

# AfterSales TSO – Circular Letter



MASERATI

## MAS002120

From: Technical Service Operation  
To: Maserati Network  
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### ANNEX II - Diagnostic Guide 3 – Bug Fix List

**Only For LEVANTE MY17:** In case customer complains BUG listed for MY18, MY19, MY20 open a [Support Request Blue On Line Report](#).

MY	Fix Implementation	Customer Impact
MY17	M161- Temperature out of sync between HVAC and Radio	Region: All Maserati initiated change to improve the response of the cabin temperature change sliders in the HMI.
MY17	Audio services crash while disconnecting the CP	Region: All Precondition: Another phone was paired for HFP and A2DP via Bluetooth - Aha is playing. Then, connect an iPhone 6S for CarPlay; disconnect the device and re-connect it. User experience: Radio Tuner interface - no response to ICS or seek softkeys, no tuner audio. Functional impact: Loss of tuner control and audio.
MY17	DMB freezed	Region: Korea Precondition: Playing music from a connected iPod, switch to DMB. Does not happen all the time, but can be related to using the radio for a long time (more than an hour). User experience: DMB tuner freeze (not responsive to all commands) and no audio. Functional impact: Loss of DMB tuner control and audio.
MY17	Wicome SCP crash	Region: All Precondition: None. User experience: Sometimes loss of phonecall or audio playback over Bluetooth connection. Functional impact: Loss of phonecall or audio playback over Bluetooth connection. Recovers after CAN bus sleep.
MY17	Temperature unit Not persistent after IGN	Region: All Precondition: User changes units from C to F. User experience: User has set the temperature units to F, but after an Ignition cycle the units is shown in C. Functional impact: Selected units do not persist, but temperature is correct.
MY17	Surround sound ON/OFF is not aligned	Region: All Precondition: Surround Sound was Off. Set to On, then Off again. User experience: The Surround Sound State does not stay with the one selected. Functional impact: For the first time selecting away from Surround Sound Off, the system may revert back to On when selecting Off again.
MY17	Glove Box text is wrongly displayed in App Drawer	Region: All where language is English Precondition: Select Glove Box in the Application Drawer. User experience: "Glove Bx" is shown instead of "Glove Box Mode". Functional impact: Spelling in HMI.

MY17	MediaOne crash	<p>Region: All</p> <p>Precondition: Playing Music from SD card, but then changing to Bluetooth music stream or USB as source.</p> <p>User experience: Although another source is selected via softkey, the music from the SD is continued to be heard.</p> <p>Functional impact: Although another source is selected via softkey, the music from the SD is continued to be heard.</p>
MY17	No AHA Audio heard when switch from USB	<p>Region: All</p> <p>Precondition: iPod is connected and AHA is playing. USB drive is connected with valid music files. Switch away to USB, and back to AHA.</p> <p>User experience: AHA audio is not heard.</p> <p>Functional impact: AHA audio is not heard.</p>
MY17	ProjectionService crash at vehicle startup	<p>Region: All</p> <p>Precondition: Android phone connected via USB. Navigation route started.</p> <p>User experience: Android Auto may not launch, though connected via USB and startup.</p> <p>Functional impact: Android Auto does not start on the HU after ignition On from a bus sleep. Would need to disconnect and reconnect the phone to recover.</p>
MY17	Speedcam warning is not always played	<p>Region: All</p> <p>Precondition: Native HU Nav is running a route and speedcam warning is enabled.</p> <p>User experience: Although shown on the map, sometimes the warning audio isn't played when encountering a speedcam.</p> <p>Functional impact: Sometimes the warning audio isn't played when encountering a speedcam.</p>
MY17	Korea Navigation doesn't work	<p>Region: Korea</p> <p>Precondition: Select Native HU Nav.</p> <p>User experience: Navigation does not start when selected. Mapview is blackscreen.</p> <p>Functional impact: Recovers after an Ignition cycle.</p>
MY17	Mode change to DMB, It doesn't work	<p>Region: Korea</p> <p>Precondition: Select DMB.</p> <p>User experience: No audio from DMB and unable to change channels. This is a sometimes occurrence.</p> <p>Functional impact: Recovers after Ignition cycle.</p>
MY17	Tweeter Noise Issue	<p>Region: All</p> <p>Precondition: From HU CAN awake through Ignition On.</p> <p>User experience: A noise can be heard from the tweeters in base audio system, particularly at low HU volume levels.</p> <p>Functional impact: Noise may be heard in Base Audio vehicles.</p>
MY17	Phone Favorites Disappearing	<p>Region: All</p> <p>Precondition: Occurs after Leo7.1 Update.</p> <p>User experience: If the user's phonebook content changes, all favorites are also deleted.</p> <p>Functional impact: Phonebook favorites are lost if the phonebook content changes.</p>
MY17	Touch not working at cold temperatures	<p>Region: All</p> <p>Precondition: HU ambient temperature &lt; -5C</p> <p>User experience: At startup, the HU will not respond to touch commands.</p> <p>Functional impact: Touchscreen input not working. Recovers after an ignition cycle where the ambient temperature of the HU is &gt; -5C.</p>
MY17	Glove box lock – no audio in Japan (fix addressed to all variants)	<p>Region: Japan</p> <p>Precondition: Glovebox was active, deactivate Glovebox.</p> <p>User experience: No audio is heard.</p> <p>Functional impact: Recovers with an Ignition cycle. Occurs with every Glovebox exit.</p>

MY17	Nav voice on all speakers when playing from BT	<p>Region: All where Japan is an optional language.</p> <p>Precondition: BTSA is the active audio source. Language is set to Japan.</p> <p>User experience: Nav guidance is played on all speakers. Nav guidance should only be heard on the front driver's speaker.</p> <p>Functional impact: Nav guidance is played on all speakers. Nav guidance should only be heard on the front driver's speaker.</p>
MY17	"Base Configuration - Background noise and audio Bump"	<p>Region: All</p> <p>Precondition: Enter vehicle from CAN sleep.</p> <p>User experience: Noise from the speakers or bump can be heard as the HU wakes up.</p> <p>Functional impact: Noise from the speakers or a bump can be heard as the HU wakes up.</p>
MY17	ETM Flickering in the lower part of the ETM screen when using it in Navi mode while driving --> (All APAC)	<p>Region: Japan</p> <p>Precondition: Native Navigation screen.</p> <p>User experience: Flickering sometimes observed at the bottom of the screen.</p> <p>Functional impact: Flickering observed, navigation is functional, however.</p>
MY17	HMI freezes while in settings menu when ignition button is toggle between OFF/ACC/RUN -->(All markets)	<p>Region: All</p> <p>Precondition: User is in the Settings menu, and then the HU is switched off and back on via ACC, and then on to Run at a specific timing to when the Vehicle Must Be in Run Mode pop-up appears.</p> <p>User experience: HMI is frozen. User input is not possible.</p> <p>Functional impact: HMI is frozen. User input is not possible.</p>
MY17	There are areas where the destination can't be set --> (Japan)	<p>Region: Japan, some areas</p> <p>Precondition: Attempting to enter a POI or destination in certain areas of the country.</p> <p>User experience: The user is unable to enter a destination.</p> <p>Functional impact: The user is unable to enter a destination in certain locations.</p>
MY17	NA: SXM Traffic not displayed for Atlanta GA and Birmingham ALL --> (NAFTA)	<p>Region: NA - USA</p> <p>Precondition: SXM Traffic Subscription is active.</p> <p>User experience: SXM traffic information is not shown for roads in the Atlanta, GA and Birmingham, AL markets.</p> <p>Functional impact: Navigation works, but SXM traffic information is not provided in the Atlanta, GA, and Birmingham, AL, markets.</p>
MY17	No possibility to change station while listening to FM radio	<p>Region: All</p> <p>Precondition: Listening the radio</p> <p>User experience:</p> <ul style="list-style-type: none"> <li>- Not possible to change the radio station's frequency</li> <li>- The Tuner is showed empty ( No frequency or Station Name)</li> <li>- The Tuner does not respond to commands</li> </ul> <p>Functional impact: Incorrect Radio function</p>
MY17	No audio in FM at start-up	<p>Region: All</p> <p>Precondition: At the ignition on</p> <p>User experience:</p> <ul style="list-style-type: none"> <li>- No audio at the start up</li> <li>- No possible to adjust it</li> <li>- The volume bar can appear or not</li> </ul> <p>Functional impact: No audio from speakers and impossible to adjust it</p>
MY17	Accept button not present at startup	<p>Region: All</p> <p>Precondition: At the ignition on</p> <p>User experience:</p> <p>On the disclaimer is missing OK soft button to accept it.</p> <p>Functional impact: Impossible to accept disclaimer</p>

MY17	Field Issue - DAB not functioning properly when changing stations	<p>Region: Europe - Turkey</p> <p>Precondition: Listenign the DAB Radio</p> <p>User experience: Excessive delay changing DAB Radio station (more then 5 seconds)</p> <p>Functional impact: Radio will continue to play previous DAB radio station</p>
MY18	Glove box icon is not highlighted the first time after sleep	<p>Region: All</p> <p>Precondition: Activate Glovebox. Turn Ignition off for a full sleep cycle.</p> <p>User experience: On ignition On, the first time that the user goes into the Controls screen, Glovebox Mode is not highlighted.</p> <p>Functional impact: Glovebox mode is active, but is not highlighted as active. The next time the Controls screen is entered, the icon is correctly highlighted. The user may not realize that certain functions are restricted, as the Glovebox indication is incorrect the first time that menu is viewed after the full sleep after it was set.</p>
MY18	Home, Favorite and Recent dest removed by itself	<p>Region: All</p> <p>Precondition: A stored home, favorite or recent destination, is in place during an ignition cycle. Turn ignition off for 5min.</p> <p>User experience: Sometimes on ignition On, the most recently stored navigation items from the previous ignition cycle may be lost.</p> <p>Functional impact: The most recently stored navigation items from the previous ignition cycle may be lost.</p>
MY18	“Base Configuration - Background noise and audio Bump”	<p>Region: All</p> <p>Precondition: Enter vehicle from CAN sleep.</p> <p>User experience: Noise from the speakers or bump can be heard as the HU wakes up.</p> <p>Functional impact: Noise from the speakers or a bump can be heard as the HU wakes up.</p>
MY18	Red X close icon remains in rear camera switching fast D R	<p>Region: All</p> <p>Precondition: System On, RVC present, Settings &gt; Parkview Camera delay is checked/active. Change gear to R, then to D, then immediately back to R.</p> <p>User experience: Red X "close icon" remains visible in the rear camera view.</p> <p>Functional impact: Red X "close icon" remains visible in the rear camera view.</p>
MY18	“Clock changes to 9:00 after long sleep”	<p>Region: All</p> <p>Precondition: Clock synchronized to GPS and driven enough for a good GPS signal to have been acquired. Then, the vehicle is parked and goes to CAN sleep an area with no GPS signal.</p> <p>User experience: At Ignition On, the clock changes to 9:00.</p> <p>Functional impact: The clock should remain in line with the current time based on the last GPS sync. When the GPS signal is received, the Clock time is again synchronized.</p>
MY18	“DTV: sometimes, DTV screen was black[Galileo7]”	<p>Region: Japan</p> <p>Precondition: DTV was last selected screen before Ignition Off. Vehicle goes through CAN sleep.</p> <p>User experience: At Ignition On, the DTV screen shows Device Not Connected and is black.</p> <p>Functional impact: This is a sometimes occurrence. At Ignition On, the DTV screen shows Device Not Connected and is black. A CAN sleep cycle is required to recover.</p>
MY18	Beep is being played when the audible warnings are off	<p>Region: China - Korea</p> <p>Precondition: None.</p> <p>User experience: The overspeed warning is played, even when not enabled.</p> <p>Functional impact: The overspeed warning is played, even when not enabled.</p>
MY18	Nothing happens even if the Speed limit is exceeded	<p>Region: Japan</p> <p>Precondition: Speed limit warning is set at 10km/h over the limit.</p> <p>User experience: When the limit warning threshold is exceeded, no warning was heard.</p> <p>Functional impact: When the limit warning threshold is exceeded, no warning was heard.</p>

MY18	MTP device is not detected after sleep cycle	<p>Region: All</p> <p>Precondition: Windows phone is connected via USB as an MTP device. Vehicle goes through a sleep cycle.</p> <p>User experience: With System On from sleep, the phone is not automatically reconnected as an MTP device.</p> <p>Functional impact: The user may need to disconnect and reconnect the phone in order for it to reconnect as an MTP device.</p>
MY18	NA: SXM Traffic not displayed for Atlanta GA and Birmingham AL	<p>Region: NA - USA</p> <p>Precondition: SXM Traffic Subscription is active.</p> <p>User experience: SXM traffic information is not shown for roads in the Atlanta, GA and Birmingham, AL markets.</p> <p>Functional impact: Navigation works, but SXM traffic information is not provided in the Atlanta, GA, and Birmingham, AL, markets.</p>
MY18	BOL - HU is not sending speed limit "unlimited"	<p>Region: EU - Germany</p> <p>Precondition: Viewing the Navigation screen, and then driving in a speed limited area, and then entering a zone with No speed limit or Unlimited speed limit.</p> <p>User experience: Despite transitioning into an area with No speed limit or Unlimited speed limit, the speed limit of the previous area is shown.</p> <p>Functional impact: The incorrect speed limit is displayed.</p>
MY18	Tuner: Wide FM station name not displayed	<p>Region: All</p> <p>Precondition: Listening the radio</p> <p>User experience:</p> <ul style="list-style-type: none"> <li>- The Tuner is showed empty ( No frequency or Station Name)</li> <li>- The Tuner does not respond to commands</li> </ul> <p>Functional impact: Incorrect Radio function</p>
MY18	No possibility to change station while listening FM radio	<p>Region: All</p> <p>Precondition: Listening the radio</p> <p>User experience:</p> <ul style="list-style-type: none"> <li>- Not possible to change the radio station's frequency</li> <li>- The Tuner does not respond to commands</li> </ul> <p>Functional impact: Incorrect Radio function</p>
MY18	Native navigation freeze during the drive with Android Auto active.	<p>Region: All</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- Vehicle in movement</li> <li>- Android phone connected via USB with Android auto active in background.</li> <li>- Set on native NAV a destination and drive to that direction.</li> </ul> <p>User experience:</p> <p>After some time to drive with Android Auto in background with native maps showing on HU display, sometime some indication would be not hear from audio.</p> <p>No other operation is possible to do for the maps by touch, no response by zoom +/-.</p> <p>Functional impact: No action possible on Navigation Map</p>
MY18	Map: Cannot delete Recent Destinations	<p>Region: All</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- Map is active</li> <li>- Recent Destinations contain some addresses</li> <li>- Press the delete button on the right side of the address</li> </ul> <p>User experience:</p> <p>Cannot delete the address in Recent Destinations.</p>

MY18	FM Audio is lost after connecting and disconnecting Carplay.	<p>Region: All</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- Connect iPhone via Carplay.</li> <li>- Disconnect the iPhone from Carplay.</li> </ul> <p>User experience:</p> <p>FM/AM audio is not heard</p>
MY18	USB playback starts from the beginning after source switch between USB and AUX	<p>Region: All</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- HU is up and running.</li> <li>- Connect USB with valid tracks and USB playback is in progress.</li> <li>- Repeat all is enabled for USB source.</li> <li>- No other media source is connected.</li> </ul> <p>User experience:</p> <p>USB playback starts from the beginning after source switch between USB and AUX instead to resume where it was before switching to AUX</p>
MY18	USB: Last played song is not resumed after IGN	<p>Region: All</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- Insert a USB with Valid tracks.</li> <li>- USB start playback.</li> <li>- Select Browse-&gt;select Artist-&gt;select any song. Selected song start playback</li> <li>- Select Browse -&gt;Select Playlist-&gt;Select any track from any playlist.</li> <li>- Perform IGN cycle.</li> </ul> <p>User experience:</p> <p>Song played before ign should resume after awake but some other track is played instead of play the song played before ign should resume</p>
MY18	DTV : DTV black screen after bus sleep	<p>Region: Japan</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- Start the vehicle with DTV function as last mode</li> <li>- Press 'OK' or 'Accept' at the Welcome screen</li> <li>- Observe the DTV screen</li> </ul> <p>User experience:</p> <p>DTV screen can go black sometimes when wake up even though TV sound can be heard.</p>
MY18	Accept button not present at startup	<p>Region: All</p> <p>Precondition: At the ignition on</p> <p>User experience:</p> <p>On the disclaimer is missing OK soft button to accept it.</p>
MY18	NO audio after startup	<p>Region: All</p> <p>Precondition: At the ignition on</p> <p>User experience:</p> <ul style="list-style-type: none"> <li>- No audio at the start up</li> <li>- No possible to adjust it</li> <li>- The volume bar can appear or not</li> </ul>

MY18	Speed Limit Unit Does Not Change	<p>Region: Region where MPH is used and speed limit are allowed to be showed. UK - NAFTA</p> <p>Precondition:</p> <ul style="list-style-type: none"> <li>- "Show safety cameras on map" enabled. Distance set to KM.</li> <li>- Change the speed units from KM to MPH</li> </ul> <p>User experience:</p> <p>The safety camera changes units to MPH. The Speed limit icon does not change to MPH (It stays in KMH).</p>
MY18	Speed limit shown in kmh even if Speed Unit is set in mph	<p>Region: Region where MPH is used. UK - NAFTA</p> <p>Precondition:</p> <p><b>Vehicle equipped with TSR</b></p> <ul style="list-style-type: none"> <li>- TSI not active in Controls</li> <li>- Vehicle speed Unit is set in KMH</li> <li>- Change Speed Unit from KMH to MPH</li> <li>- Go to NAV map</li> </ul> <p>User experience:</p> <p>Speed limit shown on NAV map still is still in KMH</p>
MY18	TSR enabled ETM send always unknown speed limit	<p>Region: Germany</p> <p>Precondition:</p> <p><b>Vehicle have to equipped with TSR</b></p> <ul style="list-style-type: none"> <li>- TSI not active in Controls</li> <li>- Go to NAV map</li> </ul> <p>User experience:</p> <p>TSR is able to read the sign present in the street and it is shown in the cluster and on the HU map. After some seconds the sign in the cluster is substituted with the sign with 3 dots and in the map the speed limit disappears.</p>
MY18	Passenger heated Seat wrong translated in German (MY19)	<p>Region: Germany</p> <p>Precondition:</p> <p><b>Vehicle equipped with heated seat</b></p> <ul style="list-style-type: none"> <li>- Language is set to German</li> <li>- From the main menu drag and drop the passenger heated seat icon to the Bottom App bar</li> </ul> <p>User experience:</p> <p>The label of the Icon is translated to English from German: Heizung Beifahrer --&gt; Pas Heat instead to remains in German as happens for the driver heated seat one</p>
MY18	Phone connection Mode remain gray out even if iPhone is always connected via USB	<p>Region: All</p> <p>Precondition:</p> <p>iPhone connected through USB Cable</p> <p>User experience: Phone connection Mode" remain gray out even if iPhone is always connected via USB</p>

MY 18 MY 19 MY 20	Black screen (only drawer bar)	<p>Region: All</p> <p>Precondition: Smartphone connected through USB Cable</p> <p>User experience: Black screen with only lower drawer icon bar visible or clock and temperature in the upper part of the screen</p>
MY 19 MY 20	Passenger heated Seat wrong translated in German (MY19)	<p>Region: Germany</p> <p>Precondition:</p> <p><b>Vehicle equipped with heated seat</b></p> <ul style="list-style-type: none"> <li>- Language is set to German</li> <li>- From the main menu drag and drop the passenger heated seat icon to the Bottom App bar</li> </ul> <p>User experience:</p> <p>The label of the Icon is translated to English from German: Heizung Beifahrer --&gt; Pas Heat instead to remains in German as happens for the driver heated seat one</p>
MY 19 MY 20	Phone connection Mode remain gray out even if iPhone is always connected via USB	<p>Region: All</p> <p>Precondition:</p> <p>iPhone connected through USB Cable</p> <p>User experience: Phone connection Mode" remain gray out even if iPhone is always connected via USB</p>