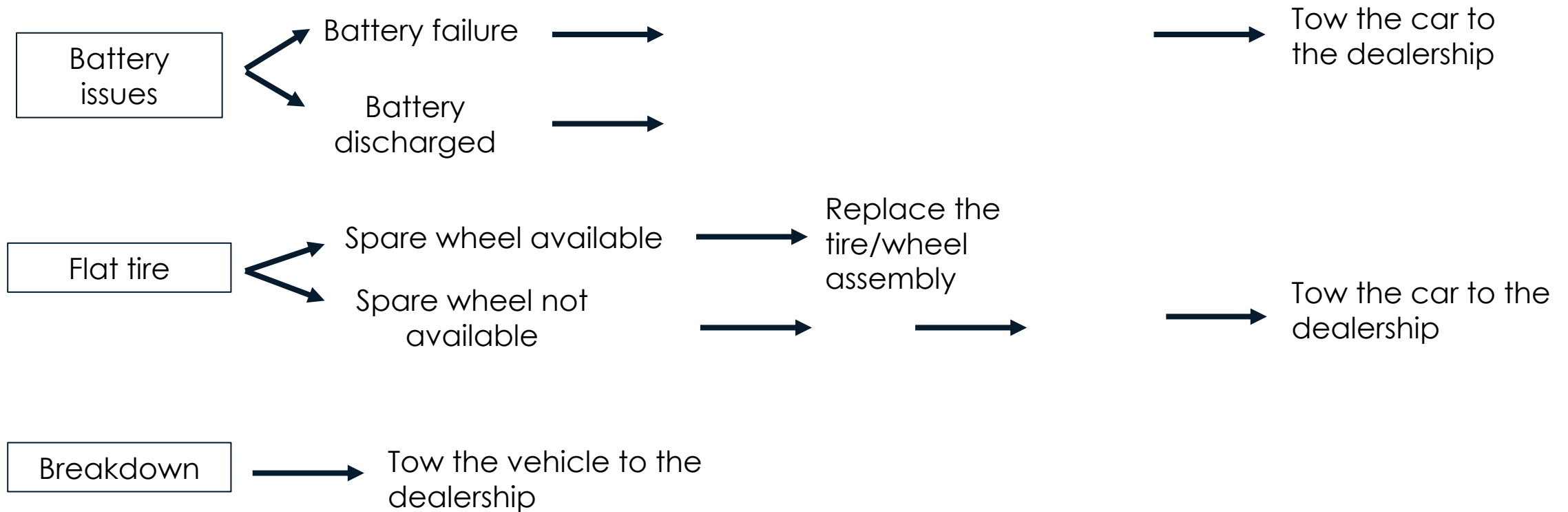
The kit includes the following elements:

- emergency triangle;
- reflective emergency vest;
- First Aid Kit;
- gloves;
- ice scraper.

Ref.	Description
1	Tyre repair kit
2	Towing eye, funnel for emergency refuelling, double torx and Phillips screwdriver.



# Maserati recommendations





# Information for Assistance Centers' Agents





# Keys



On the Key Fob there are 4 buttons:

- Doors Unlock
- Doors Lock
- Rear Hood Open
- Lights On



**WARNING!**



If the key fob battery is flat, is still possible to operate the ignition device using the key fob with discharged battery after placing it inside the central tunnel compartment, under the armrest. Lay the key fob on the indicated spot, respecting the position shown in picture on the left.

## Emergency Key:

To remove the emergency key from the key fob:

- hold the mechanical latch on the back of the key fob sideways;
- simultaneously remove the emergency key by sliding laterally towards the end of the key fob.



# Red Warning Lights On

## Quick Reference of Actions To Perform



Engine Oil  
Pressure



Towing



Engine Oil  
Temperature



Towing

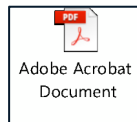


Active  
Steering  
Torque



Towing

Full details of warning lights:



# Red Warning Lights On

## Quick Reference of Actions To Perform



Engine oil  
overfilling



Towing



Electric Power  
Steering



Towing

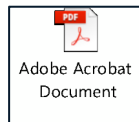


Door Ajar



Towing if doors cannot close

Full details of warning lights:



# Red Warning Lights On

## Quick Reference of Actions To Perform



Rear/Front hood  
not properly closed



Check if the rear/front hood remains locked. If ok drive safely to the service center.  
**Towing if the problem persists**



Electronic  
throttle control



Towing



Brake discs  
overheating



Towing

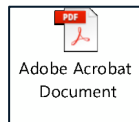


Transmission  
malfunction



Towing

Full details of warning lights:



# On Board Diagnostics (OBD)

MC20 is equipped with a sophisticated on-board diagnostic system monitoring:

- Engine
- Emission

In case these systems require service the system turns on the Multifunction indicator light (MIL):



**No need for towing** but recommend the driver to go to the nearest Service center as soon as possible – if in doubt tow vehicle to dealer



# MC 20 Technical Information and Commands Overview



# MC20 Dimensions and Weights

## Dimensions

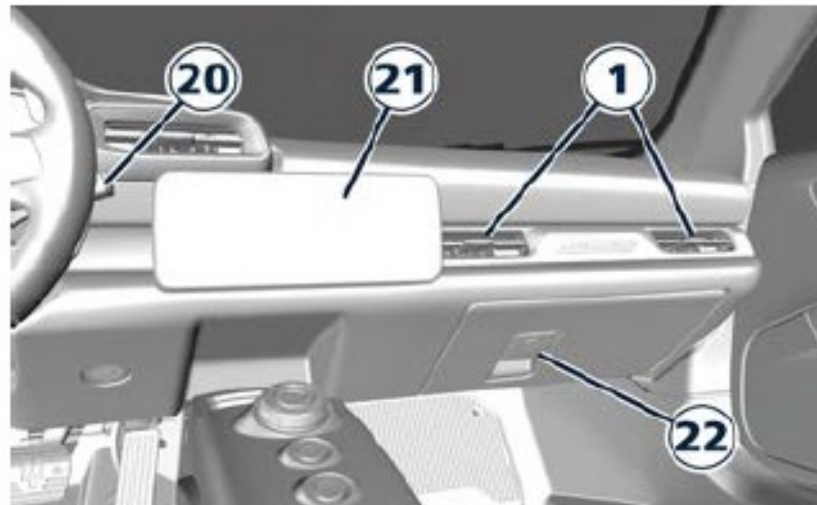
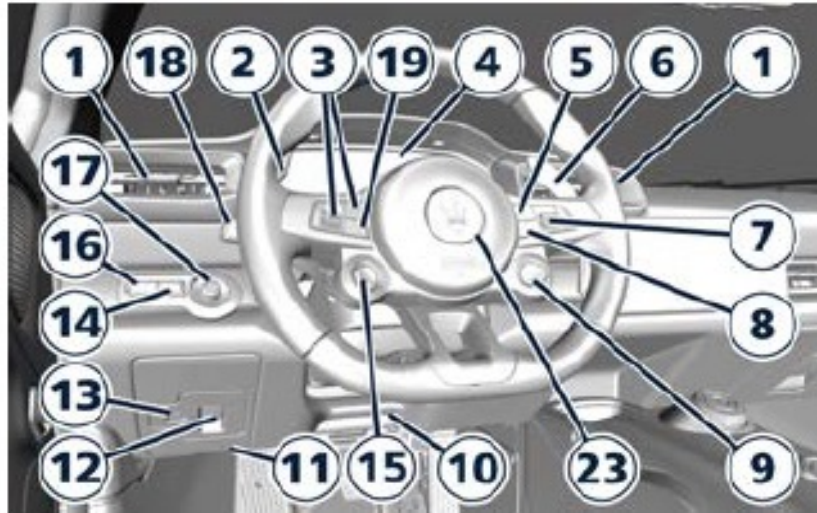
Wheel base	2700 mm (106,30 in)
Total length	4669 mm (183.82 in)
Width without mirrors	1965 mm (77.36 in)
Width with mirrors	2178 mm (85.75 in)
Width with open doors	3535 mm (139.17 in)
Front track (*)	1677.5 - 1680.6 mm (66.04 - 66.17 in)
Rear track (*)	1647.3 - 1647.7 mm (64.85 - 64.87 in)
Front overhang	1077 mm (42.40 in)
Rear overhang	892 mm (35.12 in)
Height (*)	1220.3 - 1226.3 mm (48.04 - 48.28 in)
Height with open doors	1903 mm (74.92 in)
Front luggage compartment volume	51 l (11.22 UK gal)
Rear luggage compartment volume	100 l (22 UK gal)
(*) Variable size according to the tire size and the optional installed.	

## Weights

	MC20
Unladen vehicle weight (with tanks filled, and 90% of fuel)	1475 kg / 3252 lb (*)
Maximum gross vehicle weight (GVWR)	1790 kg / 3946 lb (750 kg / 1653.47 lb front axle – 1040 kg / 2292.8 lb rear axle)
(*) Base configuration without optionals.	

# Main Instruments And Control Overview

## On Dashboard



1	Adjustable side air outlets
2	Left shift paddle
3	Cruise Control commands
4	Instrument cluster screen
5	Phone call button
6	Right shift paddle +
7	Volume control
8	Voice Recognition button
9	Launch Control button
10	Steering wheel position lever
11	Front hood release lever
12	Electric Parking Brake lever
13	Engine and boot compartment release button
14	Rear fog lights switch
15	Engine START/STOP button
16	External lights switch
17	Rear-view mirrors controls

18	Multifunction lever to select headlight and direction indicators and to navigate the instrument cluster
19	Front Lifter switch
20	Multifunction lever to select window washing mode and to navigate the instrument cluster
21	Maserati Intelligent Assistant™ screen
22	Passenger side glove box handle
23	Horn



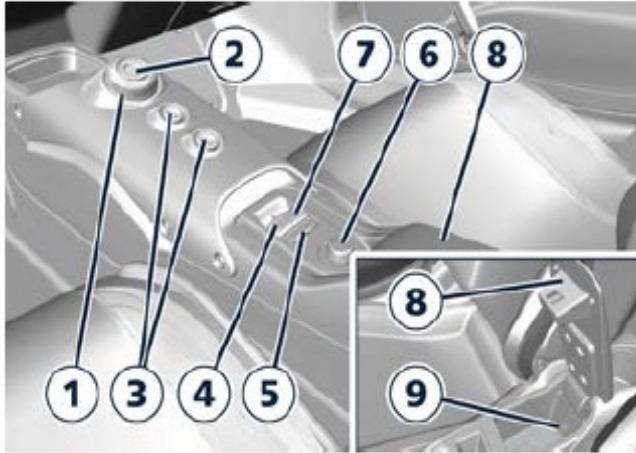
**WARNING!**

For a full description of commands please refer to the Owner's manual



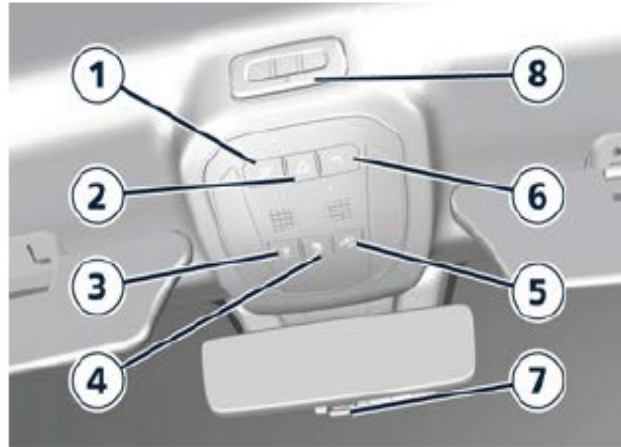
# Main Instruments And Control Overview

## On Central Tunnel



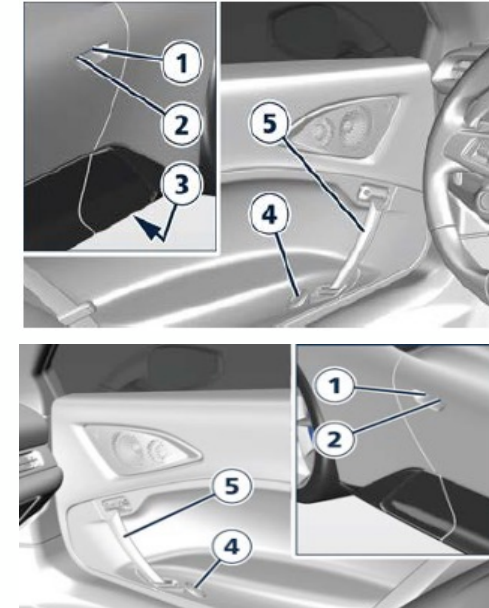
1	Drive mode selector
2	Suspension mode switch
3	Transmission push-button selectors
4	Driver power window switch
5	Power doors lock/unlock button
6	Manual control to interact with MIA system
7	Passenger power window switch
8	Central tunnel cover with armrest function
9	Multimedia ports

## On Dome Console



1	Driver reading light control button
2	Hazard lights switch
3	MAX defrosting/demisting button
4	Button to enable/disable front sensors of the Park Assist system
5	Button to deactivate volumetric and anti-lifting sensors of the anti-theft system
6	Passenger reading light control button
7	Button to activate the rear view MIRROR and DISPLAY mode
8	HomeLink® controls

## On Doors



1	Door unlatch button
2	Passive Entry lock button
3	Lock for driver side door emergency release
4	Internal door release button
5	Internal door opening handle



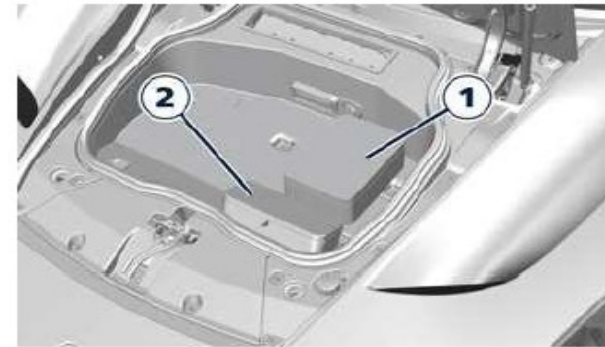
**WARNING!**

For a full description of commands please refer to the Owner's manual

# Info on Tire repair or replacement

## Tire repair:

- The tire repair kit is located in the front luggage compartment and available opening the front hood.
- Small punctures up to 6 mm (1/4") in the tire tread can be sealed using the tire repair kit, fitted in the front luggage compartment.
- The kit consists of:
  - an electric compressor with pressure gauge and power cable;
  - a bottle containing sealant with hose to be connected to the punctured tire.

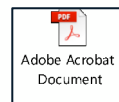


Ref.	Description
1	Tire repair kit
2	Tow hook Funnel for emergency supply

## Tire replacement:

- **The Tire can be replaced only if the customer has the replacement tire supplied with the vehicle**
- Before proceeding: select the P (Park) mode and then engage manually the electric parking brake and move the ignition device to **STOP** position.

Full details of procedure:





# Tire repair with repair kit

In the kit there are:

- The instructions (It is recommended to always refer to them as the source of official information)
- 12V compressor
- Sealant canister





# Tire repair with repair kit

When sealing the hole in the tyre/inflation, the kit must be fitted as shown in the illustration:

1. Insert the canister with the sealant into the seat on the compressor
2. Connect the hose on the canister to the wheel valve
3. Electrically connect the compressor to the 12V socket in the front luggage compartment
4. Start the engine
5. Start the compressor

The entire sealing/inflating operation takes about 10 minutes.





# Tire repair with repair kit

After 10 minutes, switch off the compressor and check that the pressure remains at or above 1.8 bar.

If this condition is verified, remove the kit from the wheel. The cartridge is extracted by pressing the release button and lifting it.



# Tire repair with repair kit

If the tyre remains inflated, there is a sticker on the canister which should be detached from the canister and stuck ideally on the steering wheel to remind the driver of the maximum speed limit in these conditions. Maserati recommends to stop every 8 km to monitor the tyre pressure.

If the pressure has dropped, the tyre needs to be re-inflated.

Please, recommend the customer to visit the workshop as soon as possible





# Tire repair with repair kit

If the minimum pressure of 1.8 bar is not maintained:

1. Disconnect the wheel repair kit
2. Move the vehicle forward about 10 metres to allow the sealant to flow along the entire tyre.
3. Connect the 12V compressor to the wheel as shown in the figure (without the cartridge and via the black tube)
4. Start the compressor to inflate the wheel to the minimum pressure of 1.8 bar

If even in this condition the pressure is not maintained, then the vehicle must be transported by tow truck.



# Info on Battery Jump start

In case of flat battery, the battery jump start service is provided on spot by an operator:

- If the vehicle has a 12V battery discharged it can be jump-started using a set of jumper cables and a battery of another vehicle or by using a portable battery booster. Maserati provides on request jumper cables created for its models and content in a practical case.
- Depending on the version of the car, the remote poles can be positioned in the rear or the front luggage compartment.



To ensure the proper operation of the vehicle, battery replacement is not permitted.

Any other operations rather than jump start are not permitted.

Full details of procedure:



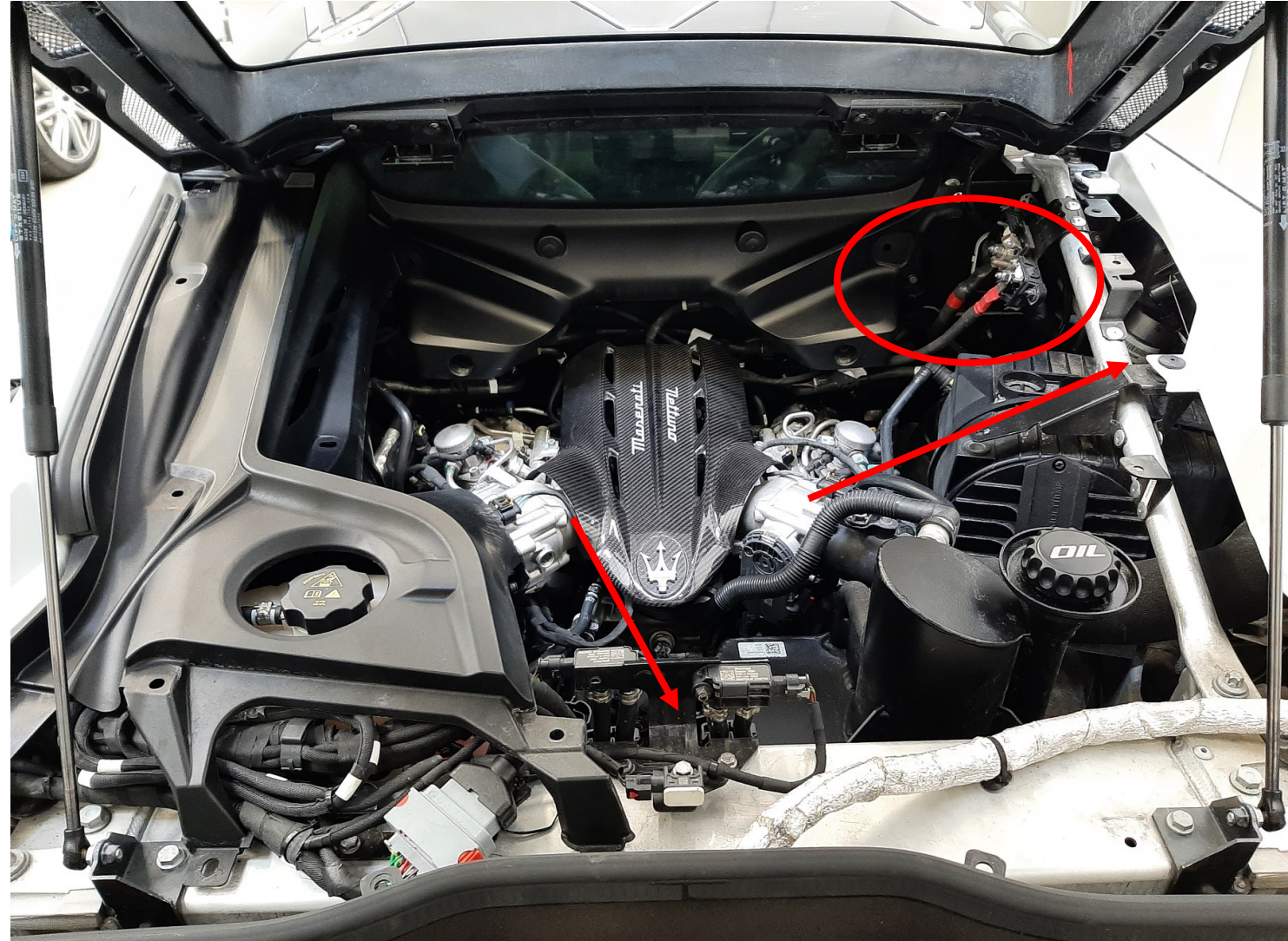


# Access to rear remote battery poles

Open the engine compartment and remove the two side covers as indicated by the arrows. The positive battery terminal is indicated by the circle.



If the battery is completely discharged, the rear compartment is not accessible as it can only be opened electrically.





# Access to rear remote poles

Connect the charger/starter as indicated.

Tips:

- Any unpainted metal point in the engine area can be considered a good place to connect the negative (black) cable.
- It is suggested that the starter is connected to the rear remote poles in order to reduce the length of the electrical wiring from the point of power supply to the starter motor, thus reducing current losses during engine starting (engine starting is made easier).





# Access to front remote poles



Depending on the version, the remote poles may be on the front luggage compartment

**Please, check the vehicle to understand where the remote poles are positioned**





Slides to be Removed (Wes)

# MC20 Gearbox Unlock

If there is the urgent necessity to unlock the gearbox, the procedure is the following:

- Unlocking requires the removal of a cap and the use of a 5mm Allen key + an extension of about 120mm: the hexagonal screw that holds the release lever must be **tightened** →
- Mandatory presence of an operator in the driving position for braking
- Alternatively, use of wedges (see image below) for all 4 wheels to keep the vehicle stationary



Lever in normal position



Lever when unlocked

# Assistance On The Road



Amber warning indicators on\*



Customer should safely drive to the nearest Maserati Service Center

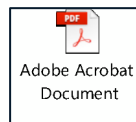


Vehicle cannot be driven safely (e.g. windshield wipers broken, windshield damaged, car windows broken ect.)



Towing

\*Full details of warning lights:



# Red Warning Lights On

## Quick Reference of Actions To Perform



Air bag



Customer should safely drive to the nearest Maserati Service Center



Brakes



Towing



Charging system



Towing



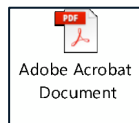
Engine Temperature



Stop the vehicle in idling for few minutes. If the temperature return normal, drive safely to the service center.

**Towing if the temperature remains too high**

Full details of warning lights:



# Freeing the Stuck Vehicle

If the vehicle is stuck in mud, sand, or snow, it can probably be moved backward and forward by a simple rocking motion. Suggest the driver to shift between D (Drive) and R (Reverse) modes and lightly press on accelerator. If unable to release the vehicle, suggest entering the low-grip drive mode, by switching the drive mode selector in "WET" position, or completely exclude the stability control system in "ESC-OFF" drive mode.



Racing the engine and spinning the wheels may lead to serious damages. If the vehicle is not easily released with the above procedure, suggest waiting for towing.



# Assistance On The Road



Punctured Tire

Repair on spot with kit  
by operator

Towing to the nearest  
Maserati service  
center for tire  
replacement



Flat Battery

Battery Jump – Start by  
operator



Lack of fuel\*

Towing to the nearest  
petrol station

\*For BEV model (when available), the customer must check if the battery is rechargeable, otherwise tow the car to the nearest Maserati service centre. If the battery is not rechargeable, this is indicated in the dashboard.

# MC20 – How it looks



Butterfly doors  
ensuring the  
best in class  
ergonomics  
ingress/egress



The taillights  
are equipped  
with high-  
visibility leds



# Assist Call/B Call

The Assist Call service is available only where the user has an active assistance coverage and he has subscribed to Maserati Connected Services

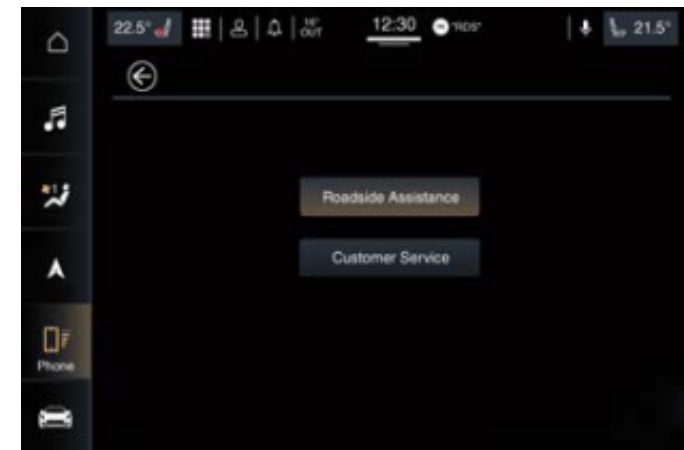
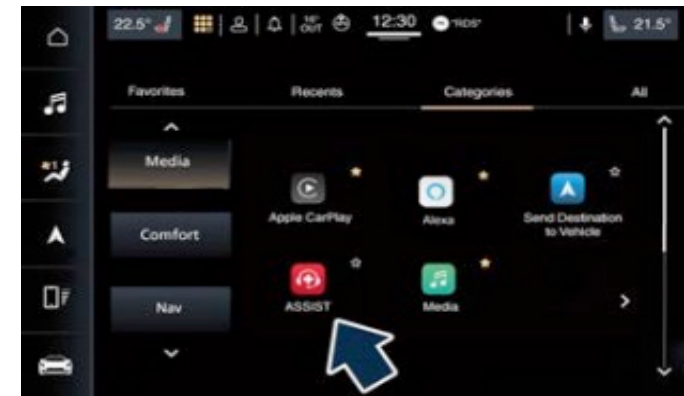
For Assist Call function the GPS must be active and the ignition device in ON position

Two types of Assist Call:

- Roadside Assistance: for breakdowns or vehicle-related problems
- Customer Service call: for general enquiries

In both cases the vehicle's location is sent to the call center

The Assist Call can be activated from the Assist Call menu of the Apps in the display:



# Instruments Cluster Overview



A → Warning lights and indicators

B → MENU area with vehicle info contents (trip, navigation instructions, etc.)

C → MAIN INFO area with digital speedometer and current gear

D → VIEW area with performance contents and pop-up messages

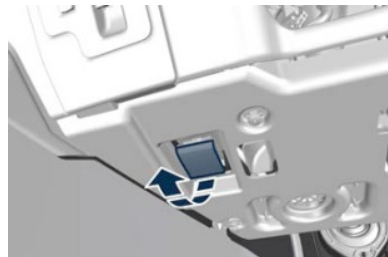
# Access to Luggage and Engine Compartments

On the car there are two luggage compartments: one of 50 liters located in the front of the car under the hood and another of 100 liters in the back of the car inside the engine compartment.

## Opening the Front Hood

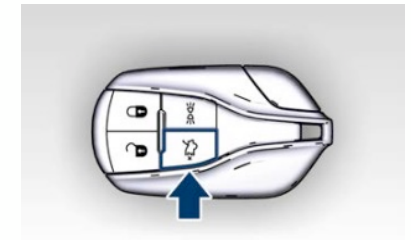
The front hood can be unlocked from inside the vehicle by pulling the lever located under the drive lower side of the dashboard.

Slightly lift the front hood and lift the two extensions of the safety latch indicated in picture.



## Opening the Rear Hood

From outside the vehicle: press the button on the key fob twice within five seconds.



From inside the vehicle: press the release button located under the drive lower side of the dashboard, next to the EPB lever.

