



PERSONAL SERVICE LAB

MASTERS OF CARE

MAS003730_A MTB 25-17 Updated ECU Programming Policies

ATTENTION! This bulletin supersedes [MAS003730 MTB 23-07](#) released on Aug 30, 2023. This bulletin has been updated with new info. Please discard/remove all copies of the previous bulletin.

DATE: May 16, 2025

The purpose of this communication is to provide a guideline concerning the execution of ECU software updates (ECUs) and to clarify how the EVO checks the availability of software updates for the ECUs installed in the vehicle.

ECU Software Update Guidelines

Please note that any software updates available for the Vehicle's control units must be carried out only if Maserati Americas specifically indicates that you are required to do so through dedicated technical communication: (Rapid Update (RU), Customer Service Notification (CSN), Customer Legal Recall (CLR), Technical Bulletin, or Technical Information) or on the indication of the Field Product Support team through Blue On Line tickets.

The continuous improvement of the quality of the product implies the possible release of software versions of the control units after those of production of the Vehicle, although these updates may not bring benefits or improvements from a customer perspective.

Please note that the contractual warranty provides for the commitment by the manufacturer to guarantee the restoration of any lack of conformity of the vehicle intended as malfunctions or failures.

Performing software updates that do not resolve a specific issue and are not indicated in a specific technical communication will require a BOL for Tech Support prior to repair. If a BOL is not opened and or specific instructions provided by Tech Support to perform an update. Will not be recognized and refunded under warranty.

Note: Maserati Americas. declines all responsibility for any malfunctions of the control units resulting from the execution of programming not expressly requested by the above-mentioned communication means.

NOTE: Whenever performing ECU programming, it is highly recommended to use the Maserati EX-TEQ charger/tester to ensure adequate power supply support when the engine is not running during programming and avoid any unintended interruptions.

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

Checking for software updates utilizing the EVO Diagnostic Tool

When connecting the EVO Diagnostic Tool to the vehicle, it will check the availability of software updates on the Maserati Server, through the Traceability operation.

As a result: in the vehicle view page (The page that shows all the ECUs configured to the vehicle) Blue, Orange and Red download icons may appear as shown in Figure 1



Figure 1: (left) legends of possible ECU traceability statuses.

Software update status legend definition:

1. **Error call assistance** The red "Error, call assistance" icon: **does not necessarily indicate a problem.** It refers to two possible scenarios:
 - a. Software currently in the ECU is different compared to what is expected based on the data on the Server. If the ECU in question has not been replaced and no functional problems are present related to the ECU = It can be ignored.
 - b. A new replacement ECU has a different software version compared to what is expected based on the data on the Server. In this case, you are required to open a BOL ticket as "Support Request" for assistance so that the BOL team can investigate the issue.
2. **Available Update** The Blue "Available Update" icon: Refers to a software update that is available for the relevant ECU. Refer to page 1 of this bulletin of the "ECU Software Update Guidelines" to determine whether the software update can be executed.
3. **Mandatory Update** The Orange "Mandatory Update" icon: The orange "Mandatory Update" icon means a software update *may* be linked to an active campaign—such as a Rapid Update (RU), Customer Service Notification (CSN), Customer Legal Recall (CLR), Technical Bulletin, or Technical Information. This icon does not automatically mean a software update is required. Always check Modis or the vehicle's campaign history to confirm if an active campaign applies before performing any software updates. If no related campaign is open, do not carry out the update.