



PERSONAL SERVICE LAB

MASTERS OF CARE

Rapid Update 580 M182 - R1 Software Update to S24.31



DATE: December 13 2022

Certain Maserati Grecale MY23 (M182) vehicles listed in MODISCS+ are involved in a Rapid Update for the software update of the Entertainment Module (ETM) R1 to the latest S24.31 version.

This new software fixes a voice recognition bug.

We remind you that all Rapid Updates 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 / PDI, 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)

Thank You for your continued support and cooperation.

Maserati Americas
Aftersales Dept.

Operating Procedure

1. Always check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.
2. The factory reset, radio sleep, and restart will be mandatory at the end of the Update with a USB Flash Drive.

USB Stick Preparation

3. In MODISCS+ click on AFTERSALES ► TECHNICAL ASSISTANCE ► SOFTWARE DOWNLOAD then click on "Search" on the main screen.
4. Download the S24.31 software version and click on the arrow to download it.

Code	Publish Date	System	Note	Download
R1_S24.31_M182_AMERICA	12/13/2022	Software Radio R1	R1_S24.31_M182_AMERICA	

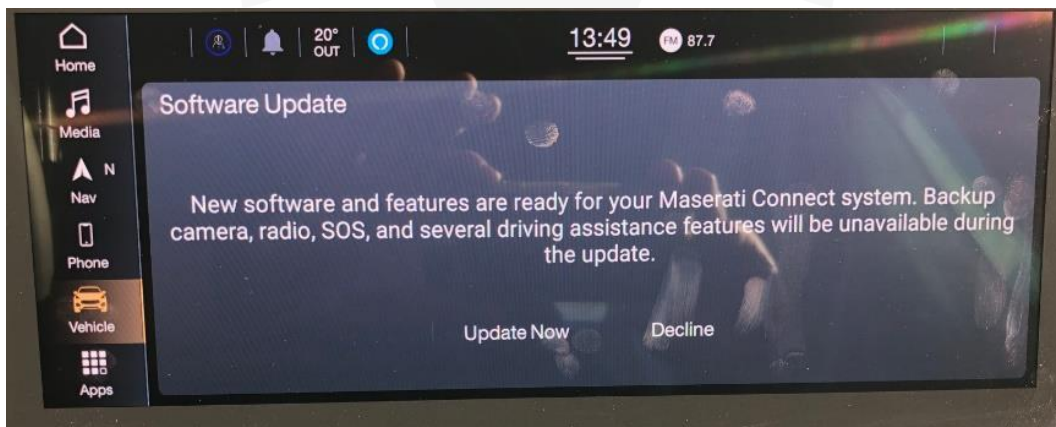
NOTE: Sw update file size is about 2GB. Recommend using High-Speed Internet (25 Mbps or above) hardwired to download the Sw Update to avoid download interruptions.

5. Copy the Zip file on an empty USB Flash Drive formatted to NTFS only.
 - Use only SanDisk, Verbatim, Kingston, or Transcend "3.0/3.2 Certified" branded USB Flash Drives with a 64 GB capacity formatted to NTFS.
 - **DO NOT** unzip or modify the Sw Update File. The file MUST be copied into an empty Flash Drive as downloaded from the MODIS platform.

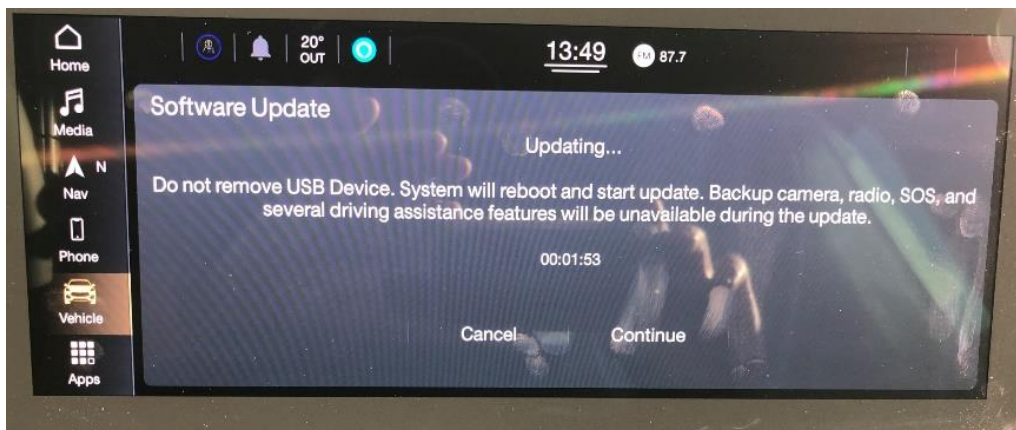
Update Procedure

Make sure "Logistics Mode" has been removed first before starting the procedure

6. This procedure must be performed with the **engine running**.
7. Insert the USB Flash Drive into the USB socket.
8. The following prompt will appear and press "Update Now".



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

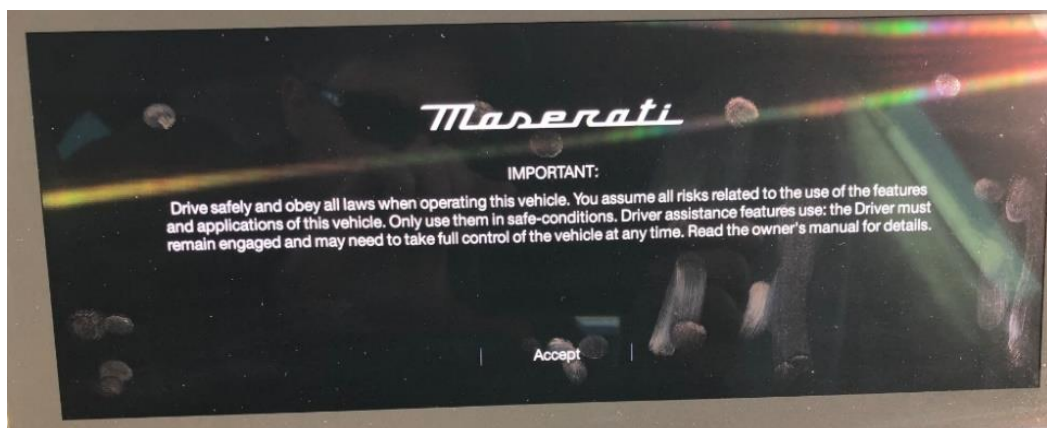


10. This step will take **approx. 25 minutes** (without any action to be done by the operator).



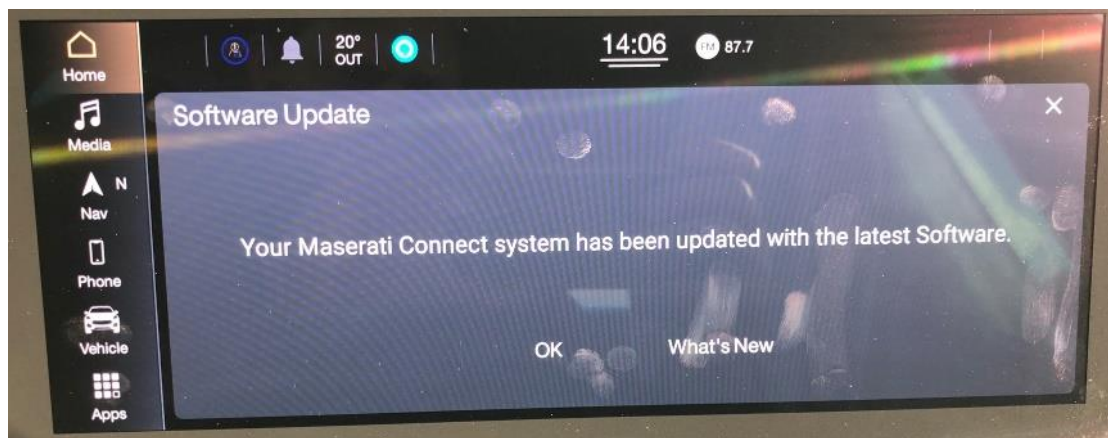
Note: During the update, the ETM could show a black screen. In this case, wait for systems to restart without removing the USB Flash Drive from the USB socket.

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



12. Remove the USB Flash Drive.

13. The following Prompt will appear and press "OK".



14. Before proceeding with the factory reset, verify that the new software has been installed:

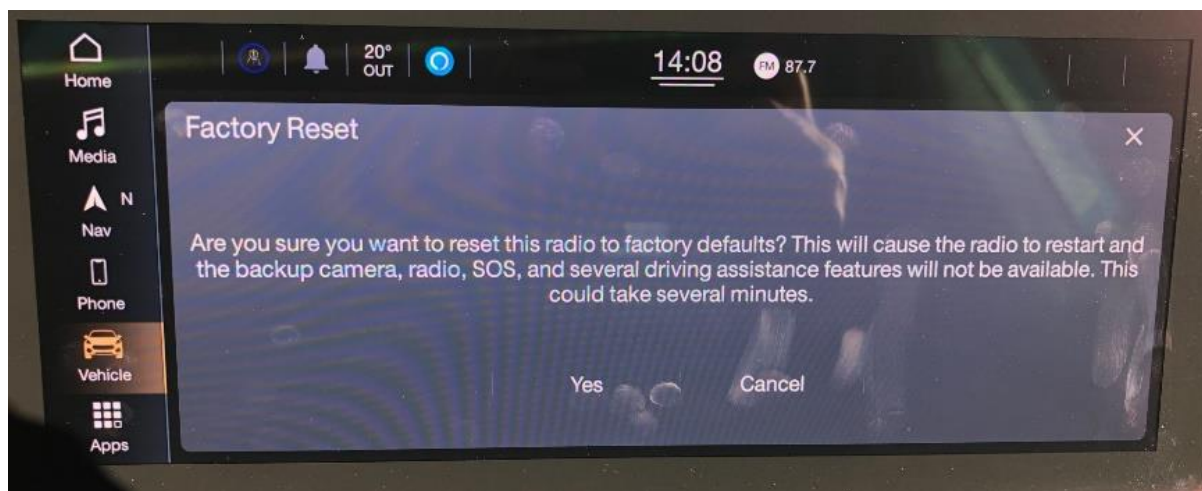


Factory Reset, Radio Sleep & Restart

15. Select ►Vehicle ► Settings ►Reset menu and scroll down to view the "Factory Reset" Option:



16. Select "Factory reset" and press "Yes".



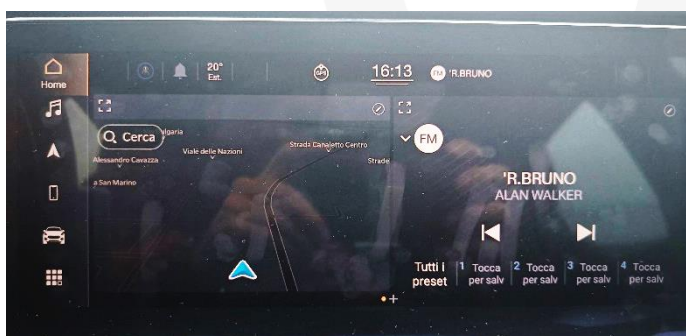
17. After the system reboot, perform the Radio Sleep:

- Switch vehicle in key-off
- Wait 5min to go to sleep
- Switch key-on (no engine on)

18. After the Radio Sleep, perform the Radio Restart:

- Select "Vehicle" - "Settings" - "Reset" menu
- Press "Restart radio"

19. Check configuration and ensure that all widgets and screens have the right theme according to the following slides (No Blue theming should be visible):



20. Procedure is complete.

Entering a Warranty Claim

Fill in the relative Warranty Claims as follows:

Description	Code
Rapid Update Number	580
Warranty Code	23
Fault Code	063
Component Code	8.50.079
Operation Code	8.50.079.C (0.50h)*

*This time is also including the fuel cost to operate with the engine running