

MAS003157 MCL 24-39

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

FOTA Update 517 TBM Software Update to 4.34

TECHNICAL SERVICE OPERATIONS



DATE: JULY 9, 2024

Certain Maserati Ghibli, Quattroporte and Levante MY21- MY22 vehicles listed in MODISCS+ are involved in a Telematic Box Module (TBM) software update version 4.34.

This software update fixes a potential lack of communication between the vehicle and the Mobile App. Some data such as health status or last update data may not correctly updated to the current status.

AS A GENERAL REMINDER PER **MAS003444**, FOTA UPDATES ARE DONE BY THE CUSTOMER (NO DEALER INVOLVEMENT UNLESS THE CUSTOMER IS EXPERIENCING TECHNICAL ISSUES).

Any attempt to submit claims related to FOTA will be rejected according with the policy.

However, a few vehicles will require the update to be performed manually using the EVO diagnostic tool due to outdated software that is not compatible with Over The Air Updates. Warranty claims for vehicles that require manual updates in this case can be submitted. Please refer to the last page for warranty claim information.

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.

Thank You for your continued support and cooperation.

Maserati North America
Aftersales Dept.

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. Check the attached VIN list if the action required is **FOTA or the MD-EVO Software Update**.

Model	Complete VIN	Action
Levante S GranLusso MY21	ZN661YULXMX357384	FOTA Software Update
Levante GTS MY21	ZN661ZUA3MX357943	MD-EVO Software Update
Levante GranSport MY21	ZN661XUSXMX357385	FOTA Software Update
Levante MY21	ZN661XUA1MX357363	FOTA Software Update
Ghibli S GranSport MY21	ZAM57YSSXM1357387	FOTA Software Update
Ghibli GranSport MY21	ZAM57XSS0M1357389	FOTA Software Update
Quattroporte S GranSport MY21	ZAM56YPS3M1357386	FOTA Software Update
Ghibli S Q4 GranSport MY21	ZAM57YTS3M1357388	FOTA Software Update

VIN list example

Note: the type of update could change after the launch of the action (see **MAS003444** for more info). To check which update is required for each VIN, please check the campaign type displayed in the service entry. As seen below:

- MD-EVO Campaign (light gray / blue background in Modis): The update will require to be done at the dealer manually using the EVO.

The screenshot shows the Modis interface with a sidebar on the left containing menu items like 'AFTERSALES', 'TECHNICAL ASSISTANCE', 'PROXY', 'KNOWLEDGE ONLINE', 'INDEPENDENT OPERATOR', 'WARRANTY', 'CONSOLE RESI RETE', 'SERVICE ENTRY', 'INSERT VIA DIAGNOSTIC TOOL', 'SERVICE ENTRY INSERT', and 'SERVICE ENTRY MANAGEMENT'. The main window displays a table with columns: Campagna, Codice spesa, Codice Componente, Descrizione, Matricola, N. Gar., Data Garanzia, Dealer, and Link to Doc. The first row is highlighted in blue, indicating an MD-EVO Campaign. Below the table, there are two lines of text: 'Attenzione: lo sfondo colorato delle righe indica che la campagna è obbligatoria' and 'Attenzione: lo sfondo colorato delle righe indica che la campagna è FOTA'.

- FOTA Campaign (dark grey background in Modis): no action is required, claim is not permitted because it is done by the customer.

The screenshot shows the Modis interface with a sidebar on the left containing menu items like 'AFTERSALES', 'TECHNICAL ASSISTANCE', 'PROXY', 'KNOWLEDGE ONLINE', 'INDEPENDENT OPERATOR', 'WARRANTY', 'CONSOLE RESI RETE', 'SERVICE ENTRY', 'INSERT VIA DIAGNOSTIC TOOL', 'SERVICE ENTRY INSERT', and 'SERVICE ENTRY MANAGEMENT'. The main window displays a table with columns: Campagna, Codice spesa, Codice Componente, Descrizione, Matricola, N. Gar., Data Garanzia, Dealer, and Link to Doc. The first row is highlighted in dark grey, indicating a FOTA Campaign. Below the table, there are two lines of text: 'Attenzione: lo sfondo colorato delle righe indica che la campagna è obbligatoria' and 'Attenzione: lo sfondo colorato delle righe indica che la campagna è FOTA'.

3. If the vehicle falls within the "FOTA Software Update" or "MD-EVO Software Update" and the action is confirmed on Modis, go to the appropriate procedure below.

FOTA Software Update (technical support)

Vehicle marked with dark grey background in the SE are to be done by the customer. However, if the TBM is not updating and there is no prompt to update on the radio display. This could be symptomatic of a technical problem. **Before contacting BOL for diagnostic assistance, please check that the preconditions are satisfied (battery level >70%, 4G/GPS coverage, key inside the cabin area with all doors closed).**

TBM Software Update using the EVO

1. **Before proceeding, please ensure the following preconditions:**
 - Battery voltage > 12,5 V (It is suggested to connect the 12V Battery to a Battery Maintainer)
 - Key ON and Engine OFF
 - Vehicle Parked
 - SGW unlocked

2. Perform **TBM – ECU Programming**.

Software version to be installed (or newer)

Market	F151 New
ROW	NEW 21.14.91

NOTE: the vehicles in ROW markets will be updated directly to the new SW 4.35 (F151 21.14.91).

3. Clear all DTCs.

4. Procedure complete.

Warranty Claim

For all the vehicles marked with **MD-EVO Update**, please fill in the relative Warranty Claim as follows:

Description	Code
Campaign Number	517
Warranty Code	23
Fault Code	063
Component Code	8.71.224
Operation Code	8.71.224.9 (0,50h)