

Aftersales TSO – Service Campaign

MAS002552/A
(MSC 21-04/A)



From: Aftersales – TSO
To: Maserati Network
Auburn Hills, MI.
March 16, 2021

Service Campaign #413

M156, M157 and M161 Model Year 21 – Radio SW Update (Wave 1)

Maserati Quattroporte (M156), Ghibli (M157) and Levante (M161) MY21 are involved in a Service Campaign to update the radio software.

This new Software will fix all of the concerns already being addressed with Service Campaigns #405 and #408. Therefore, those campaigns will be closed with the publication of this Service Campaign #413.

All affected vehicles in Dealer Stock must be updated before delivery to a customer using the USB procedure listed in this bulletin. For any of the affected vehicles already delivered to a customer, this campaign will be launched as a FOTA campaign (automatically to the car for the customer to update).

Procedures:

1. Check in ModisCs+ to see if the vehicle is involved in this campaign and if the campaign has not been previously performed.
2. Perform the Campaign by following the procedures in this bulletin.
3. Procedure is completed.

If you have any questions, contact your Regional AfterSales Manager or the Technical Support helpdesk at: MaseratiTechSupport.com.

Thank You for your continued support and cooperation.

Maserati North America Inc.
Aftersales Dept.



MAS002552 v1.0 SERVICE CAMPAIGN #413

M15X & M161 – MY21 MCA – Radio R1H SW UPDATE Wave1



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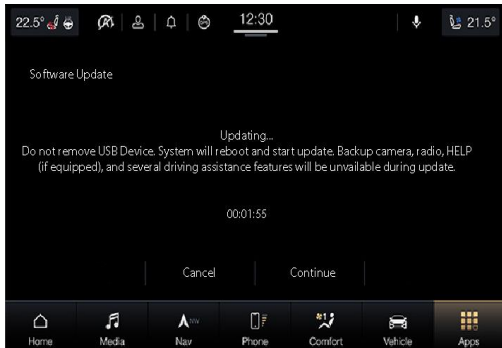
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1.SERVICE CAMPAIGN #413

Maserati Levante (M161), Quattroporte (M156) and Ghibli (M157) vehicles are involved in a Service Campaign for a software update to the Entertainment Module (ETM) R1.

The incredible features of this new module will give the a customer a new and wider perception of their Maserati.



All affected vehicles in Dealer Stock, must be updated before delivery to a customer using the USB procedure listed in this bulletin.

For any of the affected the vehicles already delivered to a customer, this campaign will be launched as a FOTA campaign.

This new Software will fix all of the concerns already being addressed with Service Campaigns #405 and #408. Therefore, those campaigns will be closed with the publication of this Service Campaign #413.

If you have any questions, please contact your RAM or the Maserati Technical Support Helpdesk.



2. CAMPAIGN OVERVIEW

Vehicles Involved



Ghibli



Quattroporte



Levante

MY21

Please check in ModisCS+ to see if the vehicle is involved in this campaign and if the campaign has not been previously performed.

Statement

The new **R1 Software Version R17.16** consists of a general improvement of the infotainment system.

NOTE: #398 - #404 - #405 - #408 will be closed with the publication of this Service Campaign #413.

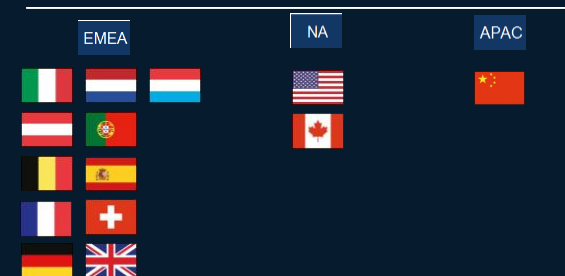
Corrective Action

R1 Software Version R17.16 will be installed.

- **All involved vehicle in Dealer stock**-> USB Procedure
- **Vehicles already Delivered** -> FOTA*
- *FOTA will be performed by the Customer.
- **Non FOTA Markets** -> USB Procedure



FOTA Markets



NOTE: FOTA is available only for the Markets covered by the Connectivity program.

What's New

From this R1 Software Release (**R17.16**) the file will be available only on **MODIS CS+**. Follow the section **AFTERSALES / TECHNICAL ASSISTANCE / SOFTWARE DOWNLOAD** to get the file.

This improvement will ensure better download speed and connection stability.

Previous Radio Software Versions will remain available on the THRON / 4ME portal.

Entering a Warranty Claim

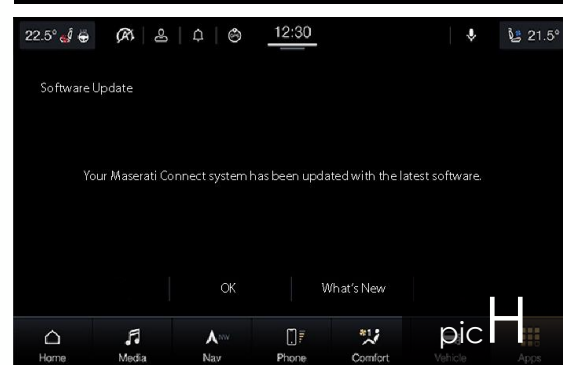
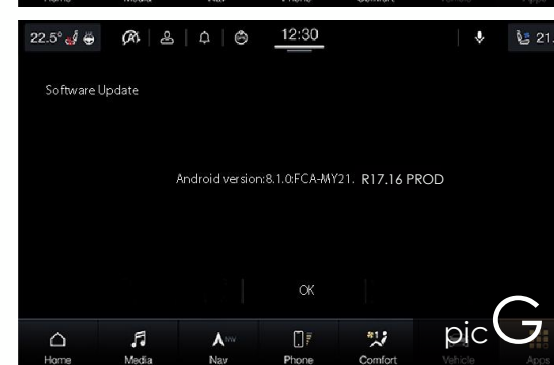
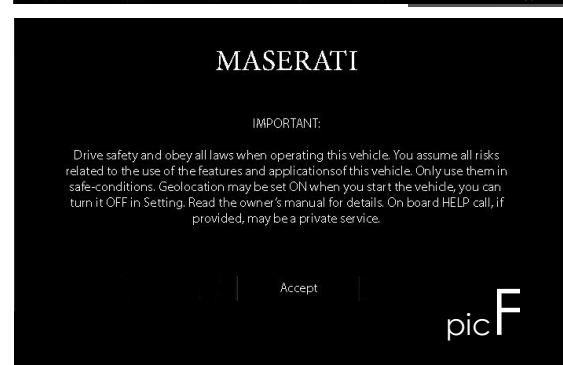
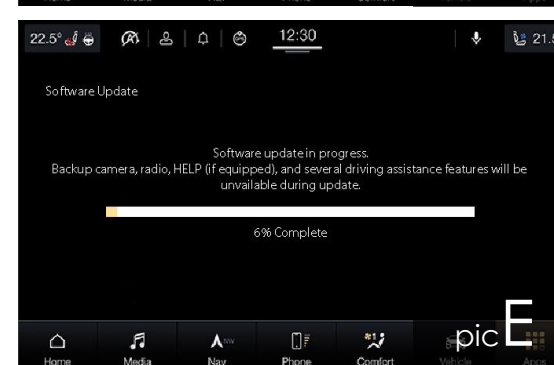
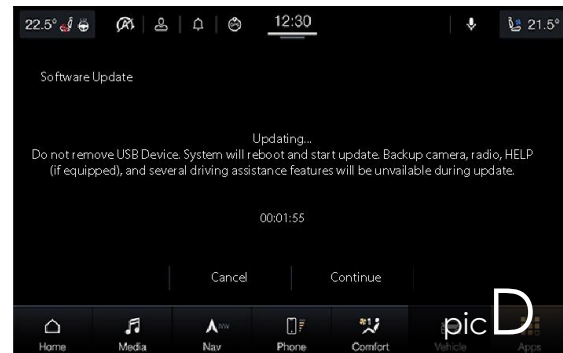
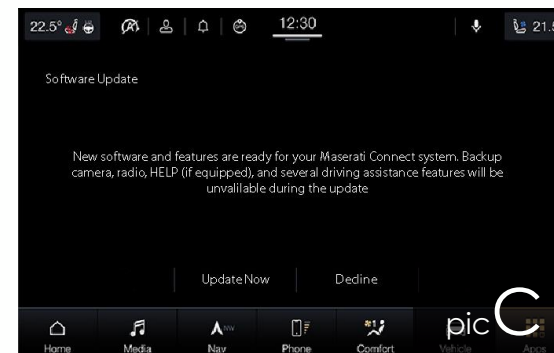
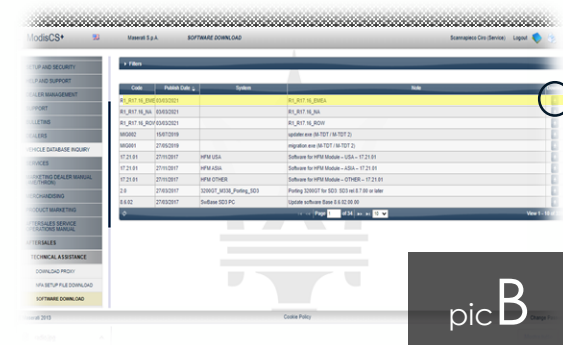
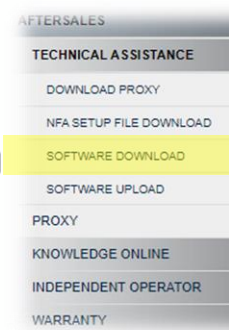
Description	Code
Campaign Number	413
Warranty Code	23
Defect Code	063
Component Code	08.71.240
Operation Code	08.71.240.1 (0,6)

NOTE: All the cars updated with the FOTA (updated by the customer) must not be claimed under warranty. All the claims for those vehicles will be rejected.

3. TECHNICAL PROCEDURE

Update with USB Memory Stick. DEALER

- Check if the vehicle is involved in this campaign and if the campaign has not been previously performed.
NOTE: The vehicles in Dealer Stock must be updated with USB stick. This campaign will be launched as a FOTA* campaign for all the vehicles already delivered to a Customer.
- Go to MODIS CS + at **AFTERSALES / TECHNICAL ASSISTANCE / SOFTWARE DOWNLOAD** then select **Search** on the main screen. (pic A)
- Select the "**R1_R17.16_NA_NAV for North America** (for South America, select the "R1_R17.16_ROW_NAV) then click on the arrow to download it. (picB)
- Copy the file on an empty USB memory stick formatted with a **NTFS file system**.
 - Use only Sandisk, Verbatim, Kingston or Transcend "3.0 Certified" Memory Stick. Use a 64 Gb devices with NTFS format.
 - Do not Unzip the File. The file **MUST** be copied on the Root folder of the memory stick as downloaded. Do not change the filename.
- During the update the ETM could show a black screen. In this case wait for the system to restart without removing the PEN Drive from the USB socket.
- Remove Logistic Mode and Turn on the engine or connect a power supply to the battery and then insert the PEN Drive into the USB socket.
- When the first screen is shown, select **Update Now**". (pic C)
If the procedure doesn't start or an error appears, open a BLUE ON LINE.
- When the second screen is shown , select **"Continue"** and wait for the software download. (pic D)
NOTE: This step will take approx. 45 minutes (without any action to be done from operator).
- Wait for the reboot of the system, then press **"Accept"**. (pic E)
- Turn Off the engine and remove the PEN Drive.
- Turn on the engine. When the "Important" message is shown, select Accept. (pic F)
- When the new software version is shown (pic G - software version is an example)) press "OK". The system will then show a message stating the update status. (pic G – pic H)
- Connect MD-EVO, select CHECK VEHICLE and launch CLEAR ALL DTC's.
- Procedure is **Completed**.



3. TECHNICAL PROCEDURE

Update with FOTA. Customer



This procedure has been created to be performed independently by the customer.

1 No Dealer intervention is required.

NOTE: All the Warranty Claims entered where there is an update with FOTA will be rejected.

2 At each KEY-ACC the Car (if 3G/4G/HotSpot and GPS are available) starts a dialogue with the server checking for an update.

The New Software will be sent to the vehicle automatically within 24 hours and stored on a dedicated portion of memory:

NOTES:

- In this phase, the Software will be downloaded but NOT installed.
 - No message will appear on the main display to disturb the driver.
- 3
- No functionality to check for an update or to force or check the download percentage progress. This way the Customer will not have to worry about the Download phase which will be automatically managed by the system and has no impact on the car.
 - If the Customer switches off the car, the download restarts from the same point after the next KEY-ACC.
 - The Software Download may not start instantly, but in general within 24 hours from the KEY-ACC. This phase is managed directly by the Server (according to its internal rule).

4 At the end of the Download phase, with the first KEY OFF, a message appears on the main display to inform the customer about an update to install. (pic A)

Pushing on “Update Now” the Installation will start. The installation cannot be interrupted and a progress bar will appear (pic B).

NOTE:

- The update takes 10-15 minutes. During the update some functions related to the modules being updated may not work. Refer to the pre-installation screen.

6 After several postponements, the update will be forced automatically at KEY-OFF. If the radio is on, a pop-up will be displayed. This installation cannot be interrupted or postponed again.

7 The System will restart multiple times as part of the update. (pic C-D-E)

During this phase Backup Camera, Radio, SOS, and other features will be unavailable during the Update.

NOTE:

- The system does not inhibit the functionality of the vehicle, which could be restarted immediately after starting the installation. Restarting the vehicle does not block the installation, therefore Maserati does not recommend driving the car while the FOTA update is in progress as some driver assistance functions may not be available during the entire duration of the installation.

9 The system will Restart. Push “Accept”. (pic F)

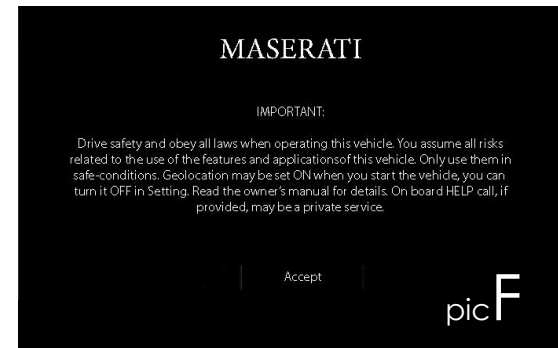
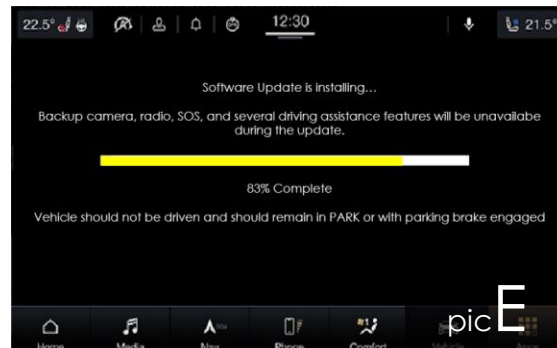
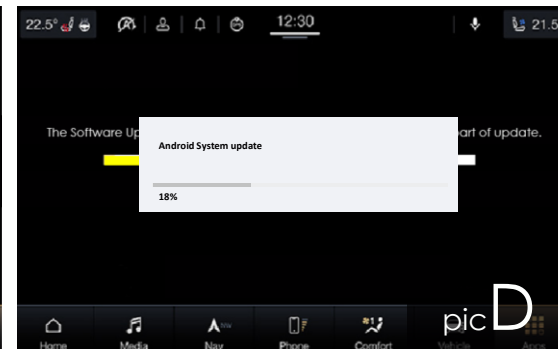
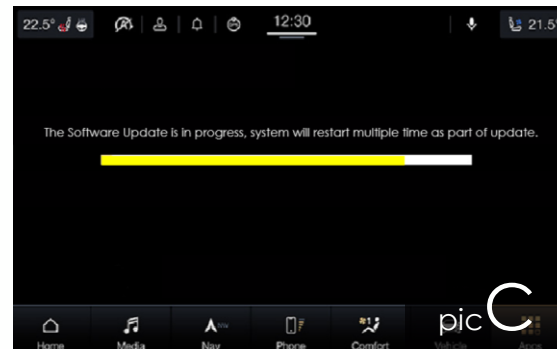
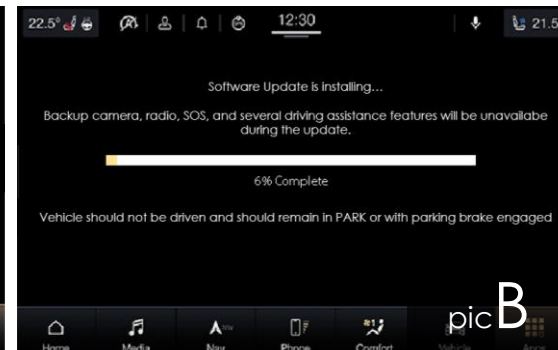
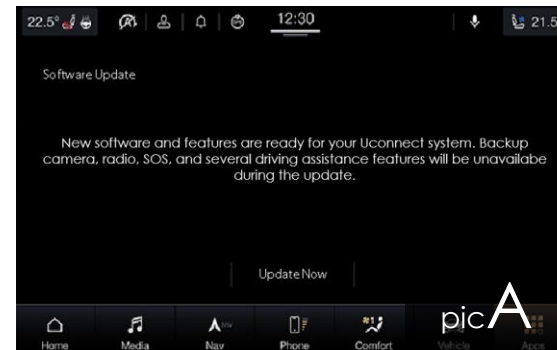
10 Procedure is **Completed**.

Preconditions

- Vehicle must be under 3G/4G and GPS signal (only for the Download phase).
- Key into the cockpit (only to start the download procedure).
- SOC > 70%.
- Vehicle parked and in KEY-OFF to start the installation.

Recomandations

- Refer to MAS002429 for more information.
- After a couple of days from the FOTA execution the campaign will disappear from MODIS. Do not update with USB unless expressly directed to.
- If FOTA definitively fails. Dealer can support the Customer with the Classic USB procedure. A BOL Report is mandatory.



4. QUESTIONS & ANSWERS 1/2

Frequently Asked Question

Q. How will the updates be distributed via FOTA?

- 1 A. Each FOTA action will be started by Headquarters from the Maserati TSO in Modena. The Maserati Network will be informed through the publication of a Campaign Bulletin in MODIS CS+. For the campaign 413, only for the VIN already delivered to final customer FOTA campaign will be activated (Commercial Status >=95).

Q. Will the cars updated with FOTA be present in MODIS CS+ with #413 to be executed?

- 2 A. No, after the FOTA, the vehicle will send to the Server the information that the update has been carried out successfully. In a couple of days MODIS CS+ will be updated.

Q. What happens if the customer always chooses to postpone the installation?

- 3 A. After several postponements, the update will be forced automatically at KEY-OFF. If the radio is on, a pop-up will be displayed. This installation cannot be interrupted or postponed again.

Q. If the fota will be activated only for the Car already delivered, how can upgrade the other cars?

- 4 A. All the cars not delivered to the final customer (Commercial Status < 95) can be upgraded with USB Memory Stick Procedure. Follow the procedure into the section 3. in this bulletin.

Q. Can the Car be driven during the FOTA Update?

- 5 A. Yes, It is. However Maserati does not recommend driving the car while the FOTA update is in progress as some driver assistance functions may not be available during the entire duration of the installation. The system does not inhibit the functionality of the vehicle, which could be restarted immediately after starting the installation. Restarting the vehicle does not block the installation.

Q. Can the FOTA update be interrupted by the customer?

- 6 A. If "Update Now" has been pushed, the installation cannot be interrupted. If the engine restart, it doesn't affect the installation. There is no way to interrupt the installation (open/close doors, ON/OFF lights etc).
- The Customer can leave the cockpit, closing the vehicles and the procedure will continue automatically. (only to start the procedure the key need to be into the cockpit).
 - The update takes 10-15 minutes. During the update some functions related to the updated modules may not work. Refer to the pre-installation screen.
 - At the end of the update, the control unit performs a self-check of the newly installed content. In the remote case of failure, the module restores the previous version. For this reason, the procedure is 100% safe.
 - In this phase 3G/4G and GPS coverage is not necessary (due to the software has already been downloaded).



4. QUESTIONS & ANSWERS 2/2

Frequently Asked Question

Q. How can I send the Warranty Claim?

- 7
- A. You can enter the warranty claim using the codes published in this bulletin. Pay attention only the vehicles not already delivered to the final customer (with the Commercial Status <95) can be requestetd. The others will be updated with FOTA by the customer.

Q. Why I cannot enter the claim for the FOTA upgrade?

- 8
- A. FOTA is born to update the vehicles on the road. Customer will be able to update several modules by himself, with the simple press of a finger on the Display. Like a mobile self-phone, there is not intervention by the workshop to be claimed.

Q. What do I do If the customer calls me for help?

- 9
- A. If the customer asks for information only , You have to certainly help him. It is the normal customer-dealership relationship. Claim must not be entered for this.

Q. What about if the FOTA fails and the workshop intervention is required?

- 10
- A. If the FOTA fails, you have to open a BOL report following your local policy. In this case a Warranty claim for the campaign execution can be entered.

