

AfterSales TSO – Circular Letter

MAS002699/A
(MSC 21-09)

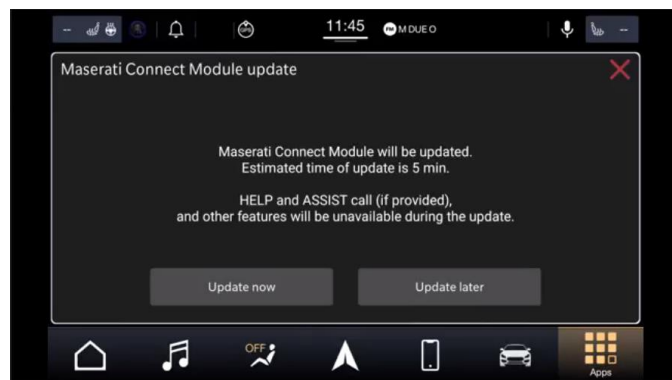


This Bulletin cancels and replaces Bulletin Number: MAS002699 sent August 5th, 2021.

From: Aftersales – TSO
To: Maserati Network
Auburn Hills, MI | September 27, 2021

FOTA Service Campaign 426: TBM Update

Model Year 21 Maserati Levante and Sedans are involved in a Service Campaign concerning the TBM (Telematic Box Module) software update up to the latest version **4.33f**.



This update is needed due to a software bug with a potential loss of Connected Services as a remote operation.

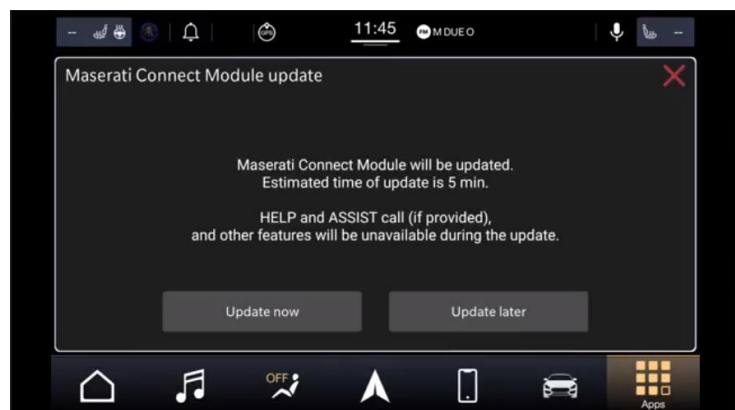
IMPORTANT: This campaign will start with FOTA only. The Update is available in EVO but, MUST NOT BE DONE WITH THE EVO even though it's available (a popup message will soon display in EVO to warn the technician to NOT carry out the update procedure using the EVO).

- In order to assure Customer satisfaction, perform this campaign to update with FOTA all the vehicles before delivery to the final Customer (Campaign#10426).
- For vehicles already delivered (Campaign #426), the Customer can easily update the vehicle by themselves using the FOTA. In this case there is no workshop engagement.

We recommend referencing Bulletin number **MAS002429** to get the Technical information about the FOTA procedure for updating the customer owned vehicles at your Dealer or for helping your Customers with this New Feature by answering any questions they may have.

Technical Procedure for 10426 performed by dealer. (Vehicles involved in 426 must be updated by the Customer)

1. Check in Modis CS+ to see if the vehicle is involved in this campaign 10426 and if the campaign has not been previously performed.
2. Remove the Logistic Mode
3. Perform the TBM FOTA update as explained in bulletin **MAS002429** instructions. As a reminder from the bulletin:
 - 3.1. Vehicle must be under 3G/4G and have a clear GPS Signal*
**Customer Enrolment is not necessary.*
 - 3.2. SOC (battery, state of charge) greater than 70%
 - 3.3. The Key must be inside the vehicle to start the Download (due to the authentication).
 - 3.4. For the **Download** phase, set the Key in ACC with a battery maintainer for at least 20 minutes (or have the engine running)
✓ 20 minutes is the minimum time to complete the Download from the Server.
 - 3.5. The new Software will be downloaded from the server without any operation from a technician. There are no messages or operations to perform.
 - 3.6. At the first Key-OFF after the download, a message will appear to start the installation.



- 3.7. Push the Update now button to start the **Installation**.
 - ✓ *The installation cannot be interrupted. If the engine is restarted, it doesn't affect the installation. There is no way to interrupt the installation (open/close doors, ON/OFF lights etc...).*
 - ✓ *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.*
- 3.8. If the *Update now* message does not appear, repeat the procedures from point 2 after waiting 2 hours
4. Procedure is complete.

To Get more information about FOTA, please refer to Bulletin **MAS002429**.

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 stop the installation but, Maserati does not recommend driving the vehicle while the FOTA update is in progress as some of the driver assistance functions may not be available during the duration of the installation.

Entering a Warranty Claim

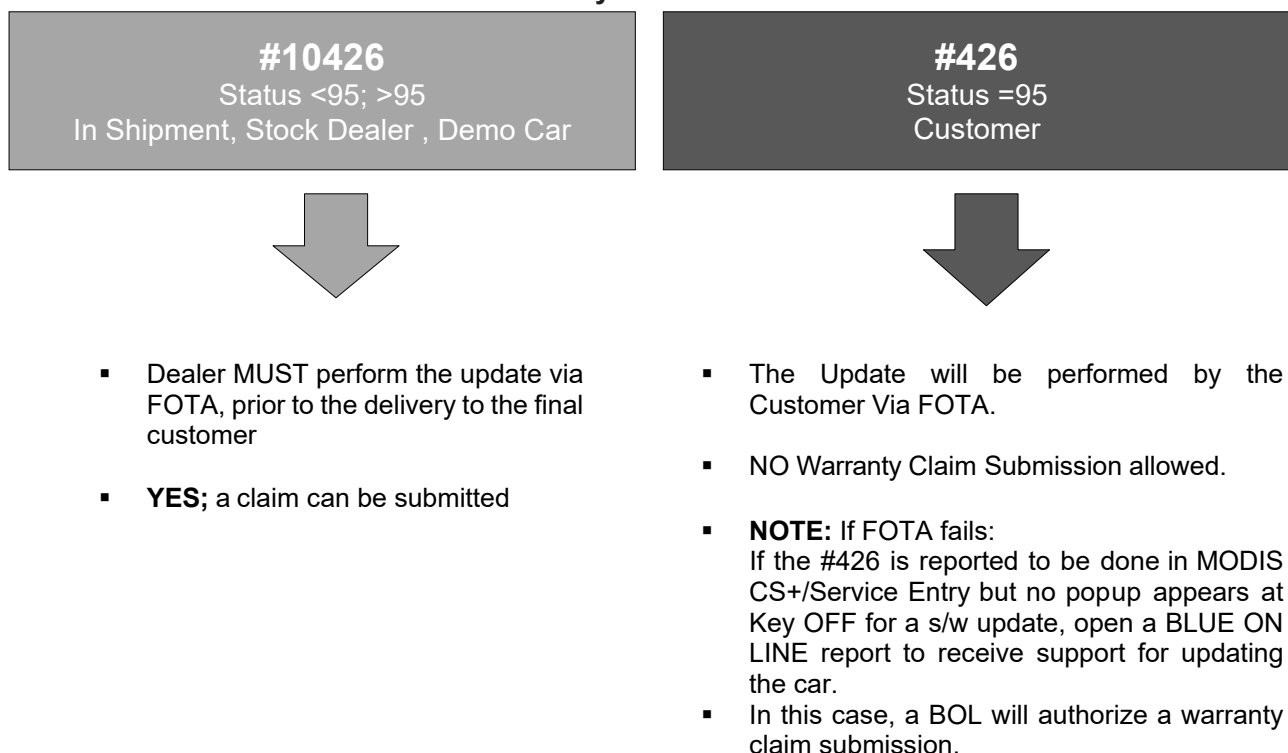
Fill in the Warranty Claims as follows:

Description	Code
Campaign Number	10426
Warranty Code	23
Defect Code	063
Component Code	08.71.224
Operation Code	08.71.224.9 (0,5)

Description	Code
Campaign Number	426
NO CLAIM. This was performed by the customer using FOTA. Warranty Claims must not be submitted.	

NOTE 1: For all vehicles already delivered to customers, a warranty claim cannot and must not be submitted.

Warranty Claim Information



How To Verify The Sw Version

If the update is successful, there is no need to check the Sw version level with MD EVO.

If in doubt, the s/w version level can be checked with MD-EVO.

Below is the s/w level that should be in the TBM.

Description	Commercial Name	F151 – MD EVO
EMEA & AMERICAS	4.33f	21 10 80 (The EVO will display 21 10 50)

NOTE: The EVO will display the Sw as 21 10 50 because there is a hex conversion error between the Maserati Sw server and the EVO display.

If you have a question as to whether the TBM sw version is correct, please open a BOL for Support Request and we can confirm the Sw level on the server.

If you have any questions, contact the Technical Support Helpdesk at MNA or your Regional Aftersales Manager.

Thank You for your continued support and cooperation.

Maserati North America Inc.
Aftersales Dept.