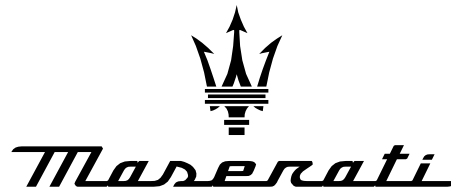


**Diagnostic Sheet**

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

# TBM2 Diagnostic Guide

**IMPORTANT NOTICE** This bulletin supersedes MAS004818 DS 25-24 released on July 31, 2025. It contains updated information, please ensure all previous versions are discarded.

DATE: October 23, 2025

This bulletin provides an updated diagnostic checklist for addressing concerns related to the TBM2 (Telematic Box Module) system on Maserati Grecale, GranTurismo, and GranCabrio vehicles. It includes detailed procedures for identifying and resolving issues based on specific customer concerns.

**This Diagnostic Sheet requires a BOL to be opened as "Support Request".**

**MODELS AFFECTED:** M182 Grecale 2.0 L4 MHEV and M189 GranTurismo(All MY).

**CUSTOMER CONCERNS COVERED:**

**Concern A:** Pop-up message on display:

**A.1:** Service

**A.2:** SOS

**A.3:** Wi-Fi

**A.4:** Backup battery

**Concern B:** Missing TBM communication (offline on RSV, in red)

**Concern C:** The Mobile App for remote management is not working

**Concern D:** SOS/help call and WiFi hotspot icons cannot be selected

**Preliminary Checks (All cases):**

- Take a photo of the concern
- Collect details: when/how the concern appears, frequency, and first occurrence
- Perform a full Vehicle Scan Report (include environmental parameters)
- Perform a 12V Battery Test Report with printout

**Concern A.1: Pop-up message – Maserati Connect Module Requires Service**

DTC Check:

If DTC B22A996 is present, → Go to **Procedure 1**

If DTC B22A996 is not present, → Go to **Procedure 2**

Note: Ignore DTC U008000 (Ethernet Bus) as it does not affect the related service operation.

**Note: MDEVO must be updated to the latest release for the following procedures**

### Procedure 1 (DTC B22A996)

Check Variable **2796 - "ECU Internal Fails"** via the scan report

- If only 1 of 5 parameters failed → HW fault, replace the TBM
- If all 5 parameters failed → SW fault, perform reset below:

Variabile: 2796 - ECU Internal Fails		
Modem		yes
SIM module		yes
GNSS/Modem receiver		yes
WiFi module		yes
Accelerometer - E6D		yes

#### Reset Procedure:

1. Clear DTCs
2. Key OFF → Wait 2 minutes → Key ON → Wait 2 minutes
3. Read DTCs
4. Repeat up to 3 times. If DTC persists, replace the TBM.

If the TBM has obsolete SW, the issue may recur in the future even after the reset procedure. Evaluate according to customer needs and parts availability, whether to release the vehicle after the reset by informing the customer about it.

- TBM has obsolete SW R3B4 (M182) or R3G1(M189) → Replace HW compatible with SW R5S2
- TBM has SW R5F → It can be updated to R5S2

TBMs that cannot be upgraded to SW R5S2 are shown below

	F187	F188	F191
R3B4 (M182)	670292884	52223558	52182933
R3G1 (M189)	670292884	52227403	52182933

TBMs compatible with the new SW R5S2 are shown below.

	F187	F188	F191
R5F	670309418	52245562	52219959
R5S2	670358241	52270644	52219959

### Procedure 2 (No DTC)

1. Check Variable **"2794 - Network Connection"** via the scan report:

Variable: 2792 - Cellular Signal Strength	Cellular Signal Streight	0
Variable: 2793 - GNSS Visible Satellite	GPS VISIBLE Satellite	00
Variable: 2794 - Network Connection	Network connection status	Not Connected
Variable: 2796 - ECU Internal Fails	Modem	no
	SIM module	no
	GNSS/Modem receiver	no
	WiFi module	no
	Accelerometer - E6D	no
Variable: 2800 - Modem Data	IMEI (International Mobile Equipment Identity) Number	015857002209142

2. If a connection error is indicated ("Connection Failed" / "Not Connected" / "Connection Ongoing"), --> perform the hard reset procedure using the MDEvo command, TBM --> Diagnosis Active --> Hard Reset
3. If the hard reset does not resolve the issue, or if the customer returns to the dealer a second time with the same issue, replace the TBM with new hardware and R5S2 (or newer) software using the table:

	SW	F187	F188	F191
WAS	R3B4	670292884	52223558	52182933
BECOMES	R5S2	670358241	52270644	52219959

## Concern A.2: Pop-up message – SOS

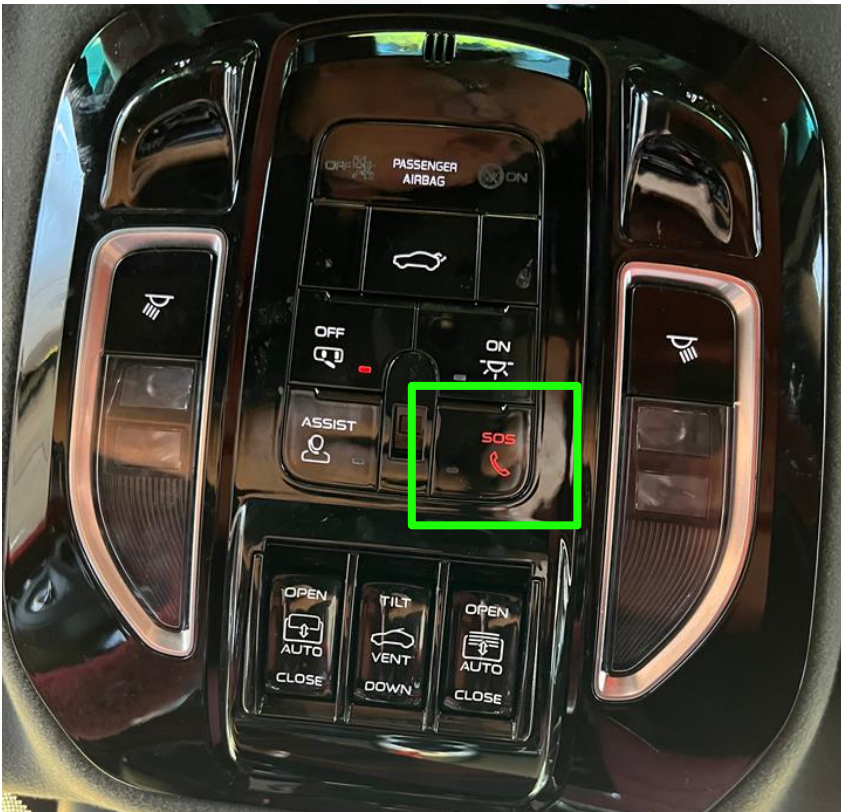


### DTC Check:

If any of the listed DTCs are present, perform electrical diagnosis per TechDocs:

- B1401-11 Emergency Call Speaker-Circuit Short to Ground
- B1401-12 Emergency Call Speaker-Circuit Short to Battery
- B1401-13 Emergency Call Speaker-Circuit Open
- B1401-2B Emergency Call Speaker-Wires Shorted Together
- B143A-12 Microphone 1-Circuit Short to Battery
- B143A-13 Microphone 1-Circuit Open
- B143A-2B Microphone 1-Wires Shorted Together
- B1560-13 Cellular Antenna 1-Circuit Open
- B1561-11 Cellular Antenna 2-Circuit Short to Ground
- B1561-13 Cellular Antenna 2-Circuit Open
- B1562-14 GPS Antenna-Circuit Short to Ground or Open
- U0452-86 Implausible Data Received From Restraints Control Module-Signal Invalid

These DTCs are associated with the red warning light on the SOS button.



**Concern A.3: Pop-up message – Wi-Fi unavailable. Contact authorized support.**



DTC Check:

If DTC B22A996 is present:

Check Variable “2796 - ECU Internal Fails” via the scan report

- If the Wi-Fi Module fails, → It is a HW fault, replace the TBM.

Variable: 2792 - Cellular Signal Strength Cellular Signal Strength	4
Variable: 2793 - GNSS Visible Satellite GPS Visible Satellite	16
Variable: 2794 - Network Connection Network connection status	Connected
Variable: 2796 - ECU Internal Fails	
Modem	no
SIM module	no
GNSS/Modem receiver	no
<b>WiFi module</b>	<b>yes</b>
Accelerometer - E6D	no
Variable: 2800 - Modem Data IMEI (International Mobile Equipment Identity) Number	015857003249709

**Concern A.4: Pop-up message– Backup Battery Low or Faulty**

Checks:

Perform a 12V battery test using the E-XTEQ

- Check TBM parameter Variable 2907 – charge level must be ≥ 40%

Variable: 2907 - Backup battery charge level	
Backup Battery Voltage	3.343 V
Backup Battery Charge level	88 %

- Disconnect the TBM for a few minutes, then reconnect it
- Run the engine for 30 minutes, check whether the battery charge rises
- If the issue persists, → Open BOL for Technical Support

**Concern B: TBM Communication Missing (offline on Vehicle Scan Report, in red)**



Checks:

- Check if the TBM is set as Present on the proxy side
- Verify TBM electrical integrity (power/grounds, connectors, wiring)
- Document any electrical anomalies with photos
- If no fault is found and the issue persists, → Open BOL for Technical Support

CAN node 35 (TBM)
present

ASSIST ICON **NOT** HIGHLIGHTED = OFF

ASSIST ICON HIGHLIGHTED = ON

**Concern C: Mobile App Not Working**

- 1) Collect detailed information about the concern (e.g., what functions are not available, under what conditions, for how long, which mobile version/operating system, etc.)
- 2) Open BOL as Technical Support, attaching evidence of the information collected

**Concern D: Non-selectable Icons (SOS, Assist, Wi-Fi)**

Follow **SECTION 08.71 – 1**, → **Procedure 08.71.224.35 TBM – CONNECTION UNLOCK** in TechDocs.  
If the issue persists, → Open BOL for Technical Support.

Below are example screenshots of the SOS and ASSIST ICONS:



**Final Notes**

Maserati reserves the right to modify or reject claims that do not meet the criteria.

We remain at your disposal for clarification.