



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

R1 Radio Restore Procedure After Software Update

DATE: March 31, 2026

After updating the R1 Radio, some vehicles may show minor malfunctions. This restore procedure helps correct these issues **without replacing the radio**.

SECTION: 08.71-1 (INFO-TELEMATICS SYSTEM).

MODELS: MY21+ all models equipped with R1 Radio, up to software version U39.19.

When to Perform the Restore Procedure

Use this procedure if the customer reports any of the following concerns:

- The radio restarts occasionally (sporadic reboot)
- The system changes to a different language and cannot switch back
- Climate control commands do not respond

When NOT to Perform This Procedure

Instead, **open a Blue-on-Line ticket** if you observe:

- Radio constantly rebooting (continuous loop)
- Screen completely black / no display

Technical Support analysis is required for these cases.

Restore Procedure

1. Check the Radio Software Version

Go to **System Information**.

1. If the version is **earlier than U39.19**, continue with the procedure.
2. If the version is **U39.19 or higher**, open a Blue-on-Line ticket.



How to identify versions earlier than U39.19:

- Versions starting with **S** or **T** are always earlier.
- Versions starting with **U** must be checked against the number sequence. Meaning there are multiple "U" version make sure the latest version is installed.

Latest software versions are installed on Maserati vehicles below:

Main Model				
M240	M182		M189	
	ICE	BEV	ICE	BEV
U40.20	U39.19	U39.19	U39.19	U39.19

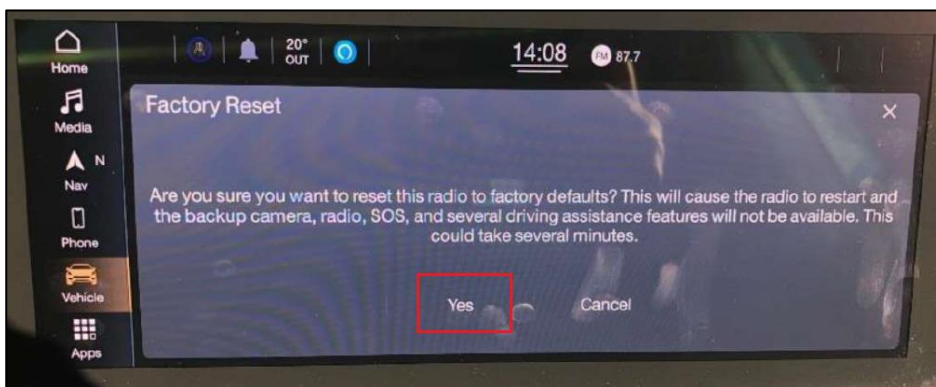
Note: This information applies **only to vehicles not included in a Rapid Update**. Always verify whether the vehicle is part of a Rapid Update campaign. If it is involved in a Rapid Update, **use the software version specified for that campaign**.

2. Perform a Factory Reset

- Tap **(1) Vehicle** ⇒ **(2) Settings** ⇒ **(3) Reset** ⇒ **(4) Scroll down** ⇒ **(5) Factory Reset**.



3. Confirm the Factory Reset by clicking "YES": Allow the system to complete the reset and restart.



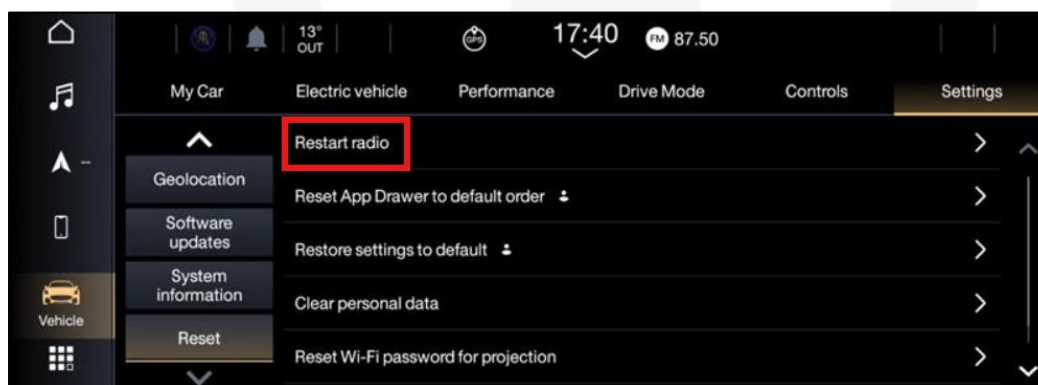
3. Complete a Radio Sleep Cycle

After the reset:

1. Turn ignition **OFF**.
2. Wait **5 minutes**.
3. Turn ignition **ON**.

4. Perform a Radio Restart:

1. the menu: Vehicle → Settings → Reset.
2. Press "Restart Radio".



5. Reinstall the Software Update

Reinstall the **same R1 Radio software version**, even if the system already shows it as current.

3. Verify correct operation of the R1 Radio.

If the procedure does not resolve the issue, open a Blue-on-Line ticket in accordance with the policies currently in force, providing evidence that the procedure has been carried out.

Warranty Claim Information

Description	Code
Defect Code	63 – Not compliant with specifications
Component Code	8.50.079 (RADIO CONTROL UNIT)
Operation Code <ul style="list-style-type: none">• Radio restore procedure	8.50.079.L (0,70h)

Any repairs under warranty must include evidence of the steps listed above, attaching them to the relevant Blue-on-Line case (if required by the Blue-on-Line Policies in force) or to the warranty claim, following the policies of bulletins MAS004908 or newer.

TECHNICAL SERVICE OPERATIONS