

MAS003342 MSC 22-47

**Campaign 561**

FROM: Maserati TSO

TO: Maserati Network



*Maserati*

PERSONAL SERVICE LAB

MASTERS OF CARE

# Service Campaign 561 M15X M161 - R1 Software Update S27.10



DATE: NOVEMBER 4 2022

Certain MY 22-23 Maserati Quattroporte (M156), Ghibli (M157) and Levante (M161) vehicles listed in MODISCS+ are involved in a Service Campaign for the software update of the Entertainment Module (ETM) R1 to the latest S27.10.

This new software corrects some potential freezing of the display when viewing the SiriusXM page.

We remind you that all Service campaigns must be carried out at the first entry of the vehicle into the workshop, regardless of the Mandatory setting set in Modis, as required by Maserati policies.

Furthermore, for cars in Stock Dealer / POI, it is necessary to perform all the campaign operations before delivery to the End Customer, as prescribed by the White Book and explicitly reported in the Pre-delivery checklist.

Please read and review this bulletin first before starting the procedure.  
Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions. ([Maseratitechsupport@maserati.com](mailto:Maseratitechsupport@maserati.com))

Thank You for your continued support and cooperation.

Maserati Americas  
Aftersales Dept.

## Operating Procedure

1. Always check in ModisCS+ to see if the vehicle is involved in this campaign and if the
2. The campaign has not been previously performed.
3. Before starting the installation of the new software S27.10, check the actual sw level on the vehicles (ref. Software Version Check procedure).

**IMPORTANT:** factory reset will be mandatory at the end of the update with USB flash drive.

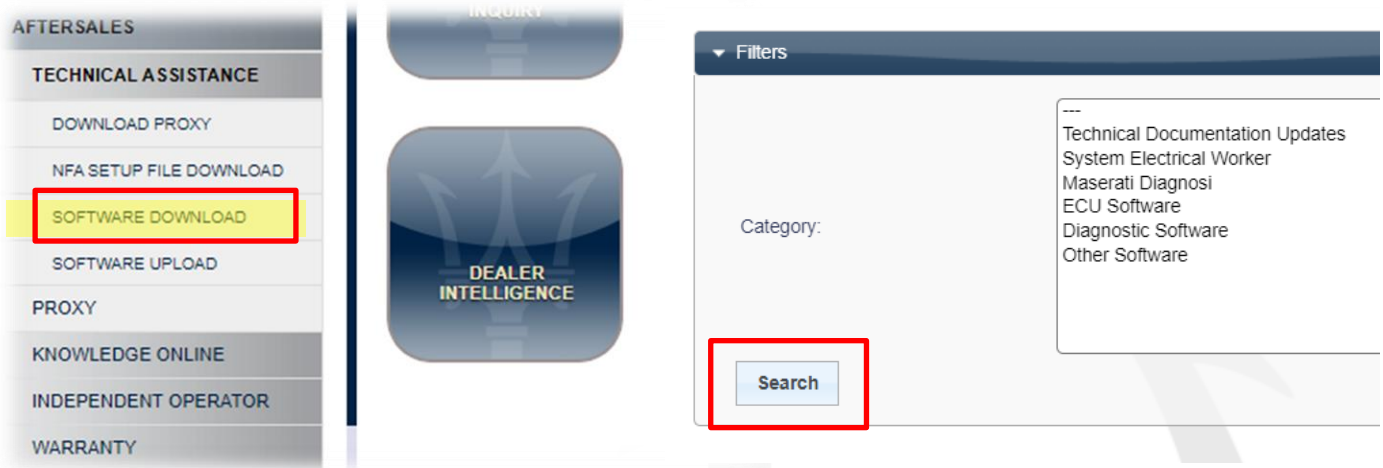
## Software Version Check

4. Look for the sw version following the pattern shown in the pictures below:




# USB Stick Preparation

- In MODISCS+ click on the following: AFTERSALES ► TECHNICAL ASSISTANCE ► SOFTWARE DOWNLOAD then select **Search** on the main screen.



- Download** the **R1\_S27.10\_M15X-M161\_AMERICA** Software version, clicking on the arrow.

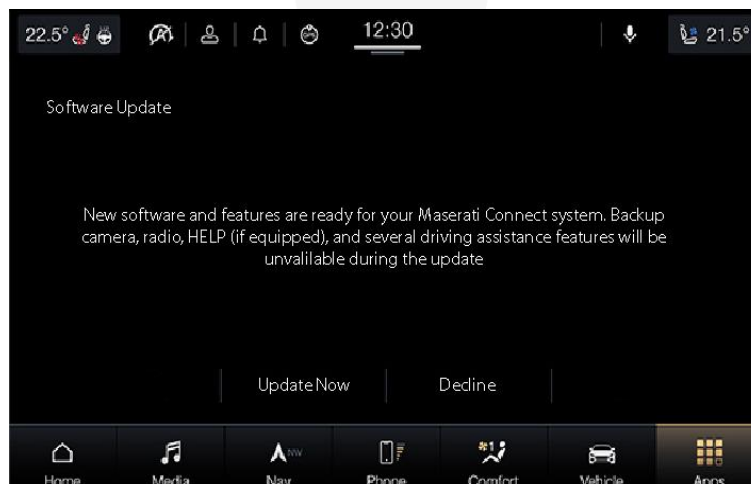
Code	Publish Date	System	Note	Download
R1_S27.10_M15X-M161_AMERICA	10/27/2022	Software Radio R1	R1_S27.10_M15X-M161_AMERICA	

- Use only a **Sandisk, Verbatim, Kingston or Transcend** "3.0 Certified" USB 64 GB Flash Drive that has been formatted to the NTFS file system. Make sure the drive is completely empty.
- Copy the zip file directly to the flash drive.
  - IMPORTANT: DO NOT Unzip the File.**
- Flash drive is now ready to perform the SW update.

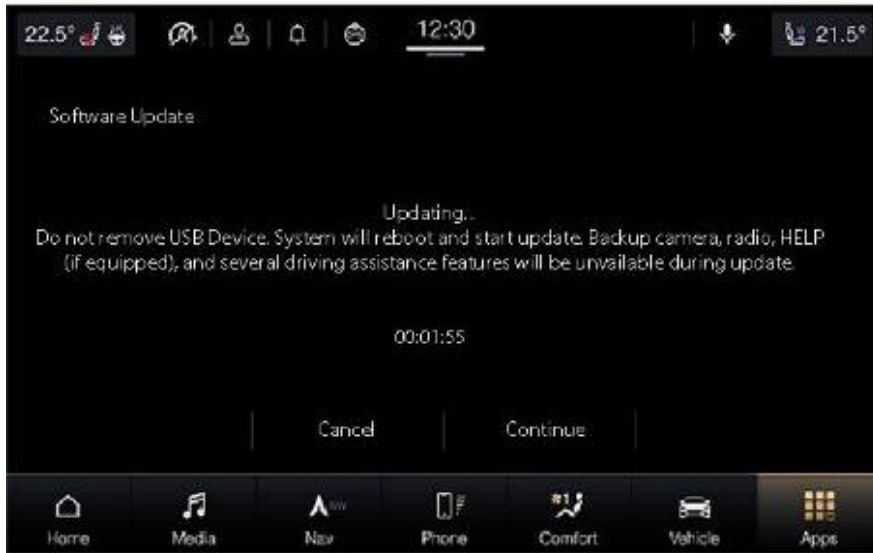
## Update Procedure

**NOTE:** During the update, the ETM could show black screen. In this case, wait for systems to restart without removing the Flash Drive from the USB socket.

- Make sure Logistic Mode has been removed (refer to bulletin **MAS003329**). Turn on the engine or connect a power supplier to the battery and insert the Flash Drive into the USB socket.
- The following picture will appear and press "Update Now".



12. The following image will appear, and then press "Continue" and wait for the software download.



13. This step will take approx. 45 minutes (without any action to be done from operator).



14. Wait for the reboot of the system, then press "Accept".



15. Turn off the engine and remove the Flash Drive.

16. Turn on the engine.

17. The following picture will appear and press "OK".



18. The next step will show the new software version updated and then press "OK" (the software version indicated are just an example).



## Factory Reset & Radio Sleep

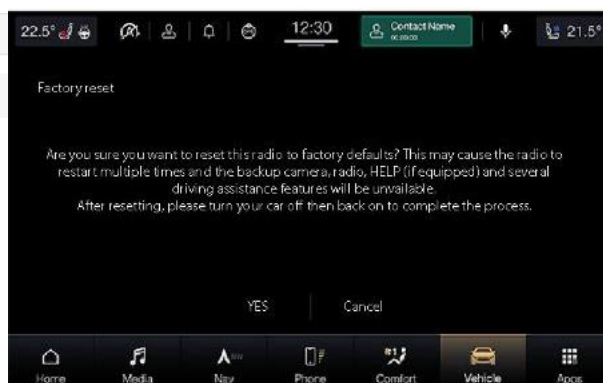
19. Perform the "Factory reset" as indicated in the steps below.
20. Select "Setting" menu.



21. Select "Reset" menu.
22. Select "Factory reset".



23. Press "Yes" and wait for the reboot of the system.



24. Perform Radio Sleep: switch vehicle in key-off, wait 5min to go in sleep and then switch key-on (no engine on).
25. Perform Radio Restart: execute radio restart through the radio menu: Settings> Reset > Then select "Restart radio".

26. Check configuration and ensure that all widget and screens have the right theme according to the following slides (no blue theming should be visible).



## Warranty Claim

Fill in the relative Warranty Claims as follows:

Description	Code
Campaign Number	561
Warranty Code	23
Fault Code	063
Component Code	8.50.079
Operation Code	8.50.079.B (0.40h)