



PERSONAL SERVICE LAB

MASTERS OF CARE

## Customer Legal Recall

### MAS004603\_B (CLR 25-03)

From: Aftersales – TSO  
To: Maserati Dealer Network  
Auburn Hills, MI.  
MARCH 3 2025

## Customer Legal Recall # 740 – U.S. MY21 - MY25 Ghibli, Quattroporte , Levante, Grecale, GT/GC, MC20 and MC20 Cielo – ETM SW UPDATE

**ATTENTION! This bulletin supersedes MAS004603 MTB 25-02 released on Feb 27, 2025. This bulletin has been updated with clarifications. Please discard/remove all copies of the previous bulletin.**

**NOTE: Before starting this procedure, you MUST read these instructions carefully and completely.**

### MASERATI SAFETY RECALL NOTIFICATION

**PERFORM THE PROCEDURE OUTLINED IN THIS TECHNICAL BULLETIN ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE CAR IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

Maserati S.p.A and Maserati North America, Inc. (MNA) has decided that a safety noncompliance that relates to motor vehicle safety exists in some 2023-2024 model year (“MY”) Grecale, 2024 MY GranTurismo/GranCabrio vehicles, 2022-2025 MY MC20 and MC 20 Cielo, 2021-2024 MY Ghibli, Quattroporte, and Levante vehicles that may have been may be equipped with a radio module containing software that may prevent the camera signal from passing through to the media screen while backing up under certain conditions.

### Description of Vehicle Safety Recall # 740

The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, backing up without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.

**This repair procedure will be performed free of charge to the vehicle owner.**

## Which Vehicles Are Affected

Check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.

## Vehicle Remedy Information

Use the Attached VIN list to verify the correct actions to be performed for each VIN

Complete VIN	Action	SW Target	Step 1 [USB]	Step 2 [USB]	Step 3 [USB]
ZN661XUA2MX357758	USB Update 2	T27.52	S27.10	T27.52	ND
ZAMBMVDB5RX440026	FOTA Update	U33.43	Check SW	TBD	TBD
ZN661XUA5MX357785	FOTA Update	T27.52	T27.52	ND	ND
ZAM57YTM7PX413934	USB Update 1	T27.52	T27.52	ND	ND

Modis Case Label  
for the automatic  
claim compiling

Software Target  
to be installed  
for each VIN

SW Update Steps  
to be followed  
for each VIN

**THE SOFTWARE BELOW MUST BE INSTALLED**

Model Code	Main Model	SW Target
M156 M157 M161	Ghibli Quattroporte Levante	T27.52*
M182 M189	Grecale GT & GC	U33.43*
M240	MC20	U35.34*

**TABLE 1**

\* the intermediate steps (bridging SW) are mandatory to reach the SW target, as per the following table:

**IMPORTANT!** Some SW updates will require a “Bridge/Intermediate” SW update to reach the Final SW target level > First, identify the current SW level in the vehicle (SW Source), then follow the chart from Left to Right.

The instructions in the bulletin with reference to the SW are color coded.

**YELLOW = Bridge SW**  
**BLUE = Bridge SW (MC20 only)**  
**GREEN = FINAL SW LEVEL**

Model Code	SW Source	Step 1	Step 2	Step 3
M156 M157 M161	R15.xx / R17.xx	S27.10	T27.52	-
	S24.xx / S27.xx	T27.52	-	-
M182 M189	S24.xx / S27.xx	U29.39	U33.43	-
	U29.39 / U31.xx	U33.43	-	-
M240	R17.xx	S27.10	U29.39	U35.34
	S27.xx	U29.39	U35.34	-
	U29.39	U35.34	-	-

**TABLE 2**

# Technical Procedure

**IMPORTANT:** be aware that all FOTA updates may not immediately be visible in Modis.

Vehicle Information		Campaign	Warranty	BOL	Service Entry	Maintenance and Customer charge		
Campaign #	Cost Code	Component Code	Description	Chassis no.	Warranty Claim #	Warranty Date	Dealer	Link to Doc
570	23	56924061	REAR BONNET LOCK COV	413347	1	05/08/23	6125 THE COLLECTION, LLC	
641	23	56871240	DISPLAY	413347	2	17/08/23	6125 THE COLLECTION, LLC	
740	24	56850079	R1 RADIO	413347	0	0		

Attention: the background colored indicates the mandatory campaigns  
 Attention: the background colored indicates the FOTA campaigns

The picture above is an example of a vehicle with an outstanding campaign.

The picture below is an example of FOTA update completed.

Informazioni vettura		Campagne	Garanzie	BOL	Aggiornamento Specifiche Vettura	Service Entry	Dati Cliente	Maserati Connect
Campagna	Codice spesa	Codice Componente	Descrizione	Matricola	N. Gar.	Data Garanzia	Dealer	Link to Doc
740	24	89850079	CENTRALINA AUTORADIO		0		FOTA UPDATE	

Attenzione: lo sfondo colorato delle righe indica che la campagna è obbligatoria  
 Attenzione: lo sfondo colorato delle righe indica che la campagna è FOTA

There may be a one-week delay before Modis shows that the “FOTA UPDATE” was successfully completed Over The Air (Refer to bulletin **MAS003444** for details).

If a vehicle enters your dealer and shows Recall 740 as outstanding in Modis, then check the “740 VIN List” that is included with the bulletin, if column “B” (Action) states “FOTA Update” then compare the physical SW in the vehicle vs. Column “C” (SW Target).

- If the target software is already installed in the vehicle, please insert the claim in Modis with the operation code “FOTA Software Update 8.50.079.F (0,00h)”.
- **IF THE TARGET SOFTWARE IS NOT YET INSTALLED IN THE VEHICLE, PERFORM THE SOFTWARE UPDATE VIA USB.** Please insert the claim in Modis with the appropriate operation code depending on the action performed.
  - USB Software Update – 1 step (Requires 1 USB Update) - 8.50.079.G (0,50h)
  - USB Software Update – 2 steps (Requires 2 USB Updates) - 8.50.079.H (0,70h)
  - USB Software Update – 3 steps (Requires 3 USB Updates) - 8.50.079.I (0,90h)

**See Page 10 for additional warranty claim information.**

# SW Check

## How to check the software level in the vehicle

1. Check the actual software version on the vehicle:



2. Compare the software level of the vehicle with the SW listed in **TABLE 2** below:
3. If the actual software level in the vehicle is the same as the “**SW Target**”, No further action is needed.
4. However, if the software level is lower than the “**SW Target**”, the USB update is mandatory. Use “**TABLE 2**” to determine which SW update to perform and which steps.

**\* the intermediate steps (bridging SW) are mandatory to reach the SW target, as per the following table.**

**IMPORTANT!** Some SW updates will require a “Bridge/Intermediate” SW update to reach the Final SW target level > First, identify the current SW level in the vehicle (SW Source), then follow the chart from Left to Right.

The instructions in the bulletin with reference to the SW are color coded.

**YELLOW = Bridge SW**  
**BLUE = Bridge SW (MC20 only)**  
**GREEN = FINAL SW LEVEL**

Model Code	SW Source	Step 1	Step 2	Step 3
M156 M157 M161	R15.xx / R17.xx	S27.10	T27.52	-
	S24.xx / S27.xx	T27.52	-	-
M182 M189	S24.xx / S27.xx	U29.39	U33.43	-
	U29.39 / U31.xx	U33.43	-	-
M240	R17.xx	S27.10	U29.39	U35.34
	S27.xx	U29.39	U35.34	-
	U29.39	U35.34	-	-

**TABLE 2**

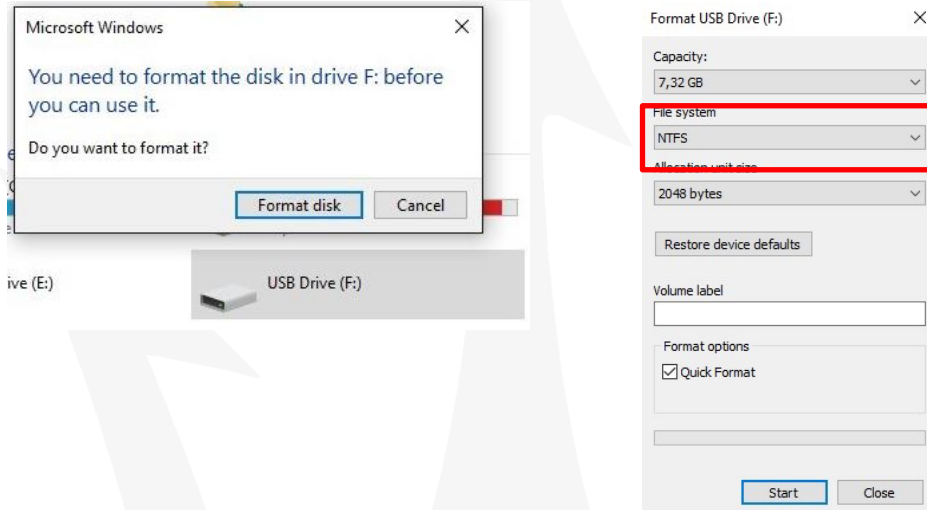
# USB FLASH DRIVE PREPARATION

## IMPORTANT:

- Use only Sandisk, Verbatim, Kingston, or Transcend 3.0/3.2 “Certified” USB FLASH DRIVES.
- The USB FLASH DRIVE capacity must be at least 64 GB and formatted to NTFS file system.
- DO NOT MODIFY THE FILE NAME after downloading the SW files.
- Due to the enormity of this campaign, we recommend purchasing at least 7 USB FLASH DRIVES for each SW file.

## Follow the steps below:

**STEP 1:** Take a fresh new USB FLASH DRIVE and format it to NTFS file system.



**STEP 2: (Download the SW files)** Go to ModisCS+, click on AFTERSALES / TECHNICAL ASSISTANCE / SOFTWARE DOWNLOAD then select Search on the main screen then download each of the files:

AFTERSALES	Code	Publish Date	System	Note	Downl
TECHNICAL ASSISTANCE	R1_S27.10_M240_NAFTA_NO_NAV	02/12/2025	Software Radio R1	R1_S27.10_M240_NAFTA_NO_NAV	↓
BLUE ON LINE CONSOLE	R1_U29.39_M240_NAFTA_NO_NAV	02/11/2025	Software Radio R1	R1_U29.39_M240_NAFTA_NO_NAV	↓
SOFTWARE DOWNLOAD	R1_U35.34_M240_NAFTA_NAV	02/10/2025	Software Radio R1	R1_U35.34_M240_NAFTA_NAV	↓
	R1_U29.39_M18X_NAFTA_NO_NAV	02/07/2025	Software Radio R1	R1_U29.39_M18X_NAFTA_NO_NAV	↓
	R1_U33.43_M18X_NAFTA_NAV	02/06/2025	Software Radio R1	R1_U33.43_M18X_NAFTA_NAV	↓
	R1_S27.10_M15X-M161_NAFTA_NO_NAV	01/31/2025	Software Radio R1	R1_S27.10_M15X-M161_NAFTA_NO_NAV	↓
	R1_T27.52_M15X-M161_NAFTA_NAV	01/30/2025	Software Radio R1	R1_T27.52_M15X-M161_NAFTA_NAV	↓

**STEP 3:** Transfer/copy the file “as-is” directly to the USB FLASH DRIVE. Do not modify or unzip the file.

## TECH TIPS:

- For this campaign we recommend downloading ALL seven SW files and store them on 7 dedicated USB FLASH DRIVES for this campaign only.
- Each file is around 20GB in size. To avoid computer congestion, it is recommended to delete the file on the computer AFTER after being transferred to each USB FLASH DRIVE.
- OR download each file directly to each USB FLASH DRIVE.
- If at all possible, we strongly recommend to use a key ring and a properly labeled key tag on the USB to reduce the likelihood of installing the incorrect software into the wrong vehicle.

# M156 / M157 / M161 – Quattroporte / Ghibli / Levante

## BEFORE STARTING!!

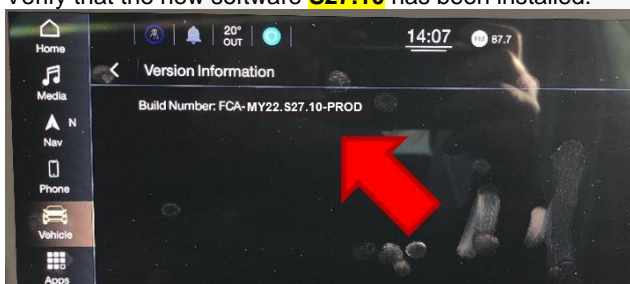
1. ETM Software Update **MUST** be performed with engine running.
2. Logistics Mode **MUST** be removed.

## Procedure

- **If the actual software level installed in the vehicle is at S24.xx or S27.xx, skip to step 10.**
- **If the actual software level installed in the vehicle is lower than S24.xx, Go to step 1 below.**

1. Download “R1\_S27.10\_M15X-M161\_NAFTA\_NO\_NAV” from MODIS.
2. Format the USB FLASH DRIVE to NTFS file system.
3. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
4. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
5. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
6. This step will take approx. 30 minutes without any action being carried out by the operator.
7. After the reboot of the system, press “Accept” and remove the PEN Drive.

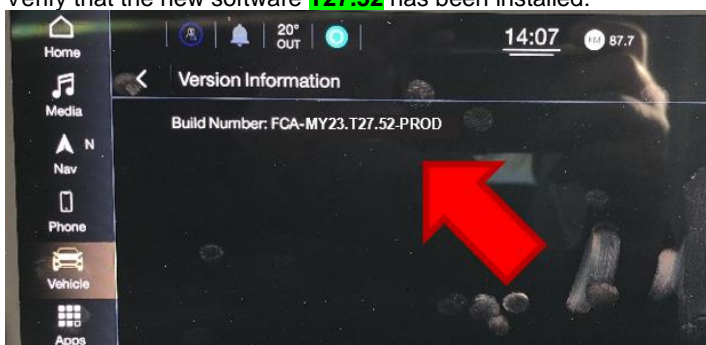
8. Verify that the new software **S27.10** has been installed:



9. Perform the “factory reset, radio sleep, and restart” procedure outlined on page 8. **Afterward, continue to step 10 below.**

10. **If the actual software level installed in the vehicle is S24.xx or S27.xx, download “R1\_T27.52\_M15X-M161\_NAFTA\_NAV”.**

11. Use another USB FLASH DRIVE and format it to NTFS.
12. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
13. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
14. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
15. This step will take approx. 1 hour and 30 minutes without any action being carried out by the operator.
16. After the system reboots automatically, press “Accept” and remove the USB FLASH DRIVE from the vehicle.
17. Verify that the new software **T27.52** has been installed:



18. Perform the “factory reset, radio sleep, and restart” procedure outlined on page 8.
19. **Procedure complete.**

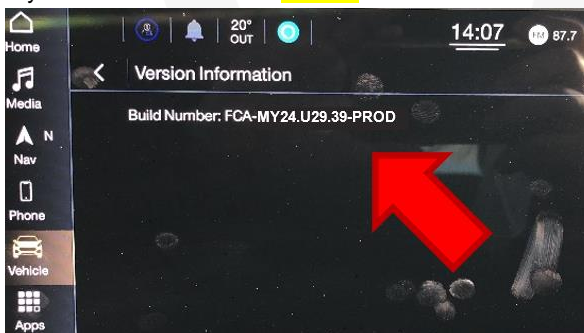
## BEFORE STARTING!!

1. ETM Software Update **MUST** be performed with engine running.
2. Logistics Mode **MUST** be removed.

## Procedure

- If the actual software level installed in the vehicle is at U29.39 or U31.xx, skip to step 10.
- If the actual software level installed in the vehicle is lower than U29.39, Go to step 1 below.

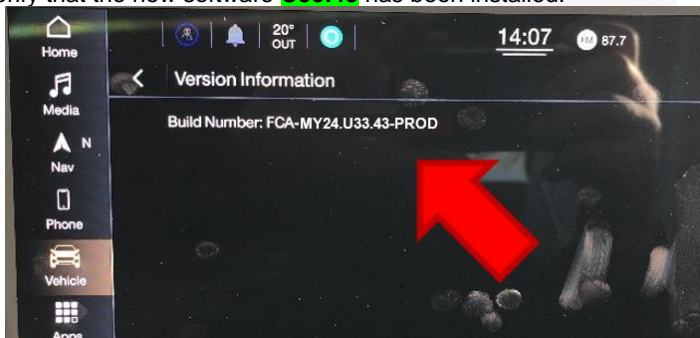
1. Download “R1\_U29.39\_M18X\_NAFTA\_NO\_NAV” from MODIS.
2. Format the USB FLASH DRIVE to NTFS file system.
3. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
4. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
5. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
6. This step will take approx. 30 minutes without any action being carried out by the operator.
7. After the reboot of the system, press “Accept” and remove the PEN Drive.
8. Verify that the new software **U29.39** has been installed:



9. Perform the “factory reset, radio sleep, and restart” procedure outlined on the page. **Afterwards, continue to step 10.**

## 10. If the actual software level installed in the vehicle is U29.39 or U31.xx, download “R1\_U33.43\_M18X\_NAFTA\_NAV”.

11. Use another USB FLASH DRIVE and format it to NTFS.
12. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
13. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
14. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
15. This step will take approx. 1 hour and 30 minutes without any action being carried out by the operator.
16. After the system reboots automatically, press “Accept” and remove the USB FLASH DRIVE from the vehicle.
17. Verify that the new software **U33.43** has been installed:



18. Perform the “factory reset, radio sleep, and restart” procedure outlined on **page 8**.
19. **Procedure complete.**

## MC20 (M240)

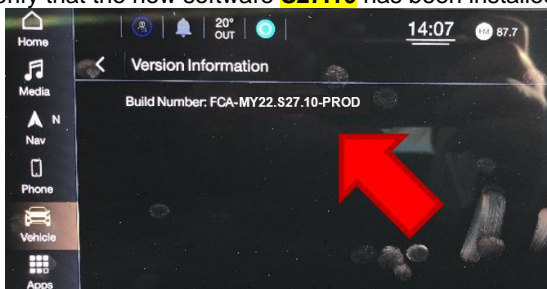
### BEFORE STARTING!!

1. ETM Software Update **MUST** be performed with engine running.
2. Logistics Mode **MUST** be removed.

### Procedure

- **If the actual software level installed in the vehicle is at S27.xx, skip to step 10.**
- **If the actual software level installed in the vehicle is at U29.39, skip to step 19 on the next page.**
- **If the actual software level installed in the vehicle is lower than S27.xx, Go to step 1 below.**

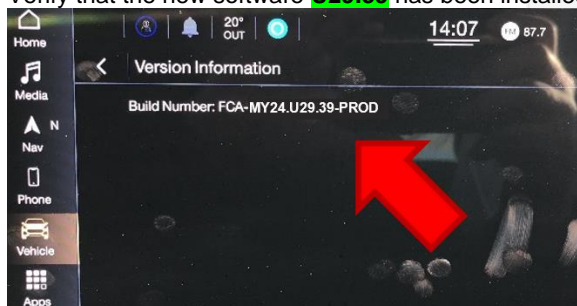
1. Download “R1\_S27.10\_M240\_NAFTA\_NO\_NAV” from MODIS.
2. Format the USB FLASH DRIVE to NTFS file system.
3. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
4. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
5. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
6. This step will take approx. 30 minutes without any action being carried out by the operator.
7. After the reboot of the system, press “Accept” and remove the PEN Drive.
8. Verify that the new software **S27.10** has been installed:



9. Perform the “factory reset, radio sleep, and restart” procedure outlined on page 8. **Afterwards, continue to step 10.**

10. **If the actual software level installed in the vehicle is S27.xx, download “R1\_U29.39\_M240\_NAFTA\_NO\_NAV”.**

11. Use another USB FLASH DRIVE and format it to NTFS.
12. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
13. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
14. A pop-up will appear on the radio display, press “Update Now” and “Continue”.
15. This step will take approx. 30 minutes without any action being carried out by the operator.
16. After the system reboots automatically, press “Accept” and remove the USB FLASH DRIVE from the vehicle.
17. Verify that the new software **U29.39** has been installed:



18. Perform the “factory reset, radio sleep, and restart” procedure outlined on page 8. **Afterwards, continue to step 10.**

19. If the **actual software** level installed in the vehicle is **U29.39**, download **“R1\_U35.34\_M240\_NAFTA\_NAV”**.

20. Use another USB FLASH DRIVE and format it to NTFS.

21. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)

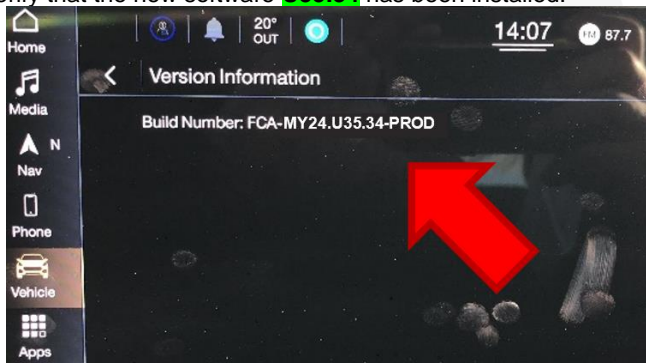
22. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.

23. A pop-up will appear on the radio display, press “Update Now” and “Continue”.

24. This step will take approx. 1 hour and 30 minutes without any action being carried out by the operator.

25. After the system reboots automatically, press “Accept” and remove the USB FLASH DRIVE from the vehicle.

26. Verify that the new software **U35.34** has been installed:



27. Perform the **“factory reset, radio sleep, and restart”** procedure outlined below.

28. **Procedure complete.**

## “Factory Reset, Radio Sleep & Restart” Procedure

1. Select “Vehicle” > “Settings” > “Reset” > “Factory Reset”:



2. Confirm the factory reset by pressing “Yes”.

3. After the system reboots, perform the Radio Sleep cycle:

- Switch vehicle in key-off
- Wait 5min to go to sleep
- Switch key-on

4. After the Radio Sleep, perform the Radio Restart:

- Select “Vehicle” – “Settings” – “Reset” menu
- Press “Restart radio”

5. Check configuration and ensure that all widgets and screens have the correct theme according to the following slides (No Blue theming should be visible).



## Parts Needed For The Recall

NO PARTS NEEDED FOR THIS ACTION

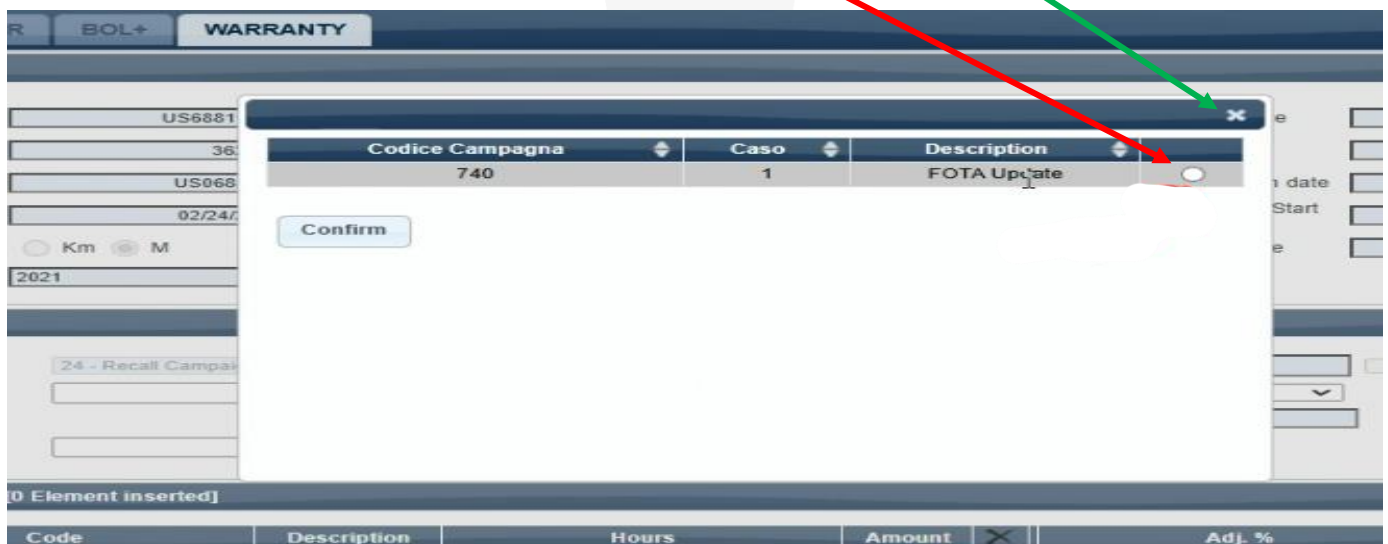
## Warranty Information

Description	Code
Customer Legal Recall Number	740
Warranty code	24
Error code	063
Component Code	8.50.079
Operation Code FOTA Software Update USB Software Update – 1 step (Requires 1 USB Update) USB Software Update – 2 steps (Requires 2 USB Updates) USB Software Update – 3 steps (Requires 3 USB Updates)	8.50.079.F (0,00h) 8.50.079.G (0,50h) 8.50.079.H (0,70h) 8.50.079.I (0,90h)

## Warranty Claim Additional Info

When claiming Recall 740 with USB, ignore and close the below pop-up:

- When this pop box shows up [just close it](#) and put your claim in as you would 740 recalls done with USB sticks.
- Do not click this radial button next to “FOTA Update” when claiming a 740 done by USB.**  
**NOTE:** Clicking this button says that the FOTA has already updated the software - so it will populate 0.00 in the claim payment
- If you do accidentally click the FOTA Update **radial button** delete the claim line and build a new claim per the instructions above.



## IMPORTANT SAFETY RECALL INFORMATION

February 24, 2025

NHTSA Recall# 25V098

Maserati Recall # 740

Dear Maserati Dealer:

This notification is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Maserati S.p.A and Maserati North America, Inc. (MNA) has decided that a safety noncompliance that relates to motor vehicle safety exists in some 2023-2024 model year ("MY") Grecale, 2024 MY Granturismo/Grancabrio vehicles, 2022-2025 MY MC20 and MC 20 Cielo, 2021-2024 MY Ghibli, Quattroporte, and Levante vehicles that may have been may be equipped with a radio module containing software that may prevent the camera signal from passing through to the media screen while backing up under certain conditions.

The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, backing up without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.

The condition described above does not comply with Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

MNA will conduct a voluntary recall on all affected vehicles to update the radio software. The remedy will be performed free of charge to the vehicle owner. We will, of course, reimburse you for the labor necessary to carry out this recall campaign. The necessary software is currently available for Ghibli, Quattroporte, Levante, MC20, and MC20 Cielo to the dealers via MODIS only and for Grecale, Granturismo, and GranCabrio vehicle owners, the software update will take place via Over-The-Air ("OTA") firmware update.

**Maserati dealers must ensure recalls are completed after having been notified by MNA that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the dealer's possession at the time of notification. In MNA's case, this notification would typically be made by the issuance of a recall notification in the form of a Technical Bulletin.**

**Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a recall campaign is announced by MNA, dealers must ensure that all recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer.**

**This means that dealers must not illegally sell, lease, or deliver new motor vehicles or new items of replacement equipment to consumers with an open recall.**

Under the terms of the Certified Pre-Owned ("CPO") program, CPO vehicles with an open recall may not be sold or delivered to the consumer.

Finally, MNA dealers **should not sell or use parts that have been recalled by MNA. Please follow the specific instructions provided by MNA about the return or disposition of the parts.**

**If you have any of the affected vehicles in your stock, you must not sell them until you have performed the necessary recall repairs on the vehicle.** If you have sold any of the vehicles with VINs indicated in the enclosed instructions and have not yet sent in the new owner information to MNA, please do so at once so that MNA may notify these owners.

Thank you for your cooperation.

Sincerely,  
Maserati Technical Safety and Regulatory Compliance