

Diagnostic Sheet

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Granturismo: Audio system anomalies – missing audio

Please read and review this bulletin first before ordering parts and/or starting the procedure.

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

DATE: NOVEMBER 14 2023

Anomaly: "No Audio" is observed from one or more speakers. This diagnostic sheet serves as guidance to provide comprehensive support in identifying and troubleshooting issues related to a "No Audio" condition within the audio system.

Models: Granturismo M189 (MY24)

Section: 08.70- 2 SOUND DIFFUSION SYSTEM

ECU errors: May or may not have DTCs stored.

NOTE: This Diagnostic Sheet requires a BOL to be opened as "Support Request". Please attach a full vehicle scan of all ECUs, a copy of this diag sheet including pictures of various labels from both ETM and AMP (See pages 6 and 7 for details).

If possible, attach a video of the anomaly if duplicated. If the customer provided a video, then attach that as well.

Prerequisites: Before carrying out the checks indicated below, take note of the customer's current setting then restore the audio system to its factory default settings following the procedure described in the MIA (Maserati Intelligence Assistant) user Guide = Restore Setting to Default.

AUDIO VERIFICATION CHECKS

Conditions: “No audio” from one or more audio sources and/or speaker(s)

Check for “No Audio” using different “Media” sources of the audio system.
Please refer to the MIA user guide for details on how to navigate the menus.

1. “MEDIA” Check the operation of the audio using different audio sources:

Use the “Media” soft key and select the different Media sources (e.g AM/FM radio, USB, Sirius XM = If equipped) check the operation of the front and rear LH/RH speakers using the Balance /Fade commands in the “Audio Settings” menu.

NOTE: Audio test files can be downloaded via MAS003183 and used for testing using a USB thumb drive.

- Is audio heard from each of the front and rear LH and RH speakers? _____
- If audio is NOT heard from a speaker, indicate which one _____
- If audio is NOT heard from ANY speaker, indicate which audio source used _____

2. “INFO2” Check the operation of the audio using a mobile phone:

Use the “Media” soft key select Bluetooth, and check the operation of the front and rear LH/RH speakers using the Balance /Fade commands in the “Audio Settings” menu.

- Is audio heard from each of the front and rear LH and RH speakers? _____
- If the audio isn’t heard from a speaker or speakers, indicate which ones _____

If a "No Audio" condition is only present when using a mobile phone, check whether it is related to the phone in use or a specific app. Conduct a "vs. to vs." comparison between the customer's phone and a reliable test phone.

ALWAYS perform an "apples-to-apples" comparison check to ensure proper testing (e.g., an Android phone versus another Android phone with a similar make and model if possible).

To help Identify the root cause of the anomaly please document the customer's phone and the test phone used when the anomaly occurred:

Customer Phone Information

Customer - Mobile phone model _____

Customer -Mobile phone OS and SW version _____

Customer - APP used to play audio (e.g., Spotify, APP music) _____

Test Phone Information

Dealer test - Mobile phone model _____

Dealer test - Mobile phone OS and SW version _____

Dealer test - APP used to play audio (e.g., Spotify, APP music) _____

3. "INFO1" Check the operation of the audio using the navigation system:

Activate the voice controls using the SWC and check the correct functioning of the front LH/RH speakers.

- Is the audio heard from each of the speakers on the driver's side? _____
- If the audio isn't heard from a speaker or speakers, indicate which ones _____

4. "INFO1" Check the operation of the audio using voice command:

Activate the voice controls using the SWC and check the correct functioning of the front LH/RH speakers.

- Is audio heard from each of the front LH and RH speakers? _____
- If the audio isn't heard from a speaker or speakers, indicate which ones _____

SPEAKER CIRCUIT CHECKS

If "No Audio" is observed from one or more speakers while testing various audio sources, then continue with an end-to-end electrical diagnosis of the circuit related to the affected speaker(s) below.

Warning: Never front probe female pin terminals using anything other than a probing tool specifically for that female pin size. Doing so will damage or open the female pins causing unintended issues as a result.

Before proceeding with the speaker circuit check, make sure there is no visible damage to both female and male pins via the harness connectors and both ETM and AMP modules. (e.g., Corrosion and bent male pins)

Anomaly detected at step 1 – "MEDIA"

MEDIA LEFT (-) - Check the continuity of the wiring from PIN A1 ETM to PIN E3 AMP _____

MEDIA LEFT (+) - Check the continuity of the wiring from PIN A2 ETM to PIN E2 AMP _____

MEDIA RIGHT (-) - Check the continuity of the wiring from PIN A3 ETM to PIN E5 AMP _____

MEDIA RIGHT (+) - Check the continuity of the wiring from PIN A4 ETM to PIN E4 AMP _____

E017
Nodo info-telematico

	A	B	D	F	G	I	J	L	N
1	LB	0.75	Loudspeaker- RR LT for HIFI						
2	BV	0.75	Loudspeaker+ RR LT for HIFI						
3	G	0.75	Loudspeaker- RR RT for HIFI						
4	MG	0.75	Loudspeaker+ RR RT for HIFI						
5	C	0.75	Loudspeaker- FT LT for HIFI						
6	BV	0.75	Loudspeaker+ FT LT for HIFI						
7	HG	0.75	Loudspeaker- FT RT for HIFI						
8	V	0.75	Loudspeaker+ FT RT for HIFI						
10	R	2.5	KL30 for RRM						
11	N	2.5	GND for RRM						

FE0600 Autoradio

E013
Amplificatore (AMP)

	A	B	D	E
2	BV	0.75	Loudspeaker+ RR LT for HIFI	
3	LB	0.75	Loudspeaker- RR LT for HIFI	
4	MG	0.75	Loudspeaker+ RR RT for HIFI	
5	G	0.75	Loudspeaker- RR RT for HIFI	
7	VB	0.35	BH CAN H 1	
8	MB	0.35	BH CAN L 1	
13	BV	0.75	Loudspeaker+ FT LT for HIFI	
14	C	0.75	Loudspeaker- FT LT for HIFI	
15	V	0.75	Loudspeaker+ FT RT for HIFI	
16	HG	0.75	Loudspeaker- FT RT for HIFI	

FE0105 Rete B-CAN
FE0600 Autoradio

ETM

AMP

Anomaly detected at step 2 – “INFO2”

INFO2 (-) - Check the continuity of the wiring from PIN A7 ETM to PIN E16 AMP _____

INFO2 (+) - Check the continuity of the wiring from PIN A8 ETM to PIN E15 AMP _____

E017
Nodo info-telematico

A B D F G I J L N

1	LB	0.75	Loudspeaker- RR LT for HIFI
2	BV	0.75	Loudspeaker+ RR LT for HIFI
3	G	0.75	Loudspeaker- RR RT for HIFI
4	MG	0.75	Loudspeaker+ RR RT for HIFI
5	C	0.75	Loudspeaker- FT LT for HIFI
6	BV	0.75	Loudspeaker+ FT LT for HIFI
7	HG	0.75	Loudspeaker- FT RT for HIFI
8	V	0.75	Loudspeaker+ FT RT for HIFI
10	R	2.5	KL30 for RRM
11	N	2.5	GND for RRM

FE0600 Autoradio

E013
Amplificatore (AMP)

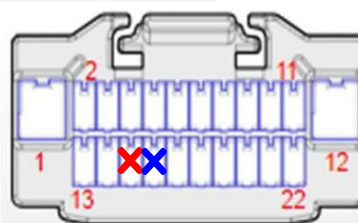
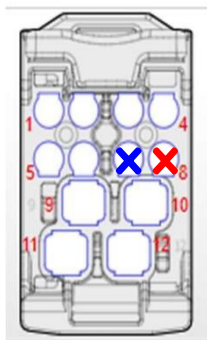
A B D E

2	BV	0.75	Loudspeaker+ RR LT for HIFI
3	LB	0.75	Loudspeaker- RR LT for HIFI
4	MG	0.75	Loudspeaker+ RR RT for HIFI
5	G	0.75	Loudspeaker- RR RT for HIFI
7	VB	0.35	BH CAN H 1
8	MB	0.35	BH CAN L 1
13	BV	0.75	Loudspeaker+ FT LT for HIFI
14	C	0.75	Loudspeaker- FT LT for HIFI
15	V	0.75	Loudspeaker+ FT RT for HIFI
16	HG	0.75	Loudspeaker- FT RT for HIFI

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ETM

AMP



Anomaly detected at steps 3 and 4 – “INFO1”

INFO1 (-) - Check the continuity of the wiring from PIN A5 ETM to PIN E14 AMP _____

INFO1 (+) - Check the continuity of the wiring from PIN A6 ETM to PIN E13 AMP _____

E017
Nodo info-telematico

A B D F G I J L N

1	C	LB	0.75	Loudspeaker- RR LT for HIFI
2	B	BV	0.75	Loudspeaker+ RR LT for HIFI
3	F	G	0.75	Loudspeaker- RR RT for HIFI
4	D	MG	0.75	Loudspeaker+ RR RT for HIFI
5	I	C	0.75	Loudspeaker- FT LT for HIFI
6	J	BV	0.75	Loudspeaker+ FT LT for HIFI
7	L	HG	0.75	Loudspeaker- FT RT for HIFI
8	N	V	0.75	Loudspeaker+ FT RT for HIFI
10		R	2.5	KL30 for RRM
11		N	2.5	GND for RRM

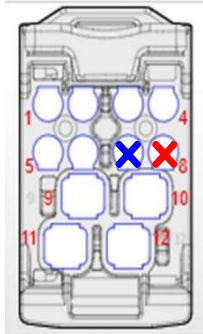
FE0600 Autoradio

E013
Amplificatore (AMP)

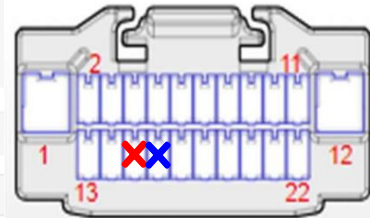
A B D E

2	B	BV	0.75	Loudspeaker+ RR LT for HIFI
3	A	LB	0.75	Loudspeaker- RR LT for HIFI
4	D	MG	0.75	Loudspeaker+ RR RT for HIFI
5	E	G	0.75	Loudspeaker- RR RT for HIFI
7		VB	0.35	BH CAN H 1
8		MB	0.35	BH CAN L 1
13		BV	0.75	Loudspeaker+ FT LT for HIFI
14		C	0.75	Loudspeaker- FT LT for HIFI
15		V	0.75	Loudspeaker+ FT RT for HIFI
16		HG	0.75	Loudspeaker- FT RT for HIFI

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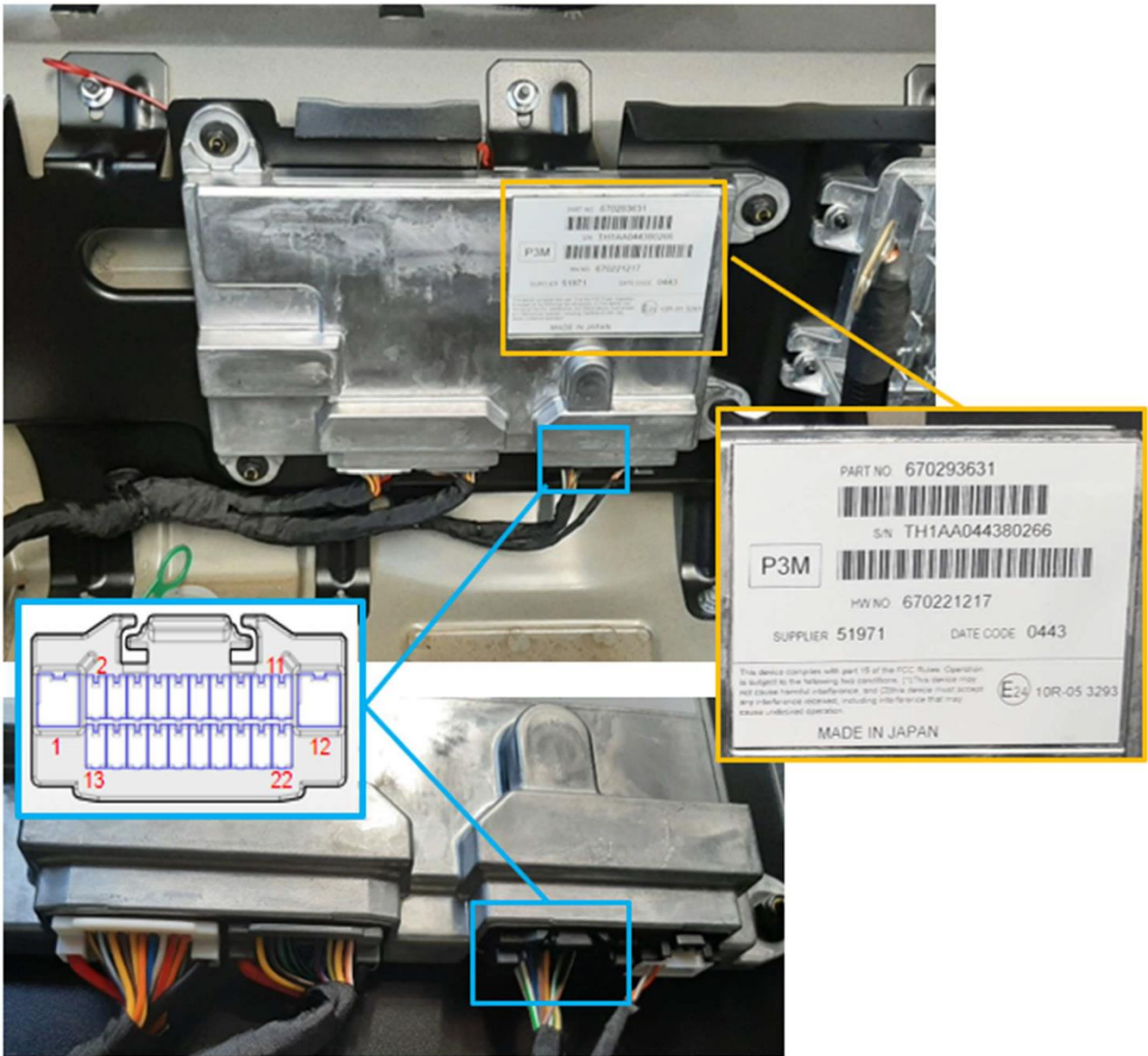


ETM



AMP

AMP – LABEL/CONNECTOR POSITION



Open a BOL as “SUPPORT REQUEST” and attach, and report all the information collected throughout all the above checks. Use the defective component “**Centralina autoradio**”.