

AfterSales TSO - Service Campaign



MAS002523
(MSC 21-01)

From: Aftersales – TSO
To: Maserati Network
Auburn Hills, MI | February 18, 2021

Service Campaign #408 - Date and Time Displayed

Section: 08.71 - 4 INFO-TELEMATIC SYSTEM

Models: M157/M156/M161 MY21 (with or without navigation)

Issue: The Customer complaint could be one of the following issues:

- 1) Incorrect date and time on the Infotainment display, the instrument panel and the analog clock.
- 2) Incorrect date and time display on the instrument panel and analog clock only.

Cause: Wrong signal processing of the date and time information.

Action: Check in ModisCS+ to see if the vehicle is involved in the Campaign and if the campaign has not been previously performed.

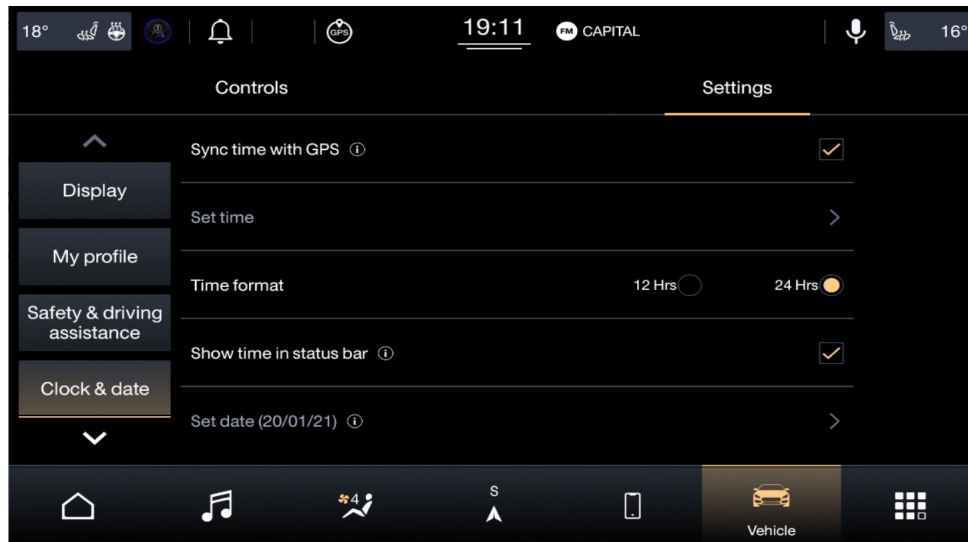
PAY ATTENTION: For production needs, the Vin List related to this Campaign #408 will be updated in Modis CS+ every Monday, adding the cars produced in the previous week that are involved.

If a Customer complains of this anomaly, as a temporary fix, perform one of the procedures listed below depending on the specific complaint and whether the Vehicle is equipped with Navigation or not.

	Vehicle equipped with Navigation	Vehicle not equipped with Navigation
Wrong date and time are simultaneously displayed on the Infotainment display, instrument panel and analog clock	Procedure 1	Procedure 2
Wrong date and time are displayed on the instrument panel and analog clock only	Procedure 1	N/A (Does not apply)

Procedure 1

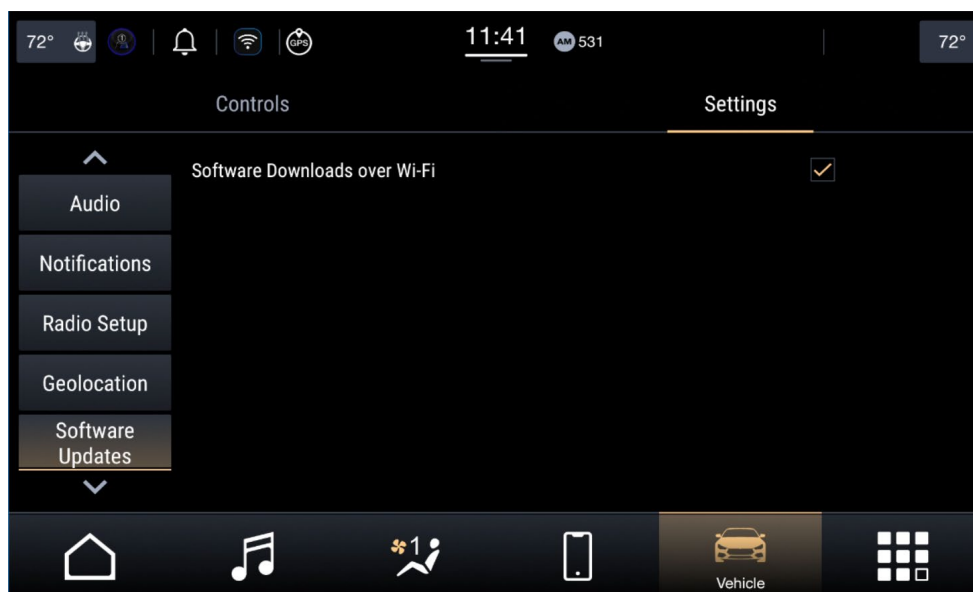
- a) Switch KIN (ignition switch) to RUN
- b) Make sure the GPS has a good signal.
- c) Select the option “Sync time with GPS” and ask to the customer to not change this setting.



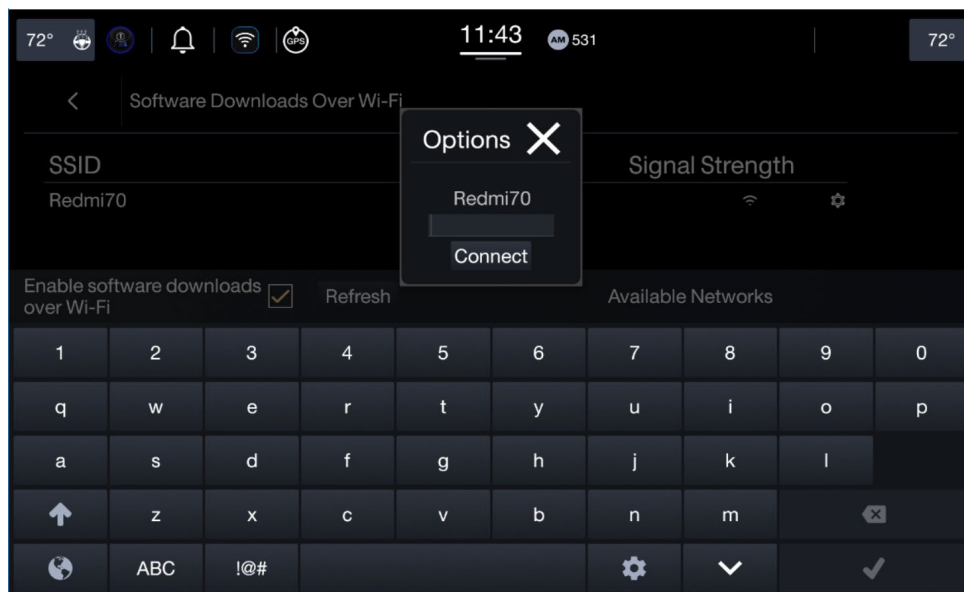
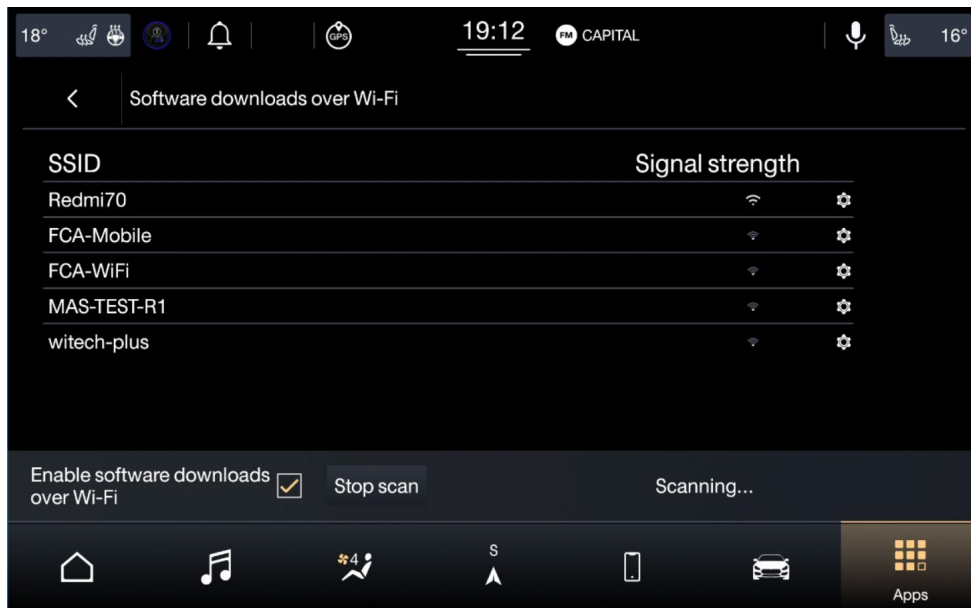
- d) Connect the radio to a local Wi-Fi Network or to a smartphone used as a Wi-Fi hotspot.

The Wi-Fi network can be selected from the radio following the path below:

Vehicle -> Settings -> Software Updates



- e) Select the desired Wi-Fi network from the list of those available, enter the password (if required) and click "Connect"



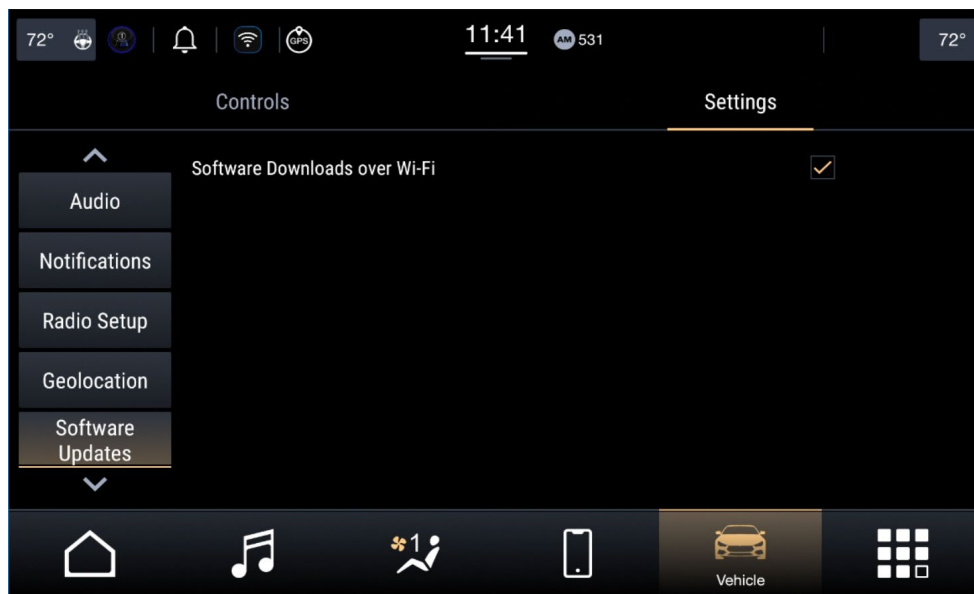
- f) Wait for the radio to update the date and time to the correct ones (this may take a few minutes)
- g) Switch KIN to OFF

Procedure 2

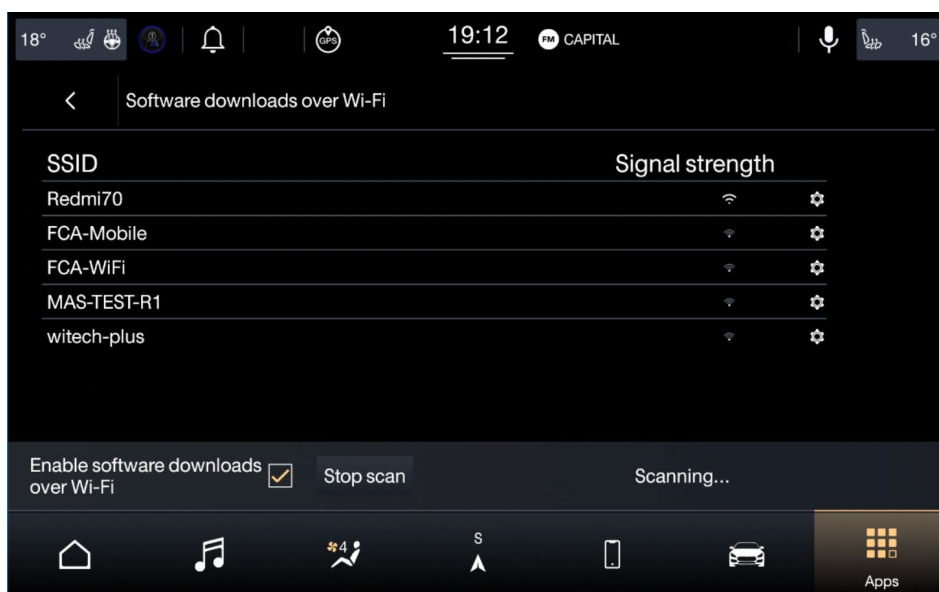
- a) Switch KIN to RUN
- b) Make sure GPS has a good signal.
- c) Connect the radio to a local Wi-Fi Network or to a smartphone used as a Wi-Fi hotspot.

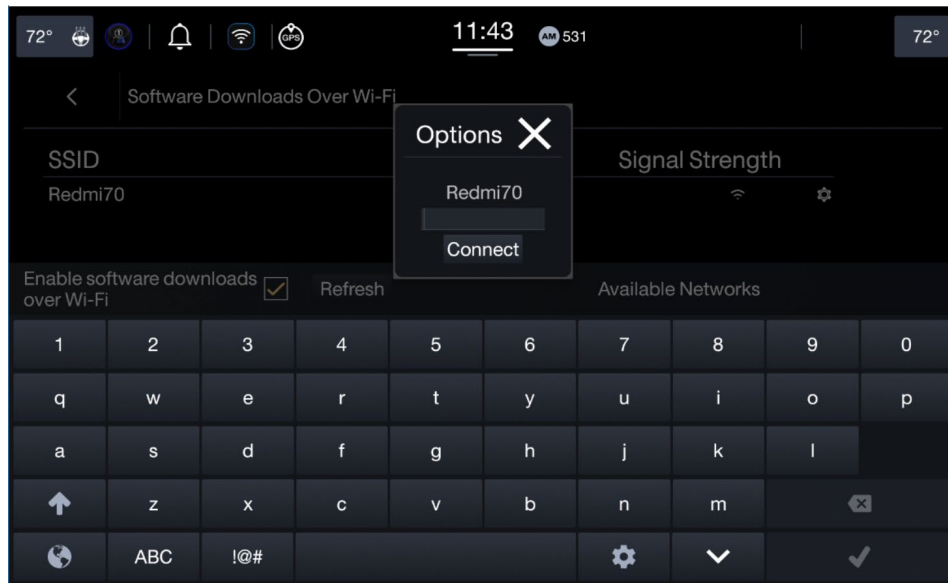
The Wi-Fi network can be selected from the radio following the path below:

Vehicle -> Settings -> Software Updates

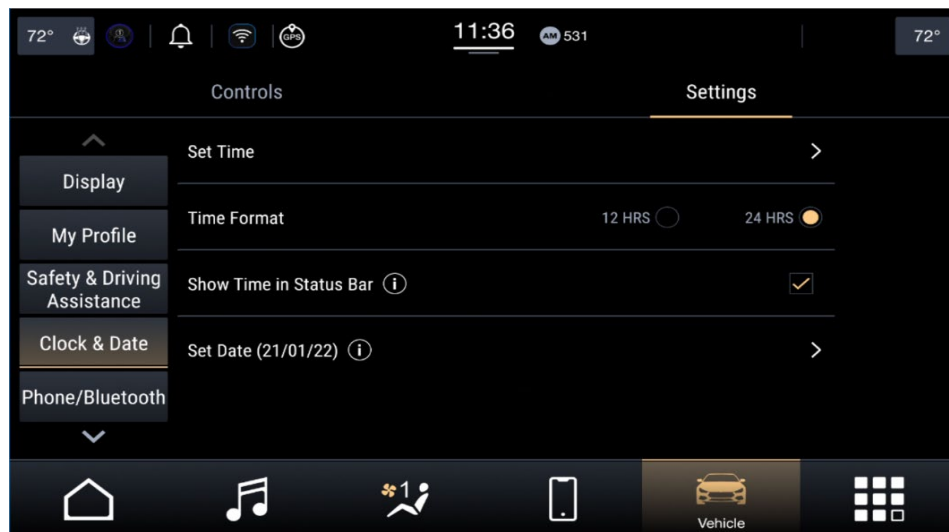


- d) Select the desired Wi-Fi Network from the list of those available, enter the password (if required) and click "Connect"





- e) Wait for the radio to update the date and time to the correct ones (this may take a few minutes).
NOTE: Automatically updated date and time values may not be correct.
- f) Manually set the correct time.



- g) Switch KIN to OFF

Note: If the Vehicle is not equipped with Navigation and until the release of the newer software version, the Customer's complaint of "Display of incorrect date and time only on the instrument panel and analog clock" could reoccur within a few days after having carried out the above procedure. In this case, it will be necessary to perform only the manual setting of the correct time.

Note: If the Vehicle is not equipped with Navigation and until the release of the newer software version, the Customer's complaint of "Display of incorrect date and time only on the instrument panel and analog clock" could reoccur within a few days after having carried out the procedures above. In this case, it will be necessary to perform only the manual setting of the correct time.

Only claims related to the execution of the campaign will be approved. Any manual clock setting that can be performed independently by the customer must not be claimed.

Entering a Warranty Claim

Fill in the relative Warranty Claims as follows:

CASE 1 -2	Code
Campaign Number	408
Cost Code	23
Defect Code	063
Component Code	8.50.079
Labor Operation Code	8.50.079.9 (0,20)

Thank you for your continued support and cooperation.

Maserati North America, Inc.
Aftersales Department