

Circular Letter

FROM: Maserati TSO
TO: Maserati Network



MASTERS OF CARE

New Harman R1 ETM Tutorship Process Update



ATTENTION! This bulletin supersedes MAS002563 B MCL 22-10 released on July 22, 2022. Please discard/remove all copies of the previous bulletin.

DATE: August 2, 2024

This Bulletin provides new information regarding the Maserati Tutorship Process for Harman R1 ETM components.

This Bulletin has been updated to introduce:

- Addition of the MC20 Cielo and GT/GC to the Tutorship List (See page 2)
- Dealer Questionnaire (To be filled out by a technician) (See page 5)
- Customer anomaly questionnaire (To be answered when customer drops off vehicle at dealer) (See Pages 6-7)

NOTE: Starting with MY 21 the Infotainment system has a separate display screen which is not involved in this Tutorship process. If a display screen is required, a BOL must be opened and submitted separately as a "Support Request" as part of the Infotainment system.

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 Americas
Aftersales Dept.

Harman R1 ETM Component Tutorship Process Outline

Through the BOL console. Support for R1 ETMs (MY21 and up vehicles) is communicated directly with the supplier (Harman) for Maserati vehicles. This process helps to promptly evaluate potential issues, helps reduce diagnosis times, and provides the maximum assistance and information for the resolution of our client's concerns.

BOL support will be managed by the supplier's (Harman) professional technicians. However, In some cases, the MNA Aftersales BOL team along with the supervision of the HQ Blue On Line (BOL) Team in Italy may get involved, and carry out diagnoses on reports coming directly from the dealer network.

If a repair on a component in the Tutorship List below is needed, you must open a BOL as "Support Request" and select the appropriate component code. See page 3 for details.

It's important that you accurately follow the instructions that you receive back in the BOL and do not replace the ETM without a BOL authorization. If more diagnosis time is required to perform an in-depth diagnosis, you will receive approval from the BOL. **NOTE:** Any Warranty claims submitted with additional ST (Straight Time) without BOL authorization will be rejected.

All BOL reports must be detailed, complete, and include; Parameters, DTCs, Videos, Images, etc., to clearly define the complaint/fault and to help the team act effectively. You mustn't delete any errors in the memory of electronic components during the initial scan. If a component on the Tutorship List is replaced (upon Prior BOL, approval), it must be sent back to MNA via Urgent Part Return Request.

As a reminder, MY21R1 Harman ETMs are equipped with FOTA (Firmware Over The Air) technology so most of the newer software will be automatically available for the customer to update. Please review Bulletin **MAS002429** (MCL 20-24) Or Newer for further details.

If the vehicle is at the dealer and the customer informs of an anomaly that can be fixed by a specific SW update not already installed by FOTA, the Tutorship BOL Specialist may ask you to install it by using USB update procedures. Which is available to download via **MODIS ► AFTERSALES ► TECHNICAL ASSISTANCE ► SOFTWARE DOWNLOAD.**

If you are instructed by BOL to perform an SW update and submit a related warranty claim, first check to see if the vehicle is involved in any service actions (RAPID UPDATES) that already request an SW Update and insert a related warranty claim accordingly.

In a case where there is no service action active for the VIN. Submit a warranty claim in cost code 16 using the following standard repair time: 08.71.240.1 (0,6h)

The purpose of this process (along with your cooperation with the MNA Aftersales BOL Team) is to help accelerate the BOL management process and any new anomaly diagnosis to provide prompt solutions for the entire authorized dealer network more efficiently.

Tutorship List

MODEL	MY	BOL COMPONENT CODE	COMPONENT (Listed in Dashboard Devices)
Ghibli-M157	MY21 and forward	57850079	RADIO R1
QP-M156	MY21 and forward	56850079	RADIO R1
Levante-M161	MY21 and forward	61850079	RADIO R1
MC20-M240	MY22 and forward	40850079	ECU RADIO
MC20 Cielo-M241	MY23 and forward	41850079	ECU RADIO
Grecale-M182	MY23 and forward	82850079	ECU RADIO
GranCabrio-M190	MY24 and forward	90850079	ECU RADIO
GranTurismo-M189	MY24 and forward	89850079	ECU RADIO

Submitting a BOL for Harman R1 ETM Tutorship Support



All images shown in this bulletin are for illustrative purposes only

Follow the steps below to select the correct "BOL Component Code" from the list above:

1. In the SE (Service Entry) under the "Repair" Tab. Select "01 – Anomaly" from the Repair Description Field.

The screenshot shows a dropdown menu for 'Repair Description' with the following options: '01 - Anomaly', '-', '01 - Anomaly', '02 - Paid maintenance', '03 - Campaign', '04 - Maintenance Program', and '07 - Paid Repair'. The '01 - Anomaly' option is highlighted in blue. Below the dropdown, there is a 'Warning' section with the text 'Campaign to be perfo'.

2. Select the Magnifying glass icon.

The screenshot shows a 'Component' field with a magnifying glass icon highlighted by a red box and a red arrow. To the right of the field is a 'Defect code' label. Below the field is a 'W/C/I' dropdown menu.

3. A pop-up window will appear. Enter the last six digits of the "BOL COMPONENT CODE" from the "Tutorship List" on page 2 into the component code field

The screenshot shows a search window with the following fields: 'Chassis no.' (388354), 'Project' (61), 'Model', 'Function Group', and 'Description'. The 'Component Code' field contains '850079' and is highlighted with a red box and a red arrow labeled '1'. The 'Search' button is also highlighted with a red box and a red arrow labeled '2'. Below the search fields is a table with the following data:

	Code	Description
<input type="radio"/>	000100	ALTERNATIVE TRANSPORTATION/ADDITIONAL SERVICES
<input type="radio"/>	000105	CPO INSPECTION
<input type="radio"/>	010000	SCHEDULED SERVICE
<input type="radio"/>	010011	1ST SERVICE
<input type="radio"/>	010012	1ST SERVICE
<input type="radio"/>	010021	1ST SERVICE
<input type="radio"/>	010031	2ND SERVICE
<input type="radio"/>	010032	2ND SERVICE
<input type="radio"/>	010041	2ND SERVICE
<input type="radio"/>	010051	3RD SERVICE

At the bottom of the window, there are navigation buttons (back, forward, search, refresh, close) and a 'Close' button. The page number '1 / 369' is displayed in the bottom right corner.

Then click on the "Search" box.

4. "R1 RADIO" should automatically appear in the "Description" field. Proceed and select it by clicking on the empty circle icon.

5. The "BOL COMPONENT CODE" will auto-populate as illustrated below:

6. Continue and fill out the rest of the fields in this section and click on the "Add" box.
Attention: Please remember to be as detailed as possible when entering the "Customer Complaint"

7. Click on "Repair 1" to open the BOL Console.

Ref.	Repair Description	Component Code	Description	W/C/I	Activity
1	Anomaly	850079	R1 RADIO	Internal	Repair 1
63 - NOT TO SPECIFICATIONS		NO SOUND COMING			BOL 0000

8. Under the "BOL+" tab. Select "Support Request" as the Report Type.

9. Fill out and complete the rest of all other fields and attach all necessary documentation as required.
Attention: Please remember to be as detailed as possible when entering all fields (Boxes).

10. Click the "Save" to complete and submit the BOL and await instructions from the BOL team.

DEALER (TECHNICIAN) CHECKLIST

(This checklist is to be filled out by technician for ETM-related anomalies)

When opening a BOL the following items are needed:

PHONE USED FOR TESTING

PHONE Make:

MODEL:

SOFTWARE Version (iOS/Android)

DIAGNOSTIC CHECKLIST

Attach an EVO report (DTCs & parameters), select ALL modules

Can you duplicate the concern in the workshop? Attach a video and/or the one supplied by the customer	YES	NO
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If yes, describe in detail	
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For Black screen:

- Perform & attach E-XTEQ battery test

Attach the photos of the screens showing the ETM SW, the ETM serial number, and the Security Serial Number.

Follow the steps below:

1. To enter the dealer menu, from the vehicle screen, select "Screen Off" options.
2. After 5 seconds the screen has gone completely black press (and hold press) the top right and bottom left corner of the display at the same time
3. After a few seconds, the dealer menu should appear. This procedure may require several attempts because the corners of the display must be pressed at the same time.
4. In the dealer menu, you will find ETM SW version, serial number (a code starting with T00), and Security Serial Number.

Example:



CUSTOMER USAGE AND INFORMATION QUESTIONNAIRE

(This checklist is to be filled out when customer is dropping the vehicle off at the dealer)

CUSTOMER PHONE INFORMATION (Phone used when the anomaly occurred)

PHONE Make:

MODEL:

SOFTWARE Version (iOS/Android)

QUESTIONNAIRE FOR THE CUSTOMER

Detailed description of the anomaly.

If anomaly was captured on video (or photos), please provide copies to the Service Advisor.

When did the anomaly start to occur? *Example: Since purchasing the vehicle, after an update to phone, over-the-air update to the radio, etc.*

How many times has this happened?

How often does this occur during one trip?

Can you duplicate it easily? If you can, what steps are taken to replicate?

Does the issue resolve itself or is it necessary to perform a particular action? *Example: Shut off vehicle and restart, change audio source, etc.*

How many phones are paired to the vehicle & how many phones are being used at the time of the anomaly?
Example: One on CarPlay, one charging.

AUDIO ANOMALIES SPECIFIC QUESTIONS

Is anomaly present on all audio sources?	YES	NO
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If no, which audio source? *(Bluetooth, AM/FM, CarPlay/Android Auto, etc.)*

(Describe in detail)

Is the volume adjustable? Is the status bar visible?	YES	NO
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Did the issue appear after a phone call?	YES	NO
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Was there a phone connected when the anomaly occurred?	YES	NO
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CARPLAY/ANDROID ANOMALIES SPECIFIC QUESTIONS

CarPlay/Android Auto doesn't start or stops working after a certain period? If yes, please describe time frame:	YES	NO
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Have you tried using another phone? Same model but with different software?	YES	NO
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Is CarPlay/Android Auto used via wired or wireless connection?	wired	wireless
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If wired, is the cable being used OE/genuine phone manufacture cable? <i>(Apple lightning cable. Etc.)</i> Is the cable damaged? If Yes, try using another cable.	YES	NO
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Are any third-party applications being used at the time of the anomaly? *(Example: Waze, XM radio, Amazon Music, etc.)* If yes, which apps?

CUSTOMER QUESTIONNAIRE (continued)

BLACK SCREEN ANOMALIES SPECIFIC QUESTIONS

Does the anomaly occur from the moment you turn on the ignition or does it happen while driving?

With the anomaly present, is there audio present?	YES	NO
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With the anomaly present, is the rear view camera displayed?	YES	NO
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With the anomaly present, when using the radio ON/OFF button, does the screen turn on?	YES	NO
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Does performing any action, i.e. key cycle, resolve the anomaly?	YES	NO
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