

AfterSales TSO – Circular Letter



MASERATI

MAS002199

MCL 20-05

This Bulletin Cancels and Replaces Bulletins number: MAS001895, MAS001837, MAS001505, MAS001464, MAS001417, MAS001272, MAS002120

From: Aftersales Marketing Dept
To: Maserati Network
Auburn Hills, MI | May 26, 2020

New ETM Software Volta 6 – Troubleshooting guides

MODELS: Levante, Quattroporte and Ghibli Model Years 17, 18, 19 and 20

This Letter is to inform you that the Entertainment module is the multimedia heart of every Maserati Levante and Sedan with its many functions adding significantly to the overall Maserati experience. In order to deliver the best experience possible to all of our customers, we are providing you with three quick diagnostic guides that will help you identify, and solve, the main ETM anomalies highlighted by the dealer network :

Diagnostic Guide 1- Base Audio System Reboot:

- ETM rebooting while playing music at high volume on vehicles equipped with a **Base Audio System**

Diagnostic Guide 2- Apple CarPlay Disconnection/Jamming :

- Disconnection/Jamming of Apple CarPlay

Diagnostic Guide 3- MY17- other anomalies :

- No Entertainment Audio after starting the car
- Volume bar disappearing/impossible to adjust the volume level
- No “ACCEPT” button on the ETM startup screen
- Undesired activation of “SURROUND SOUND” function on vehicles equipped with **PREMIUM** and **HIGH PREMIUM** Audio System

Note 1: If only performing **Diagnostic Guide 3** which consists of a Sw Update only, a BOL is not required. This Sw update addresses a major part of our customer's concerns.

Note 2: A Warranty Authorization - Blue on Line report is required when performing **Diagnostic Guide 1** and **Diagnostic Guide 2**. A BOL report is required every time one or more parts (New ETM, Speakers or USB Hub) is replaced.

Note 3: If a customer complains about the Reboot and/or CarPlay disconnections, you are required to follow the instructions given in Diagnostic Guide 1 & 2 but the Sw update must be performed one time only.

A Blue on Line report can always be opened in the event that you need support for diagnosis.

Thank you for your continued support and cooperation.

Maserati North America, Inc.
Aftersales Department

Diagnostic Guide 1 – Base Audio System Reboot

Customer Complaint: (main symptoms)

- ETM suddenly cutting out, sometimes restarting on its own, while playing music at high volume.
- *Note: This anomaly happens more frequently if **bass & treble** are set to the maximum.*
- *Note: This anomaly only affects the 8 Channel Audio System.*

Solution for the above complaints:

- Installation of **ETM VOLTA 6** software
- **Levante only** - Replacement of *Mid-Woofers* and *Tweeters*. All sedans already have the latest speakers.

LEVANTE

M161	Operations	PN	Notes
MY 17	ETM Replacement**	PN 673010379 (US and Canada)	<i>*Due to an incompatibility with the MY17 ETM hardware version VOLTA 6 cannot be manually installed on M161 models.</i>
	4 Tweeters Replacement	PN 675000809	
	4 Mid Woofers Replacement	PN 670155167	
MY 18	VOLTA 6 Update**	SW 19.44.00	
	4 Tweeters Replacement	PN 675000809	
	4 Mid Woofers Replacement	PN 670155167	
MY 19	VOLTA 6 Update**	SW 19.48.00	
	4 Tweeters Replacement	PN 675000809	
	4 Mid Woofers Replacement	PN 670155167	
MY 20	VOLTA 6 Update**	SW 19.48.00	Up to assembly 6074863 only
	4 Tweeters Replacement	PN 675000809	Up to assembly 6072548 only
	4 Mid Woofers Replacement	PN 670155167	Up to assembly 6074948 only

**** NOTE:** If replacing any of the above listed parts, you must update the Vehicle Configuration file.
Refer to ANNEX I – Sw Volta 6 Update.

The ETM, p/n: **673010379** listed in the Table above will already be loaded with VOLTA 6 Sw installed from the Factory. Therefore, the Sw Upgrade must not be performed.

SEDANS

	Operations	PN
MY 17	Bridge SW Installation*	SW 19.30.90
	VOLTA 6 Update	SW 19.48.00
MY 18	VOLTA 6 Update	SW 19.44.00
MY 19	VOLTA 6 Update	SW 19.48.00
MY 20	VOLTA 6 Update	SW 19.48.00

***Note:** Only for MY17 Sedan vehicles, before updating the ETM to VOLTA 6, it is necessary to install an installer software, called BRIDGE. This software will enable the ETM to be updated to VOLTA 6. On Model Years 18 – 20 vehicles, only update the ETM to the corresponding version of VOLTA 6 (no Bridge s/w needed).

When addressing the above mentioned complaints, update the vehicles using the VOLTA 6 software version only, until further notice.

All of the necessary software versions mentioned in this bulletin can be downloaded from the **4ME/THRON** platform in ModisCS+.

- Please follow the instructions given in **ANNEX I** – Volta 6 for the software update.
- Use the Online Technical Documentation for the procedures on Removal/Refitting the Speakers.
- Refer to Diagnostic Guide 1 for the Labor times and codes to use for each component replacement.

Diagnostic Guide 1 – Labor Operations

- The ETM Sw Update and the Bridge procedures are listed in ANNEX I – Volta 6 Update attached at the end of this bulletin
- For the Removal Refitting procedures, follow the Technical Documentation Online, using the labor operations listed in the table below.

Defective Component: 8.71.223

LEVANTE				
	Action	Operation	Description	Time
MY 17	Replacement ETM	8.71.223.0	MODULO MTC+ CON DISPLAY Replacement	0,55
	Replacement TWEETER SPEAKER	8.70.014.1	TWEETER SPEAKER ON FRONT RH DOOR	0,25
		8.70.015.1	TWEETER SPEAKER ON FRONT LH DOOR	0,25
		8.70.016.0	RH REAR DOOR TWEETER	0,5
		8.70.017.0	LH REAR DOOR TWEETER	0,5
	Replacement MID-WOOFER SPEAKER	8.70.004.0	WOOFER SPEAKER ON FRONT RH DOOR	0,55
		8.70.005.0	WOOFER SPEAKER ON FRONT LH DOOR	0,55
		8.70.006.0	RH REAR DOOR WOOFER	0,5
		8.70.007.0	LH REAR DOOR WOOFER	0,5
MY 18 MY 19 MY 20	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
	Replacement TWEETER SPEAKER	8.70.014.1	TWEETER SPEAKER ON FRONT RH DOOR	0,25
		8.70.015.1	TWEETER SPEAKER ON FRONT LH DOOR	0,25
		8.70.016.0	RH REAR DOOR TWEETER	0,5
		8.70.017.0	LH REAR DOOR TWEETER	0,5
	Replacement MID-WOOFER SPEAKER	8.70.004.0	WOOFER SPEAKER ON FRONT RH DOOR	0,55
		8.70.005.0	WOOFER SPEAKER ON FRONT LH DOOR	0,55
		8.70.006.0	RH REAR DOOR WOOFER	0,5
		8.70.007.0	LH REAR DOOR WOOFER	0,5

NOTE: The Sedans only need s/w for the above complaints. Sedans already have the latest speakers.

SEDANS				
	Action	Operation	Description	Time
MY 17	BRIDGE	8.71.233.1	MODULO MTC+ CON DISPLAY Bridge MY17	0,25
	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 18 MY 19 MY 20	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5

Diagnostic Guide 2 – Apple CarPlay Disconnection

Customer Complaint: (main symptoms)

- Connection lost while using Apple CarPlay
- Touch Screen frozen until the next key cycle.
- Note: This anomaly occurs more frequently when using a recently produced iPhone model.

Solution for the above Complaints:

- Installation of **ETM VOLTA 6** software
- Replacement of the AUX/USB Hub

LEVANTE

M161	Operations	PN	Notes
MY 17	ETM Replacement	PN 673010379 (US and Canada)	<i>*Due to an incompatibility with the MY17 ETM hardware version VOLTA 6 cannot be manually installed on M161 models</i>
	AUX/USB Hub Replacement	PN 670155166	
MY 18	VOLTA 6 Update	SW 19.44.00	
	AUX/USB Hub Replacement	PN 670155166	
MY 19	VOLTA 6 Update	SW 19.48.00	
	AUX/USB Hub Replacement	PN 670155166	
MY 20	VOLTA 6 Update	SW 19.48.00	***Up to Assembly 6075149 only
	AUX/USB Hub Replacement ***	PN 670155166	

The ETM, p/n: **673010379** listed in the Table above will already be loaded with VOLTA 6 Sw installed from the Factory. Therefore, the Sw Upgrade must not be performed.

SEDANS

	Operations	PN	Notes
MY 17	Sw Bridge Installation*	SW 19.30.90	
	VOLTA 6 Update	SW 19.48.00	
	AUX/USB Hub Replacement	PN 670152831	
MY 18	VOLTA 6 Update	SW 19.44.00	
	AUX/USB Hub Replacement	PN 670152831	
MY 19	VOLTA 6 Update	SW 19.48.00	
	AUX/USB Hub Replacement	PN 670152831	
MY 20	VOLTA 6 Update	SW 19.48.00	***M157 Up to Assembly 5100381 only
	AUX/USB Hub Replacement***	PN 670152831	***M156 Up to assembly 4041142 only

***Note:** Only for MY17 Sedan vehicles, before updating the ETM to VOLTA 6, it is necessary to install an installer software, called BRIDGE. This software will enable the ETM to be updated to VOLTA 6. On Model Years 18 – 20 vehicles, only update the ETM to the corresponding version of VOLTA 6 (no Bridge s/w needed).

Please note that the new AUX/USB Hub PN **670152831** has a dimmer back-lighting compared to the original part. This was meant to offer a better comfort level while driving at nighttime. Please inform the customer that this is now factory standard.



OLD USB HUB



NEW USB HUB

When addressing any of the above mentioned complaints, update the vehicles using the VOLTA 6 software version only, until further notice.

All of the necessary software versions mentioned in this bulletin can be downloaded from the **4ME/THRON** platform in ModisCS+.

- Please follow the instructions given in **ANNEX I – Volta 6** for the software update.
- Use the Online Technical Documentation for the procedures on Removal/Refitting the Speakers in Levante vehicles.
- Refer to Diagnostic Guide 2 for the Labor times and codes to use for each component replacement.

Warranty Authorization
Blue On Line
REQUIRED

Diagnostic Guide 2 – Labor Operations

- The ETM Sw Update and the Bridge procedures are listed in ANNEX I – Volta 6 Update is attached at the end of this bulletin

For the Removal Refitting procedures, follow the Technical Documentation Online, using the operations listed in the table below.

Defective Component: 8.71.223

LEVANTE				
	Action	Operation	Description	Time
MY 17	ETM Replacement	8.71.223.0	MODULO MTC+ CON DISPLAY Replacement	0,55
	HUB USB	8.51.033.0	AUXILIARY SOCKET AND USB PORT	0,55
MY 18	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 19 MY 20	HUB USB	8.51.033.0	AUXILIARY SOCKET AND USB PORT	0,55

SEDANS				
	Action	Operation	Description	Time
MY 17	BRIDGE	8.71.233.1	MODULO MTC+ CON DISPLAY Bridge MY17	0,25
	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
	HUB USB	8.51.033.0	AUXILIARY SOCKET AND USB PORT	0,2
MY 18	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 19 MY 20	HUB USB	8.51.033.0	AUXILIARY SOCKET AND USB PORT	0,2

DIAGNOSTIC GUIDE 3 – Other anomalies

Customer Complaint: (main symptoms)

- No Entertainment Audio after starting the car
- Volume bar disappearing/impossible to adjust the volume level
- No “ACCEPT” button on the ETM startup screen
- Undesired activation of “SURROUND SOUND” function on vehicles equipped with **PREMIUM** and **HIGH PREMIUM** Audio System
- Other bugs

Solution for the above complaints:

- For all these concerns the solution is a Sw Update. **No parts will need to be replaced.** Refer to the charts below to identify the correct software version to install.

LEVANTE

M161	Operations	PN	Notes
MY 17			
	LEO 7.5 Update	SW 19.11.60	All
MY 18	VOLTA 6 Update	SW 19.44.00	All
MY 19	VOLTA 6 Update	SW 19.48.00	All
MY 20	VOLTA 6 Update	SW 19.48.00	All

***Note:** Please, be aware Leo 7.5 is an earlier version Sw compared to Volta 6. It only applies to Levante MY17 due to the ETM HW limits and will contain most of the fixes for the major complaints.

SEDANS

	Operations	PN	Notes
MY 17	Sw Bridge Installation*	SW 19.30.90	All
	VOLTA 6 Update	SW 19.48.00	All
MY 18	VOLTA 6 Update	SW 19.44.00	All
MY 19	VOLTA 6 Update	SW 19.48.00	All
MY 20	VOLTA 6 Update	SW 19.48.00	All

***Note:** Only for MY17 Sedan vehicles, before updating the ETM to VOLTA 6, it is necessary to install an installer software, called BRIDGE. This software will enable the ETM to be updated to VOLTA 6 or VOLTA. Not required for all the other Model Year continue to directly update the ETM to the corresponding version of VOLTA 6.

Diagnostic Guide 3 – Labor Operations

When not submitting a BOL because of a “Known Issue” that could be addressed by a sw update already available, please select one of following Defective Component Codes when opening a Service Entry Job Line:

Defective Component:

56020039 MTC SW UPDATE AS TECHNICAL BULLETTIN (QUATTROPORTE)

57020039 MTC SW UPDATE AS TECHNICAL BULLETTIN (GHIBLI)

61020039 MTC SW UPDATE AS TECHNICAL BULLETTIN (LEVANTE)

LEVANTE				
	Action	Cod	Description	Time
MY 17	ETM Update All versions	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 18				
MY 19				
MY 20				

SEDANS				
	Action	Cod	Description	Time
MY 17	BRIDGE	8.71.233.1	MODULO MTC+ CON DISPLAY Bridge MY17	0,25
	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 18	ETM Update	8.71.223.5	MODULO MTC+ CON DISPLAY Update	0,5
MY 19				
MY 20				

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MAS002129 Annex 1

MODELS: Maserati Levante and Sedans

SUBJECT: ANNEX 1 – VOLTA 6 Software Update Procedures

INDEX

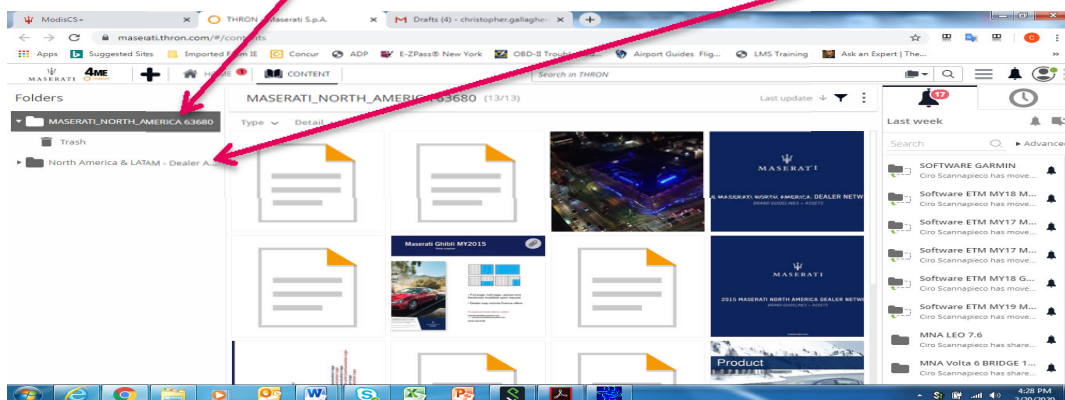
- A. SOFTWARE DOWNLOAD
- B. BRIDGE INSTALLATION
- C. VOLTA 6 SOFTWARE INSTALLATION
- D. VEHICLE CONFIGURATION UPDATE

A. SOFTWARE DOWNLOAD

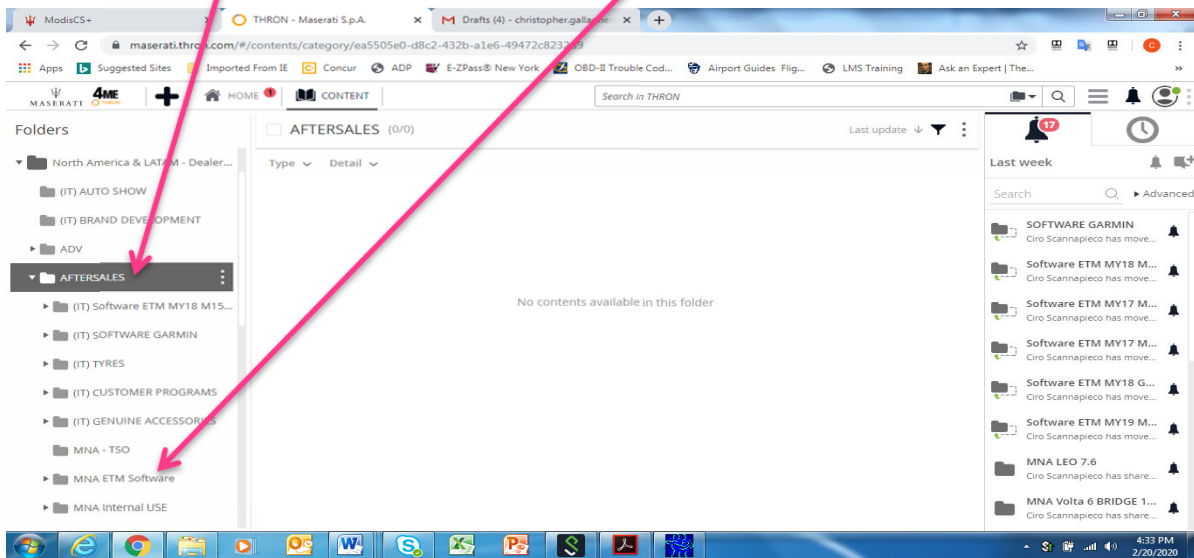
A.1. In ModisCS+ Select MARKETING DEALER MANUAL (4ME/THRON).



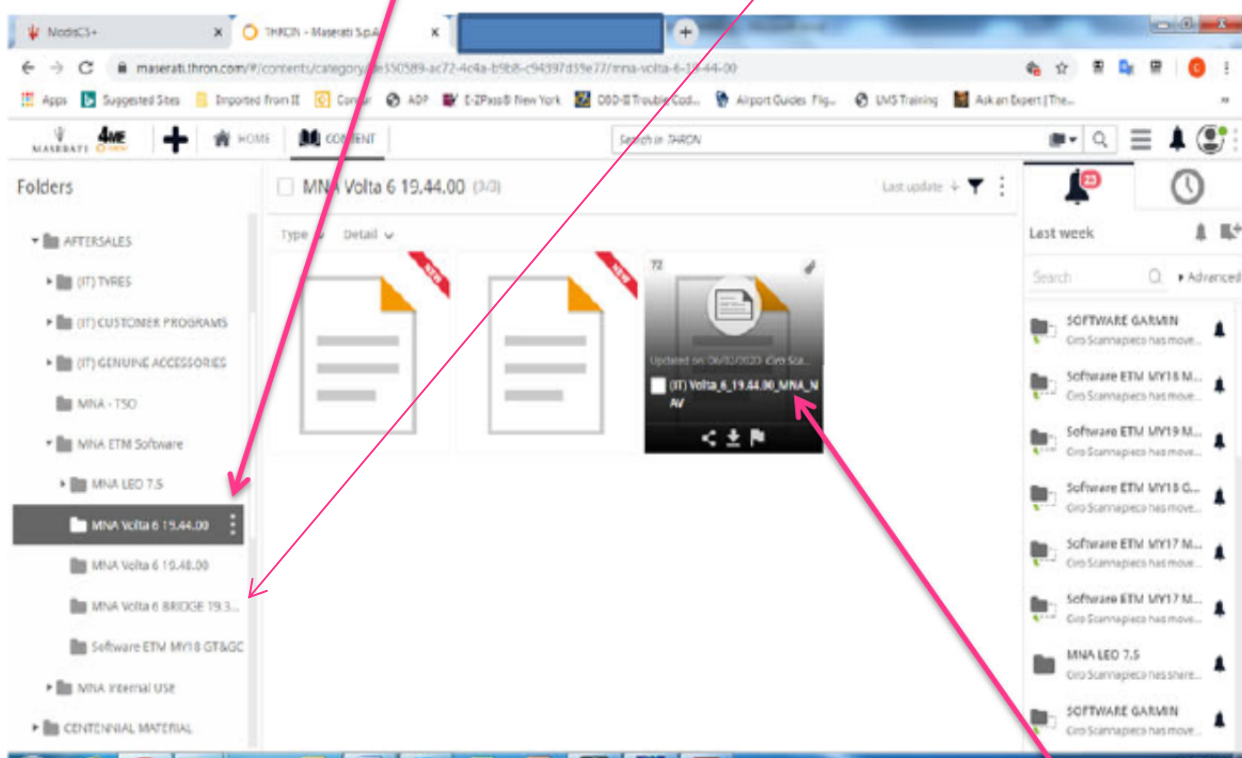
A.2. Select “Maserati North America” then select “North America & LATAM”



A.3. Select “Aftersales” then select “MNA ETM Software”



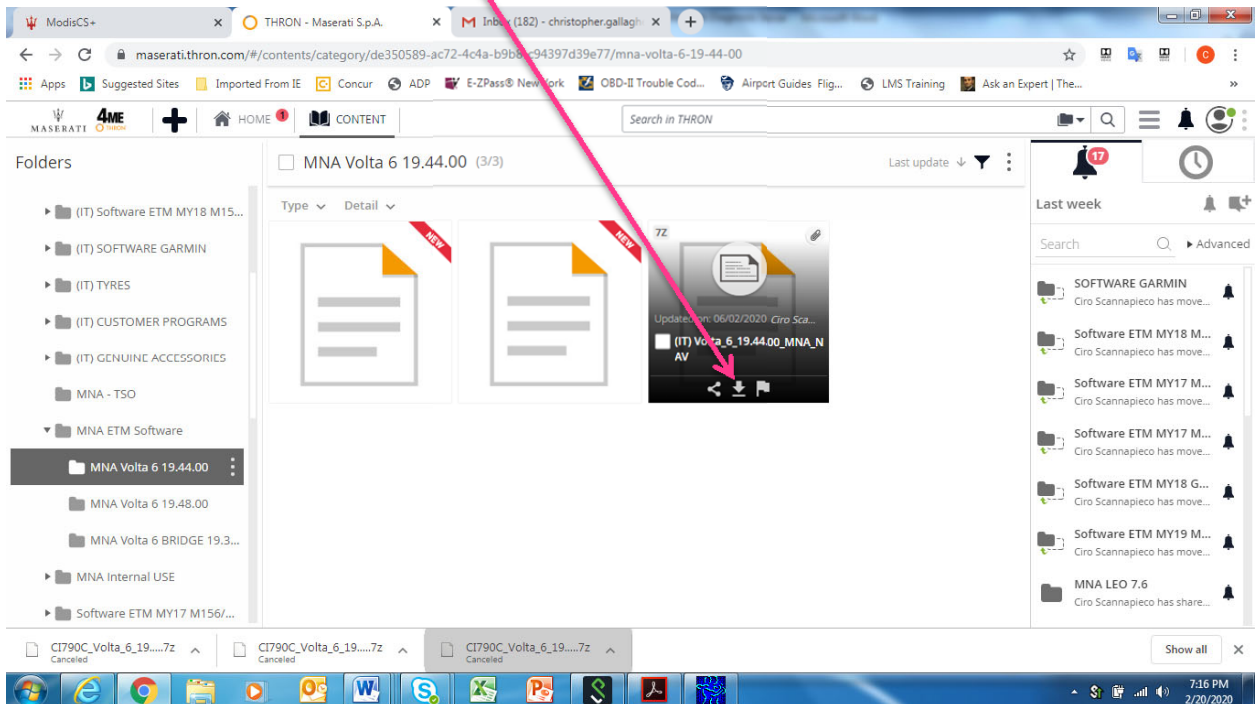
A.4. Select the correct VOLTA s/w version (or VOLTA Bridge) according to MAS002120.



NOTES: When selecting a VOLTA file, make sure the name of the file has MNA in it.
(Not ROW)
When selecting a Bridge file, make sure the name of the file has NAFTA in it.
(Not ROW)

A.5. PAY ATTENTION. To download the original files follow the instructions below.

- Click on the Arrow at the bottom to “Download the Original” file
- Only use this path



A.6. Copy the file to a NEW Folder on your Desktop then from the NEW Folder to a USB memory stick formatted with an NTFS file system.

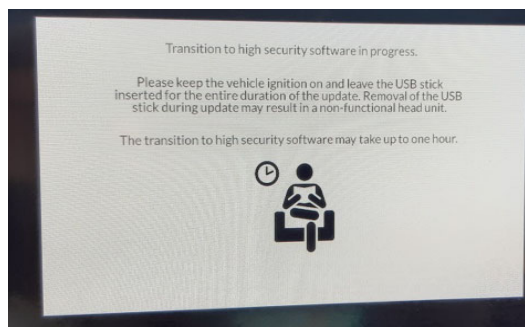
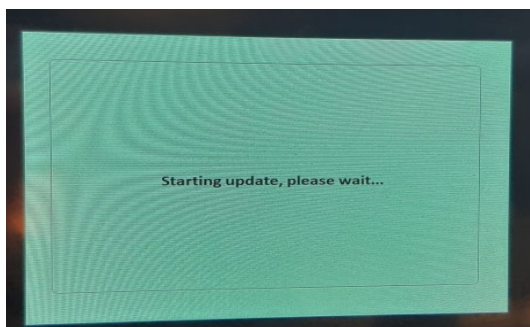
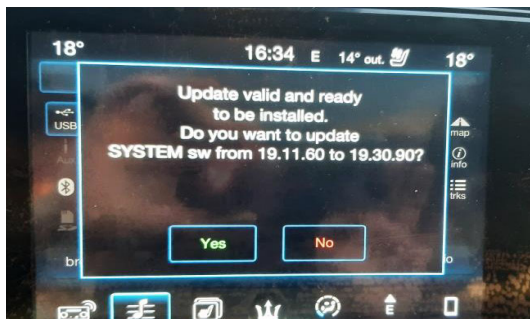
- Use only Sandisk, Verbatim, Kingston or Transcend “3.0 **Certified**” USB PEN Drive. (Blue contact plate)



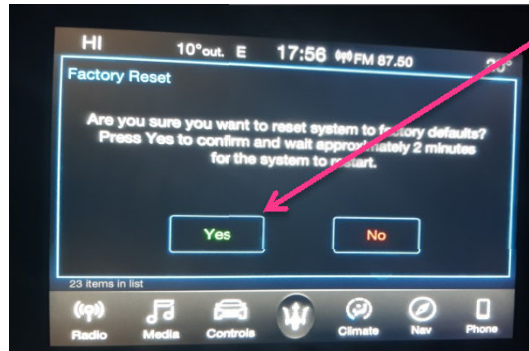
- Use at least an 8 Gb or larger USB with the NTFS format.
- Follow the instructions contained in MAS001272 about the USB memory stick features.

B. BRIDGE INSTALLATION

- B.1.** BRIDGE software installation (ETM update). Follow the table in this bulletin (MY 17 Sedans) for the vehicles requiring this s/w..
- B.2.** Download the software from the MARKETING DEALER MANUAL (4ME-THRON) (Follow Section A)
- B.3.** Extract all the files in an empty USB stick with the following specifications (as per Bulletin MAS001272):
- USB 3.0
 - At least 8GB or higher
- B.4.** Insert the USB stick in the USB port inside the vehicle.
- B.5.** Follow the on screen prompts.
- Please keep the vehicle in Key ON state (with a battery charger connected to the vehicle) and leave the USB stick inserted for the entire duration of the update.
 - Removal of the USB stick during the update will result in a non-functional head unit.
 - The time may depend on the market, the s/w version and the speed of the USB memory stick. The installation could take up to 1 hour.

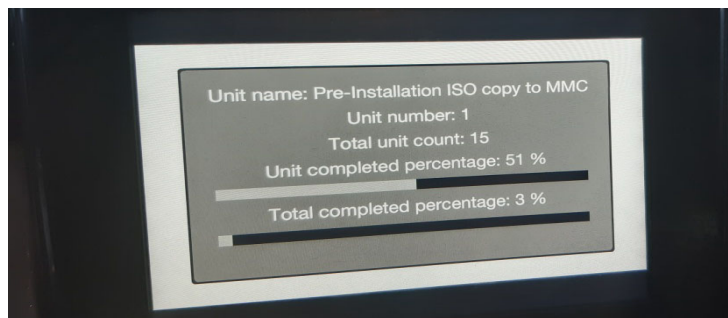
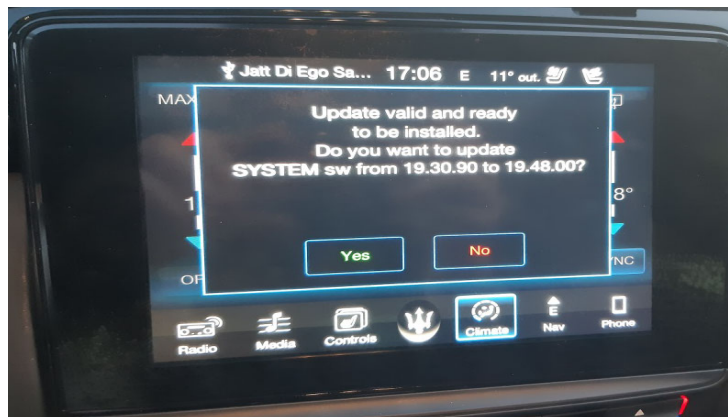
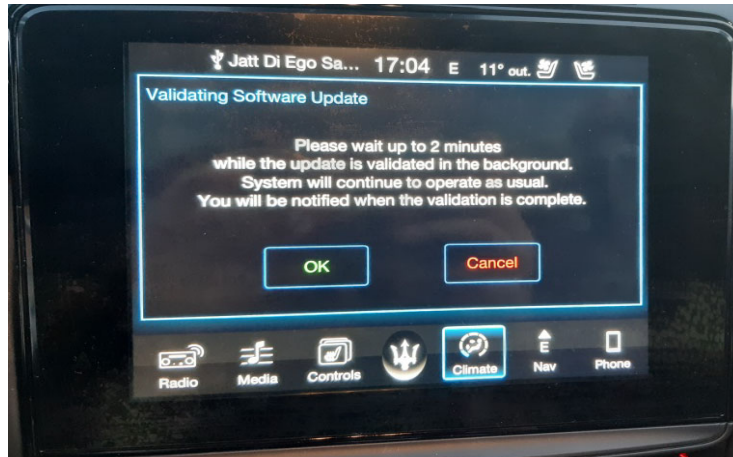


- B.6.** At the end of the BRIDGE software installation, a factory reset is needed.
On the MTC+ select:
Settings => System Information => Reset to factory default. Select Yes.



C. VOLTA 6 SOFTWARE INSTALLATION (ETM UPDATE)

- C.1.** Download the software from the MARKETING DEALER MANUAL (4ME-THRON)
(follow Section A)
- C.2.** Extract all the files in an empty USB stick with the following specifications:
USB 3.0;
At least 8GB or higher.
- C.3.** Insert the USB stick in the USB port inside the vehicle.
- C.4.** Follow the on screen prompts.
- Please keep the vehicle in Key ON state (with a battery charger connected to the vehicle) and leave the USB stick inserted for the entire duration of the update.
 - Removal of the USB stick during update will result in a non-functional head unit.
 - The time may depend on the market s/w version and the speed of the USB memory stick. The installation could take up to 1 hour.



- C.5.** At the end of the Volta 6 software installation, a factory reset is needed.
On the MTC+ select:
Settings => System Information => Reset to factory default
- C.6.** After the installation, using MDEVO / MDEVO 2 select the Active Diagnosis:
ETM => Active Diagnosis => Learn Vehicle Configuration
- C.7.** Please wait about 10 minutes for In Vehicle Help (IVH) contents to be available.

- C.8.** At the end of the VOLTA 6 update procedure, in the ETM there may be a DTC present, “U1215-00 – Lost Communication with Forward Facing Camera” This is a normal characteristic and will not cause any problems with the vehicle.

D. VEHICLE CONFIGURATION UPDATE

- D.1.** After the replacement of the speakers, please request a Vehicle Configuration File modification on ModisCS+

- D.2.** Follow the sequence described in the picture below.

1. New Request
2. Select Dealer
3. Select Operation: 10254 – EQUALIZ. 8SPEAKER M161 MY20+
4. Select Chassis no.
5. Select Search
6. Click the arrow button
7. Push Save

The screenshot displays the ModisCS+ software interface for creating a new request. The sidebar on the left shows the 'AFTERSALES' menu. The main window has a 'NEW REQUEST' button (1). Below it, there are fields for 'Request number', 'Request date' (08/01/2020), 'Country', 'Importer', 'Dealer', 'Chassis no.', 'Operation' (10254), 'Operation type' (Add), and 'E-Mail'. A 'Save' button (7) is at the bottom. A modal window shows 'Chassis no.' (123456) and 'Operation' (M161) (4). Below this is a 'Search' button (5). A table shows the selected operation: '10254 EQUALIZ. 8SPEAKER M161 MY20+' (6). The table has columns 'Code' and 'Description'. The 'Save' button is highlighted with a red box.

- D.3.** Using the MDEVO / MDEVO 2, select the Procedure:
BCM => Procedures => Write Vehicle Configuration

Follow the instructions displayed on the diagnostic tool.