

Technical Information

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

AGSM Button Operation Update for Grecale, GranTurismo, and GranCabrio



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A new software update is now available for the AGSM (Automatic Gear Shift Module) on Grecale, GranTurismo, and GranCabrio vehicles. This update enhances PRND (Park, Reverse, Neutral, Drive) button responsiveness and simplifies their operation, improving the customer experience. The update is intended to:

- Address customer concerns related to button responsiveness
- Reduce AGSM module replacements to only cases with confirmed internal faults or complete non-functionality
- Limit Blue On Line (BOL) reports to only critical cases

MODELS INVOLVED: GranTurismo (M189), GrandCabrio (M190) and Grecale (M182) All MY

Background

Previously, gear shift changes required both electrical contacts under each button to close simultaneously when pressed. With the new software, all shifts—except exiting Park—can now be activated by closing only the **Metal Dome** contact, which provides the tactile “click” feedback.

- **Exiting Park** still requires both contacts to close for **safety and regulatory reasons**, meaning customers may still perceive occasional “unresponsiveness” in this specific action.

Dealer Guidance

Do NOT replace the AGSM module unless it is completely unresponsive or has related internal error DTCs. The software update addresses most concerns.

When explaining the updated operation to customers:

1. **Exiting Park:** Must press firmly until both contacts close.
2. **Other shifts:** If the click is felt, the shift command is registered.
3. **Press in the central area** of each button for best responsiveness; avoid pressing edges.
4. **Use adequate force**, and if necessary, multiple fingers—not just the index finger.

BOL Reporting:

- Open a BOL Support Request **only** for cases not explained by this bulletin.
- Maserati reserves the right to review or adjust claims that do not meet the specified criteria.