

**Diagnostic Sheet**

FROM: Maserati TSO  
TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

# TBM2 anomalies

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This Diagnostic Sheet serves as a guide and provides additional diagnostic info for possible TBM anomalies.

**MODELS:** M182 Grecale 2.0 L4 MHEV and M189 GranTurismo(All MY).

**CUSTOMER CONCERN:** malfunctions related to the management of the TBM module (emergency call module)

**DIAGNOSIS:** open a BOL as a support request attaching the completed checklist and outcome of the requested checks.

**CHECKLIST:**

**1) 1) Preliminary checks**

- Vehicle Model \_\_\_\_\_
- Chassis \_\_\_\_\_
- Warranty start date \_\_\_\_\_
- Mileage \_\_\_\_\_
- Customer complaint \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- Attach DTC and parameters report of the vehicle
- 12V battery report
- If there are any updates to the TBM module, execute them

**2) Customer concern (in agreement with the customer concern carry out the requested checks):**

• **Customer concern A: Red LED on SOS button – ceiling light**

Checks:

- 1) Attach DTC and parameters report of the car
- 2) Clear DTC (SOS LED status check before and after the error's cancellation)
- 3) Do a key off/key on after DTC clear
- 4) For DTC in active status related to "USB no operation" and/or to "GPS/GSM signal lost", verify all wiring connection (antennas, etc.) on TBM-side and the USB with ETM.
- 5) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 6) Is the issue present? \_\_\_\_\_

- **Customer concern B: Popup "Maintenance"**

Checks:

- 1) LED control on the SOS ceiling light button: check if it is white backlight or red steady.
- 2) 2) In the case in which the SOS pulsant is on the red light: See Customer Sorry A) "Red LED on the SOS-flush button.
- 3) White LED indicates normal operation, nothing needed.
- 4) If there is no DTC, ask to the dealer to TEST of all TBM functions: SOS Call and Hot Spot Wi-Fi
- 5) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 6) Is the issue present? \_\_\_\_\_

- **Customer concern C: Popup "Backup Battery discharge or defect"**

Checks:

- 1) Attach 12V battery report.
- 2) From the TBM parameters report, check the status of the auxiliary battery "Variable 2907"

Variable: 2907 - Backup Battery Charge Level  
Backup Battery Voltage  
Backup Battery Charge level

3.522 V  
97 %

- 3) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 4) Put key at idle for 30 minutes and verify if the auxiliary battery charges
- 5) Verify if the messages is already present
- 6) Is the issue present? \_\_\_\_\_

- **Customer concern D: Non- functioning remote operation mobile APP**

Checks:

- 1) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 2) Is the issue present? \_\_\_\_\_

- **Customer concern E: The SOS/Assist call doesn't start**

Checks:

- 1) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 2) Is the issue present? \_\_\_\_\_

- **Customer concern F: Connected services popup update**

Click on "update now" and after 15 minutes check on ETM (central display) waiting for the confirmation popup about the completion of the update. If the pop-up request appears again

- 1) Check the vehicle battery status (fully charged battery is requested)

- **Customer concern G: Missing TBM communication even if no DTCs are present**

Checks:

- 1) Disconnect the TBM for 10 minutes reconnect it
- 2) Is the issue present? \_\_\_\_\_

- **Customer concern H: SOS Grey Icons / assist call & WiFi Hotspot**

Checks:

- 1) LED control on the SOS button- light ceiling, if it is white backlight or red steady
- 2) In case the SOS button is steady red: see Customer complaint A "Red LED on SOS button- ceiling light"
- 3) Remove TBM power fuse (or TBM connector) or perform a hard reset through Diagnostic equipment to do a power reset. Then check functionality again
- 4) Is the issue present? \_\_\_\_\_