



PERSONAL SERVICE LAB

MASTERS OF CARE

## Customer Legal Recall

### MAS004603 (CLR 25-01)

From: Aftersales – TSO  
To: Maserati Dealer Network  
Auburn Hills, MI.  
FEBRUARY 24 2025

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

**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 MC20 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

### Campaign Overview:

- **FOTA update** = Vehicles already delivered to the final Customers
- **USB update** = Unsold vehicles
- **USB update** = Customers vehicles with very old software that cannot be updated via FOTA.
- **IMPORTANT:** be aware that all FOTA updates may not immediately be visible in Modis.

Campagna	Codice spesa	Codice Componente	Descrizione	Matricola	N. Gar.	Data Garanzia	Dealer	Link to Doc
740	24	89850079	CENTRALINA AUTORADIO		0	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

A weekly delay is possible before the “FOTA UPDATE” notification will be available on Modis (Per **MAS003444**). If the vehicle is involved in this campaign but without any completion feedback, please check the software version and follow the instructions below. If the target software is already installed in the vehicle, please insert the claim in Modis with the operation code 8.50.079.F (0,00h). If the target software is not yet installed in the vehicle, please perform the USB software update.

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

Complete VIN	VIN	Status	Action	SW Target	Step 1 [USB]	Step 2 [USB]	Step 3 [USB]
ZN661YULXMX357384	357384	95	FOTA Update	T27.52	T27.52	ND	ND
ZN661ZUA3MX357943	357943	97	FOTA Update	T27.52	S27.10	T27.52	ND
ZAM57YSA2M1358296	358296	95	FOTA Update	T27.52	Check SW	TBD	TBD
ZAM24BXAXN0379826	379826	98	FOTA Update	U35.34	U29.39	U35.34	ND
ZAM24BXA0N0379804	379804	95	FOTA Update	U35.34	S27.10	U29.39	U35.34
ZAMBX24G1N0389922	389922	95	USB Update 2	U35.34	Check SW	TBD	TBD
ZAMBMSAB9P0436859	436859	96	USB Update 1	U35.34	U35.34	ND	ND
ZN682CVT1P7397316	397316	96	FOTA Update	U33.43	U29.39	U33.43	ND

**Modis Case Label**  
for the automatic claim compiling

**Software Target**  
to be installed for each single VIN

**SW Update Steps**  
to be followed for each single VIN

## FOLLOW THE STEPS ON TABLE 2 PAGE 3 OF THIS BULLETIN

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

**TABLE 1**

# Technical Procedure

If the VIN list calls to “Check SW” for the VIN in question, then perform the steps below:

## Check SW

1. Check the actual software version on the vehicle:



2. Compare the software level of the vehicle with the SW **TABLE 2** below:

**\* 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**

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.

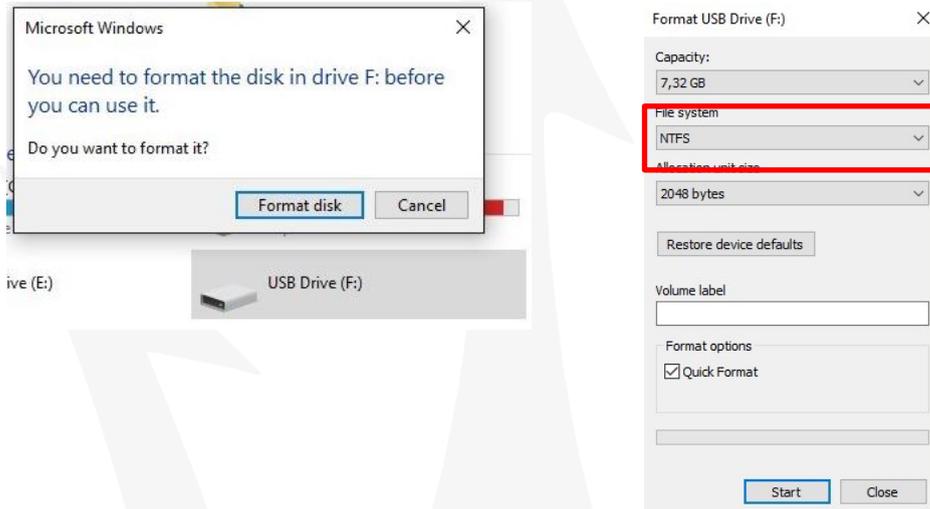
# USB FLASH DRIVE PREPARATION

## 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. (1 drive per file, there are 7 total SW files for this campaign)

## Follow the steps below:

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



**STEP 2: (Downloading 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 dedicating seven USB FLASH DRIVES to be used 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 being transferred to each USB FLASH DRIVE before start the next download.
- 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!!

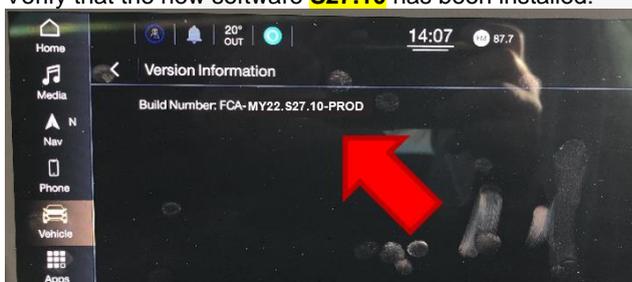
1. ETM Software Update **MUST** be performed with engine running.
2. Logistics Mode **MUST** be removed.

## 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.

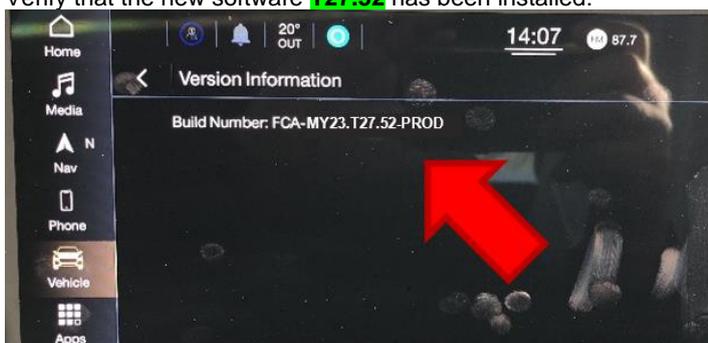
8. Verify that the new software **S27.10** has been installed:



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

**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.

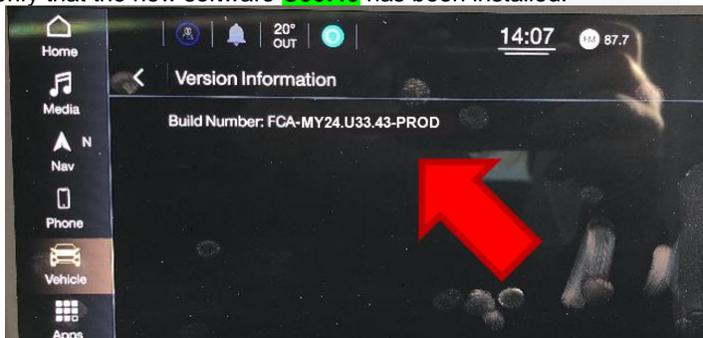
1. Download “R1\_U29.39\_M18X\_NAFTA\_NO\_NAV” from MODIS.
2. Format the USB FLASH DRIVE to NTFS file system.
3. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
4. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
5. A pop-up will appear on the radio 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. **Afterward, 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)

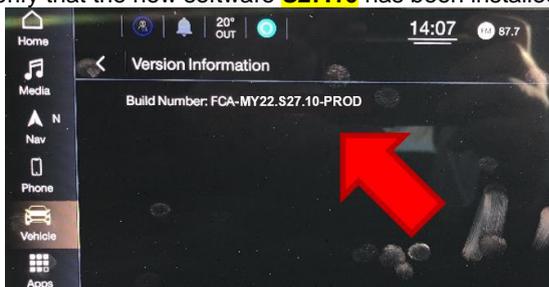
### BEFORE STARTING!!

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.**

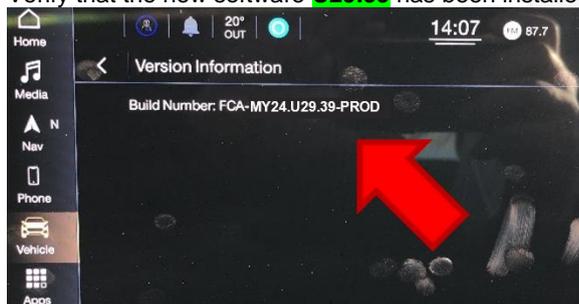
1. Download “R1\_S27.10\_M240\_NAFTA\_NO\_NAV” from MODIS.
2. Format the USB FLASH DRIVE to NTFS file system.
3. Copy the zip file to the USB FLASH DRIVE. (DO NOT UNZIP THE FILE!)
4. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.
5. A pop-up will appear on the radio 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. **Afterward, 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. **Afterward, 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!)

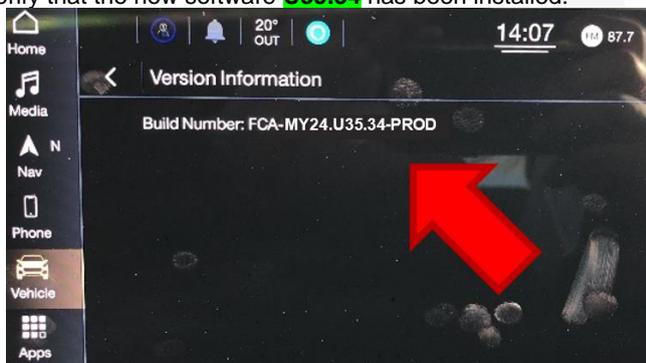
22. With the engine running, insert the USB FLASH DRIVE into the vehicle’s USB port.

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 USB Software Update – 2 steps	8.50.079.F (0,00h) 8.50.079.G (0,50h) 8.50.079.H (0,70h)

## 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