

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Harman R1 ETM Components Tutorship Process Update



ATTENTION: This document replaces MAS002563/A (MCL 21-10/A), please discard any paper copy of the previous bulletin

DATE: JULY 14 2022

This Bulletin provides new information regarding the Maserati Tutorship Process for Harman components.

This Bulletin has been updated to introduce:

- **Addition of the MC20 and Grecale to the Tutorship List (See page 2)**
- **Change of BOL report type from "Request of authorisation to claim" to "Support Request"**

Please read and review this bulletin first before starting the procedure.

If you have any questions, contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk. (MaseratiTechsupport@maserati.com)

Thank You for your continued support and cooperation.

Maserati Americas
Aftersales Dept.

Harman R1 ETM Component Tutorship Process Outline

Through the BOL console. Support for R1 ETMs (MY21 and up vehicles) is communicated directly with the supplier (Harman) for Maserati vehicles. This process helps to promptly evaluate potential issues, helps reduce diagnosis times, and provides the maximum assistance and information for the resolution of our client's concerns.

BOL support will mainly be managed by the supplier's (Harman) professional technicians. However, in some cases, the MNA Aftersales BOL team along with the supervision of the HQ Blue On Line (BOL) Team in Italy may get involved, and carry out diagnoses on reports coming directly from the dealer network.

If a repair on a component in the Tutorship List below is needed, you must open a BOL as "Support Request" and select the appropriate component code. See page 3 for details.

It's important that you accurately follow the instructions that you receive back in the BOL and do not replace the ETM without a BOL authorization. If more diagnosis time is required to perform an in-depth diagnosis, you will receive approval from the BOL. **NOTE:** Any Warranty claims submitted with additional ST (Straight Time) without BOL authorization will be rejected.

All BOL reports must be detailed, complete, and include; Parameters, DTCs, Videos, Images, etc., to clearly define the complaint/fault and to help the team act effectively. It is essential that you do not delete any errors in the memory of electronic components during the initial scan. If a component on the Tutorship List is replaced (upon Prior BOL, approval), it must be sent back to MNA via Urgent Part Return Request.

As a reminder, MY21R1 Harman ETMs are equipped with FOTA (Firmware Over The Air) technology so most of the newer software will be automatically available for the customer to update. Please review Bulletin **MAS002429** (MCL 20-24) for further details.

If the vehicle is in a dealer and the customer complains of an issue that can be fixed by a specific SW update not already installed by FOTA, the Tutorship BOL Specialist may ask you to install it by using USB update procedures. Which is available to download via **MODIS ► AFTERSALES ► TECHNICAL ASSISTANCE ► SOFTWARE DOWNLOAD.**

If you are instructed by BOL to perform an SW update and submit a related warranty claim, first check to see if the vehicle is involved in any service actions (Service Campaign) that already request an SW Update and insert a related warranty claim accordingly.

In a case where there is no service action active for the VIN. Submit a warranty claim in cost code 16 using the following standard repair time: 08.71.240.1 (0,6h)

The purpose of this process (along with your cooperation with the MNA Aftersales BOL Team) will help accelerate the BOL management process and any new anomaly diagnosis to provide prompt solutions for the entire authorized dealer network more efficiently.

Tutorship List

MODEL	MY	BOL COMPONENT CODE	COMPONENT (Listed in Dashboard Devices)
GH-157	MY21 and forward	57850079	RADIO R1
QP-156	MY21 and forward	56850079	RADIO R1
LEV-161	MY21 and forward	61850079	RADIO R1
MC20-240	MY21 and forward	40850079	RADIO R1
Grecale-182	MY21 and forward	82850079	RADIO R1

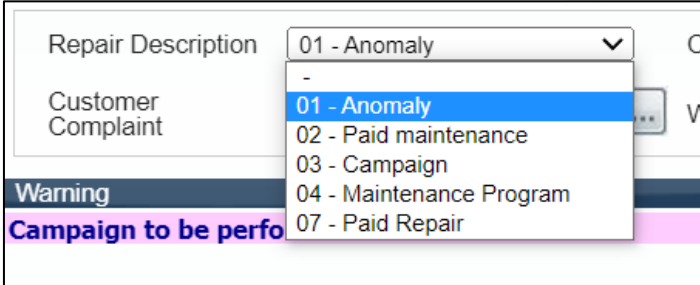
NOTE: Starting with MY 21 the Infotainment system has a separate display screen which is not involved in this Tutorship process. If a display screen is required, a BOL must be opened and submitted separately as a "Support Request" as part of the Infotainment system.

Submitting a BOL for Harman R1 ETM Tutorship Support

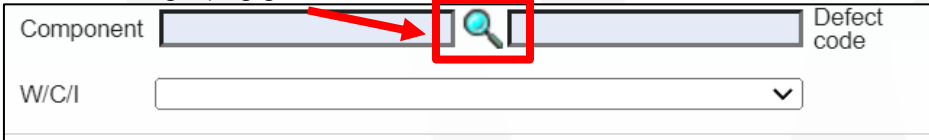
 All images shown in this bulletin are for illustrative purposes only

 Follow the steps below to select the correct "BOL Component Code" from the list above:

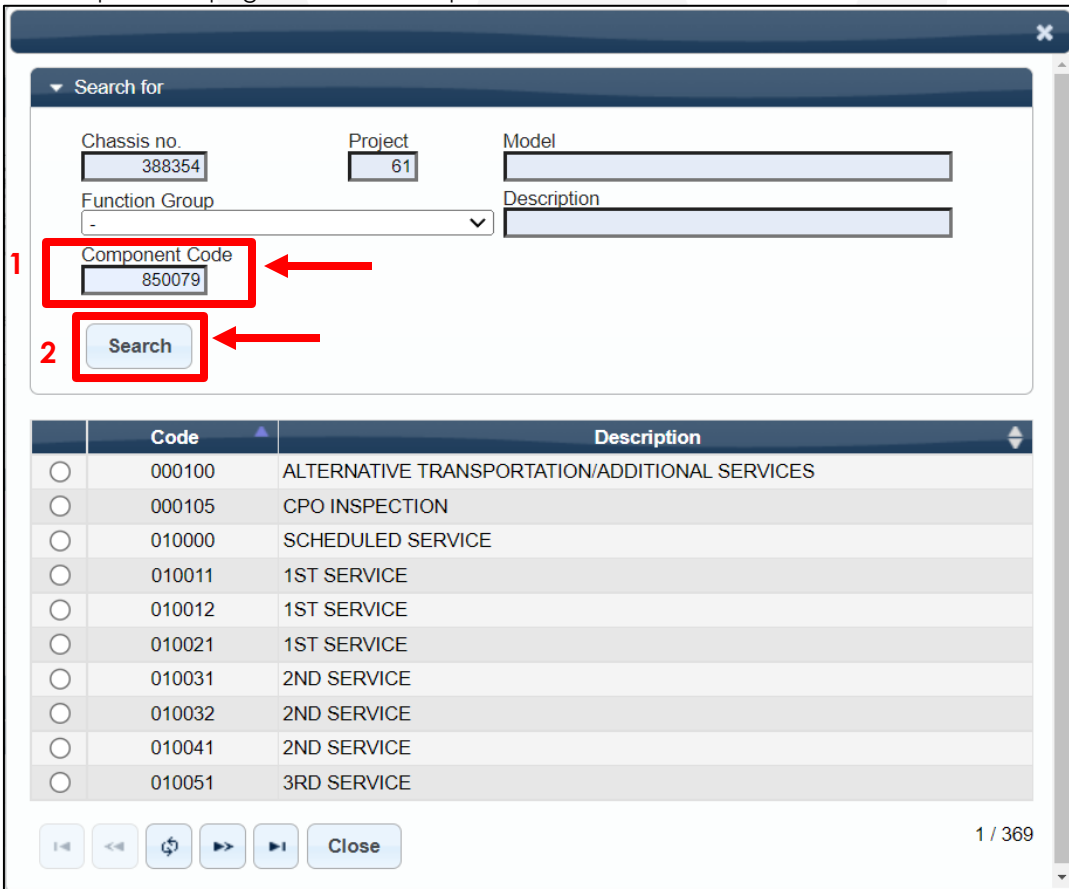
1. In the SE (Service Entry) under the "Repair" Tab. Select "01 – Anomaly" from the Repair Description Field.



2. Select the Magnifying glass icon.



3. A pop-up window will appear. Enter the last six digits of the "BOL COMPONENT CODE" from the "Tutorship List" on page 2 into the component code field. Then click on the "Search" box.



	Code	Description
<input type="radio"/>	000100	ALTERNATIVE TRANSPORTATION/ADDITIONAL SERVICES
<input type="radio"/>	000105	CPO INSPECTION
<input type="radio"/>	010000	SCHEDULED SERVICE
<input type="radio"/>	010011	1ST SERVICE
<input type="radio"/>	010012	1ST SERVICE
<input type="radio"/>	010021	1ST SERVICE
<input type="radio"/>	010031	2ND SERVICE
<input type="radio"/>	010032	2ND SERVICE
<input type="radio"/>	010041	2ND SERVICE
<input type="radio"/>	010051	3RD SERVICE

- "R1 RADIO" should automatically appear in the "Description" field. Proceed and select it by clicking on the empty circle icon.

Search for

Chassis no. 388354 Project 61 Model

Function Group - Description

Component Code

Search

Code	Description
<input type="radio"/>	850079 R1 RADIO

Close 1 / 1

- The "BOL COMPONENT CODE" will auto-populate as illustrated below:

Component 61850079 R1 RADIO Defect code

W/C/I

- Continue and fill out the rest of the fields in this section and click on the "Add" box.
Attention: Please remember to be as detailed as possible when entering the "Customer Complaint"

Repair Description 01 - Anomaly Component 61850079 R1 RADIO Defect code 063 - NOT TO SPECIFICATI

Customer Complaint Bluetooth Inop. Customer sta W/C/I Internal

Add

- Click on "Repair 1" to open the BOL Console.

Ref.	Repair Description	Component Code	Description	W/C/I	Activity
1	Anomaly	850079	R1 RADIO	Internal	Repair 1
63 - NOT TO SPECIFICATIONS		NO SOUND COMING			BOL 0000

- Under the "BOL+" tab. Select "Support Request" as the Report Type.

INFO REPAIR BOL+ WARRANTY

Report type Support request Diagnosis

- Fill out and complete the rest of all other fields and attach all necessary documentation as required.
Attention: Please remember to be as detailed as possible when entering all fields (Boxes).
- Click the "Save" to complete and submit the BOL and await instructions from the BOL team.