



PERSONAL SERVICE LAB

MASTERS OF CARE

ECU Software Update Guidelines

IMPORTANT NOTICE This bulletin supersedes **MAS003730_A MTB 25-17** released on **May 16, 2025**. It contains updated information, please ensure all previous versions are discarded.

DATE: OCTOBER 31, 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.

Performing ECU software updates:

Please note that any software updates available for the vehicle's control units should be carried out in the following cases:

- **Maserati sends specific instructions to perform software update through the following communications: (Rapid Update (RU), Customer Service Notification (CSN), Customer Legal Recall (CLR), Technical Bulletin (MTB), or Technical Information (TechDocs).**
- **The Technical Support team instructs you via a Blue On Line ticket.**
- **ECU replacement (unless exceptions are listed in the Technical Documentation for that ECU). After replacing an ECU, always install the latest software version to avoid using outdated stock. However, check the correspondent ECU replacement procedure via TechDocs for any exceptions.**

NOTE: 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 software updates to avoid any unintended interruptions.

Important Warranty Note:

Maserati is **not responsible** for any ECU issues caused by updates that were **not officially instructed to be performed**. Updates that do **not fix a specific issue** and are **not listed in the approved cases above** will **not be covered under warranty**.

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

How the EVO Checks for Updates:

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

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 below:



(left column) 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. Immediately following ECU replacement, this has an installed software different from the expected one. In this case, you are required to open a BOL as "Support Request" for Help so that the technical support team can investigate.

2. **Available Update** The Blue "Available Update" icon: Refers to a software update that is available for the relevant ECU. **Refer to the "Performing ECU software updates" section of this bulletin (Page 1) whether to proceed with the software update or not.**

3. **Mandatory Update** The Orange "Mandatory Update" icon: 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. **Refer to the "Performing ECU software updates" section of this bulletin (Page 1) whether to proceed with the software update or not.**