

MAS003543 RU 24-06

RU/FOTA Update

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

RU/FOTA Update 618 Grecale - R1 Software Update to S27.28



ATTENTION! This communication has been compiled to include vehicles that require either the update over USB or over FOTA. For updates over FOTA, please keep in mind that there is no dealer involvement unless the customer is experiencing issues with the update (See page 3 for Details)

DATE: MARCH 1, 2024

Certain Maserati Grecale (M182) are involved in a Software Update to update the R1 Software in the Entertainment Telematic Module (ETM) to version S27.28.

This update is a general improvement of the system and corrects the following bugs:

- phone widget blocked
- loss of last selected screen
- HUD not showing navigation information when switching between profiles

Please refer to the circular letter **MAS003444** for more details about FOTA updates.

Additionally, A small batch of vehicles require the use of a USB Flash Drive to perform the update due to old on-board software to which FOTA is not available. In this case, please refer to the technical procedure on page 2.

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.

Thank You for your continued support and cooperation.

Maserati North America
Aftersales Dept.

Technical Procedure

 All images shown in this bulletin are for illustrative purposes only

1. Always check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.
2. Use the included **VIN list** and verify which action applies to the vehicle: **FOTA Software Update** or **USB Software Update**.

Use the included VIN list to verify the correct actions to be performed for each VIN

Model	VIN	Action	USB File	Press CTRL+F to search for the VIN
Grecale Modena Hybrid MY23	407879	FOTA Software Update		EXAMPLE
Grecale Modena Hybrid MY23	407827	USB Software Update	R1_S27.28_M182_NAFTA_NAV	
Grecale Modena Hybrid MY23	407828	FOTA Software Update		
Grecale Modena Hybrid MY23	409264	FOTA Software Update		

ONLY perform the "USB Software Update". "FOTA Software Updates" are done over the air automatically, there is no dealer involvement unless the customer is experiencing issues see page 3 for details.

Note: The type of update could change after the launch of the action (see **MAS003444** for more info). Please verify the campaign type in the Service Entry under the "Campaigns Tab".

See below examples of how a "USB Software Update" and "FOTA Software Update" differ and are displayed in the Service Entry.

- **USB Campaign:** Continue with the update procedure on page 3 under the "USB Software Update" section.

AFTERSALES

TECHNICAL ASSISTANCE

PROXY

KNOWLEDGE ONLINE

INDEPENDENT OPERATOR

WARRANTY

CONSOLE RESI RETE

SERVICE ENTRY

INSERT VIA DIAGNOSTIC TOOL

SERVICE ENTRY INSERT

SERVICE ENTRY MANAGEMENT

Informazioni vettura		Campagne	Garanzie	BOL	Aggiornamento Specifiche Vettura	Service Entry	Dati Cliente	Maserati Connect
Maintenance								
Campagna	Codi	Codice Componente	Descrizione	Matricola	N. Gar.	Data Garanzia	Dealer	Link to Doc
647 23	618	82850079	CENTRALINA AUTORADIO					
Attenzione: lo sfondo colorato delle righe indica che la campagna è obbligatoria								
Attenzione: lo sfondo colorato delle righe indica che la campagna è FOTA								

- **FOTA Campaign:** See the "FOTA Software Update" section on page 3

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FOTA Software Update

No further action required. HOWEVER, if the SE reports that a FOTA (row with dark grey background) applies to the VIN, but the customer has not seen any prompts to update the SW on the radio display, this possibly could be a technical problem and may need investigating.

Before contacting the BOL team for further diagnosis and instructions on how to proceed, please check that the preconditions are satisfied (battery level >70%, 4G/GPS coverage, key inside the vehicle).

USB Software Update

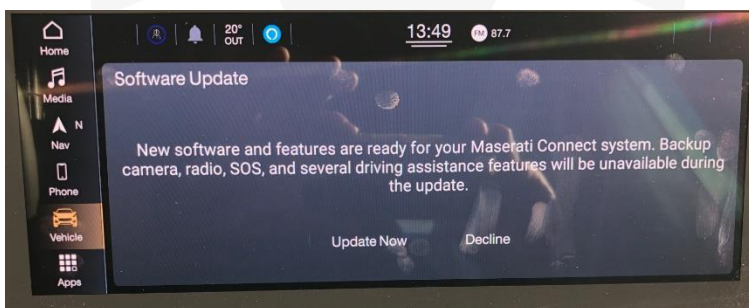
1. Go to MODIS CS + at AFTERSALES / TECHNICAL ASSISTANCE / SOFTWARE DOWNLOAD then select Search on the main screen.
2. Download R1_S27.28_M182_NAFTA_NAV software version, by clicking on the relative arrow:

Code	Publish Date	System	Note	Download
R1_S27.28_M182_NAFTA_NAV	12/01/2024	Software Radio R1	R1_S27.28_M182_NAFTA_NAV	Download
R1_T27.38_M182_JAPAN_SYSTEM_ONLY	21/12/2023	Software Radio R1	R1_T27.38_M182_JAPAN_SYSTEM_ONLY	Download
R1_T27.38_M182_JAPAN_NAV_MAP_2022	21/12/2023	Software Radio R1	R1_T27.38_M182_JAPAN_NAV_MAP_2022	Download
R1_T27.38_M182_CHINA	23/11/2023	Software Radio R1	R1_T27.38_M182_CHINA	Download

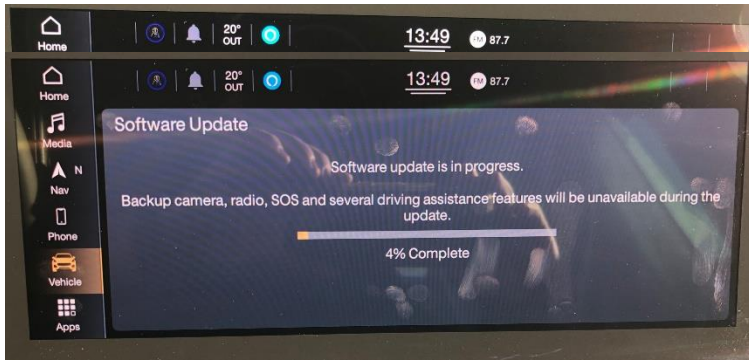
PAY ATTENTION:

- Use only Sandisk, Verbatim, Kingston, or Transcend 3.0/3.2 "Certified" USB device.
- Use a USB device of at least 64 GB formatted to the NTFS file system.
- The zip file downloaded MUST be copied to the Root folder of the device. Do not unzip it.

3. Connect a battery maintainer to the 12V battery (It is recommended to always use the Maserati E-XTEQ MAXIMUS to maintain minimum voltage and current draw requirements) Alternatively, the update can be performed with the engine running.
4. Make sure the vehicle is out of Logistics Mode and insert the FLASH Drive into the USB socket.
5. Press "Update Now" when the following prompt appears.



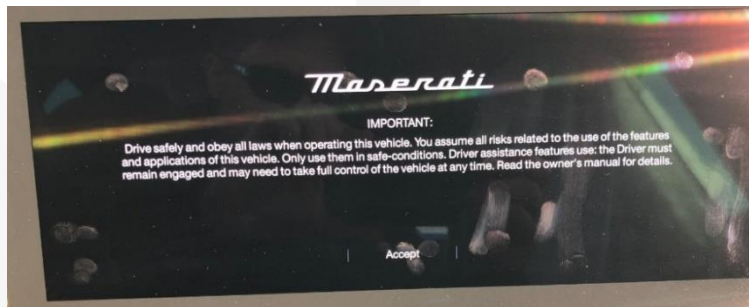
6. Press "Continue" and wait for the software to install.



7. This step will take approx. 2 hours (without any action to be done by the operator).

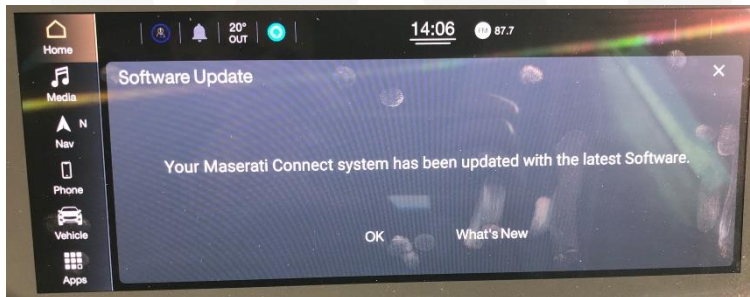
Note: During the update, the ETM could display a black screen. In this case, wait for the system to restart. DO NOT remove the Flash Drive from the USB socket during this time.

8. Wait for the system to reboot, then press "Accept".



9. Remove the FLASH Drive.

10. Press "OK" when the following prompt appears.



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



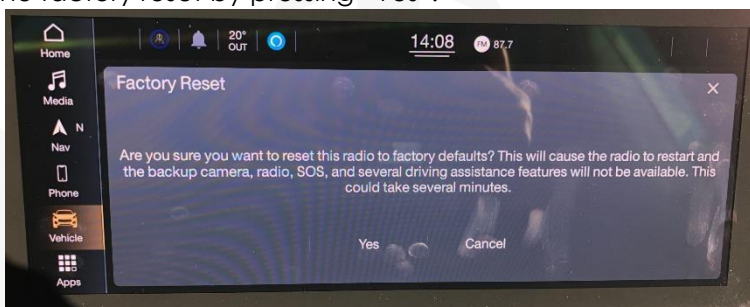
This is just an example. Not the actual SW version

Factory Reset, Radio Sleep & Restart

12. Select "Vehicle" – "Settings" – "Reset" – "Factory Reset":



13. Confirm the factory reset by pressing "Yes".



14. After the system reboots, perform the Radio Sleep:

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

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

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

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



Warranty Claim

Since there is no dealer involvement in performing the "FOTA Software Update" any claims submitted for vehicles that apply to the "FOTA Software Update" will be rejected.

For vehicles that apply to the "USB Software Update", please fill in the Warranty Claims as follows:

Description	Code
Rapid Update Number	618
Warranty Code	23
Fault Code	063
Component Code	8.50.079
Operation Code	8.50.079.C (0,50h)*

*this time also includes the fuel cost to operate with the engine running.