

AfterSales TSO – Circular Letter

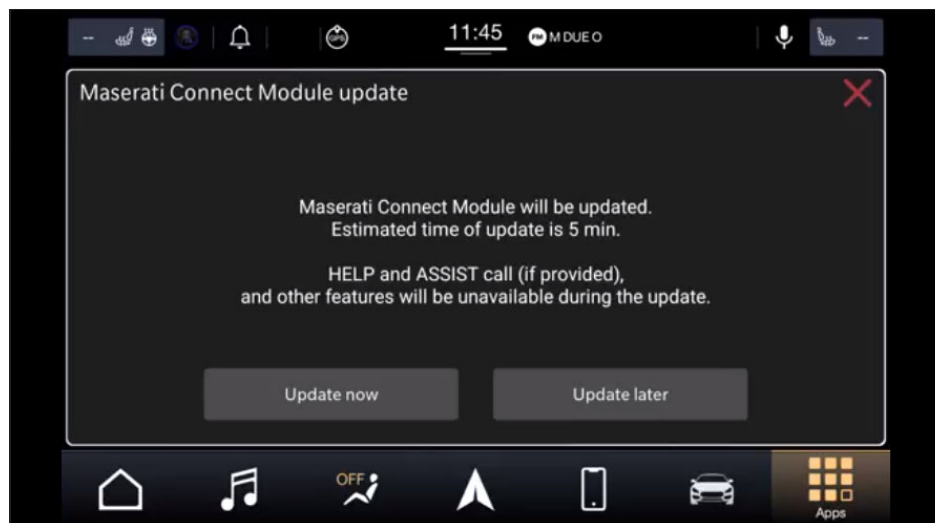


MAS002430
(MCL 20-23)

From: Aftersales – TSO
To: Maserati Network
Auburn Hills MI December 14, 2020

Service Campaign 399: TBM Update – FOTA (Firmware Over The Air)

Maserati Levante and Sedans MY21, equipped with TBM (and listed in the attachment) are involved in a Service Campaign to update the software in the TBM (Telematic Box Module) to the latest version.



This update is needed due to a Software Bug which could cause a potential loss of Connected Services such as Assist-Call.

This campaign will start using FOTA (Firmware Over The Air) only, because the TBM SW Version 4.27i is currently not available for the MD EVO.

- To assure total Customer satisfaction, please perform this campaign (Campaign #399) to update with FOTA all involved vehicles before Delivery to the Customer.
- For any vehicle already retailed and delivered (Campaign #399), the Customer could easily update the vehicle by themselves using the FOTA. In this case there is no workshop involvement.

Please refer to Bulletin **MAS002429** to get all the Technical information about the FOTA procedures for updating the vehicles in the dealer or helping your Customer with this New Feature, answering any questions they may have.

Technical Procedures

1. Check in ModisCS to see if the vehicle is involved in Campaign 399 and if the campaign has not been previously performed.
2. Perform the TBM FOTA Update as explained in **MAS002429** instructions.
3. Procedure is completed*.

Entering a Warranty Claim

Fill in the relative Warranty Claims as follows:

Description	Code
Campaign Number	10399
Warranty Code	23
Defect Code	063
Component Code	08.71.224
Operation Code	08.71.224.9 (0,5)

Description	Code
Campaign Number	399
<i>If Performed by the customer, Claims should not be submitted</i>	

For any vehicle already delivered to a customer and the update is performed by the customer, the warranty claim cannot and must not be submitted.

If you have any questions, please contact the Technical Support Helpdesk at:
MaseratiTechSupport@maserati.com.

Thank you for your continued support and cooperation.

Maserati North America, Inc.
Aftersales Dept.