



# Maserati Technical Bulletin

Date: December 23rd, 2016  
Bulletin No. MAS001050/A - ETM Software Update  
(Entertainment Telematics Module)  
Recall Campaign – 327/A  
Supersedes: NA  
Section: Compliance

MASERATI

**MODEL: Maserati Levante (M161), Quattroporte (M156) and Ghibli (M157) vehicles**

**MODEL YEAR: 2017**

**SUBJECT: Vehicle Safety Recall Campaign 327 - ETM Software Update**

## MASERATI SAFETY RECALL BULLETIN

**PERFORM THE PROCEDURE OUTLINED IN THIS TECHNICAL BULLETIN ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE CAR IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

Maserati dealers must ensure recalls are completed after having been notified by Maserati North America, Inc. (MNA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the dealer's possession at the time of notification. In MNA's case, this notification would typically be made by the issuance of a recall notification in the form of a Technical Bulletin.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a recall campaign is announced by MNA, dealers must ensure that all recalls on new vehicles and new items of replacement equipment are completed **BEFORE** delivery to the consumer. This means that dealers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open recall.

The Safety Act also prohibits dealers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open recall has been completed **BEFORE** delivery. This also pertains to vehicles in the Certified Pre-Owned program, and to items of replacement equipment.

Finally, MNA dealers should not sell or use parts that have been recalled by MNA. Please follow the specific instructions provided by MNA on the return or disposition of any parts.

## Description of Vehicle Safety Recall 327

Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with a software problem within the entertainment-telematics module (ETM) which when subjected to temperatures below 32 degrees F, may place itself into a protection mode, thereby rendering the rearview (back-up) camera inoperable. A vehicle with an inoperable rearview (back-up) camera, does not provide for the added safety to the vehicle operator during back-up vehicle movement, and increases the risk of injury to anyone who would be located behind the vehicle while the vehicle operator is in the process of a backing out movement.

**Model Year 2017, Maserati Levante (M161), Quattroporte (M156) and Ghibli (M157)**  
ETM Module (Fig.1).



Fig.1

## Which Vehicles Are Affected

Please refer to the VIN list in ModisCS+ for the affected vehicles in the U.S. and Canada.

## Vehicle Remedy Information

1. Check that the vehicle is included in this Recall campaign, and that this repair has not been previously performed.
2. Install the New Software into the ETM (Electronic Telematics Module).
3. The recall procedure is now complete.

**This repair procedure will be performed free of charge to the customer.**

## Parts Needed For The Recall

For this Recall campaign each Dealer will need 2 Pen Drives (USB sticks) purchased locally. 1 is needed for the Levante ETM and 1 is needed for the Quattroporte / Ghibli ETM.

**NOTE: Each pen drive used, 1 for Levante and 1 for the Sedan (Quattroporte / Ghibli) must be at least 8 Gb or larger with NTFS format. No other files can be present on the pen drives.**

## OPERATING PROCEDURE

1. Check in ModisCS+ to see if the vehicle is involved in this Recall Campaign and that the recall has not been previously performed.
2. To complete the software installation, follow the procedures listed below using the Pen Drives (USB sticks).  
If you need extra Pen Drives, follow the software download procedures in Attachment "A" at the end of this bulletin.

**NOTE: Each pen drive used (1 for Levante and 1 for the Quattroporte / Ghibli) must be at least 8 Gb or larger with NTFS format. No other files can be present on the pen drives.**

## ETM SOFTWARE UPDATE PROCEDURES

1. Turn on the engine and insert the PEN Drive into the USB socket.

**NOTE: If the procedure doesn't start or an error appears, open a BOL.**

2. After inserting the pen drive, the s/w version on the pen drive (**16.50.50**) will appear on the screen. (Fig.1) Press "Si" (Yes) to start loading the s/w and a system reset will start. (Fig.2)



Fig.1



Fig.2

3. The download could take approx. 45 minutes.(Fig's 3 and 4)

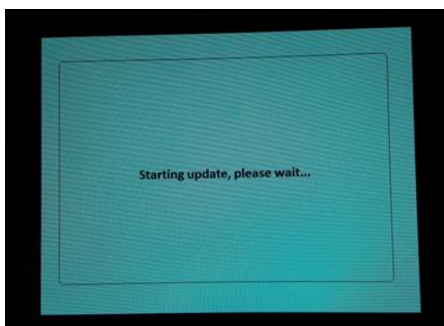


Fig.3

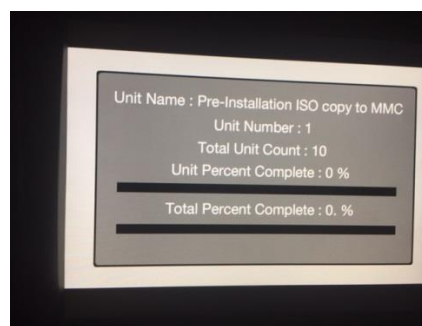


Fig.4

4. After the s/w download is complete, wait for the system to reboot and then press “Accept”. (Fig.5)



Fig.5

5. After pressing “Accept”, at the next screen press “No” (Fig.6) and remove the USB Stick. (Pressing “No” will stop the system from restarting the s/w update).



Fig.6

6. Enter the "Engineering Mode" by pressing the "Left Temp up" & "Sync" buttons at the same time. (Fig.7)



Fig.7

7. Scroll through the “Engineering Mode” and locate “Reset to factory default” then press “Reset to factory default”. (Fig.8)



Fig.8

8. At the next screen, press “Yes” and wait for the system to reboot. (Fig.9)



Fig.9

9. After the system reboots, **DO NOT press “Accept”**. (Fig.10)



Fig.10

10. Shut off the ignition.  
11. Open the driver's door and **keep it open for all of the following steps.**

12. After the Instrument cluster goes off / black, set a timer for 90 sec.
13. When the timer finishes, enter the vehicle.
14. Put the KIN in “Run”, **DO NOT press “Accept”** on the screen.
15. Wait for 45 seconds and then shut off the ignition.
16. After the cluster goes off / black, set a timer for 90 sec.
17. When the timer finishes, enter the vehicle.
18. Put the KIN in “Run”, **DO NOT press “Accept”** on the screen.
19. Wait for 45 sec and then shut off the ignition.
20. After the cluster goes off / black, set a timer for 90 sec.
21. When the timer finishes enter the vehicle.
22. Put the KIN in “Run” and press “Accept”. Go to the Radio screen and press the FM button **(DO NOT PRESS ANY OTHER BUTTONS)**.
23. Wait for 45 sec and then shut off the ignition.
24. After the cluster goes off / black, set a timer for 90 sec.
25. When the timer finishes the procedure is completed.
26. With the Maserati diagnostic tool, select “CHECK VEHICLE” and launch “CLEAR ALL DTC’s”.

## ENTERING A WARRANTY CLAIM

Fill in the relative Warranty Claims as follows:

- |                   |                    |
|-------------------|--------------------|
| • Campaign Number | 327                |
| • Warranty Code   | 24                 |
| • Defect Code     | 063                |
| • Component Code  | 8.71.223           |
| • Operation Code  | 8.71.223.9 (0.75h) |

Nicola Rosciano  
 Manager Technical Support  
 Maserati North America, Inc.

Luis Sanchez  
 Technical Director  
 Maserati North America, Inc.

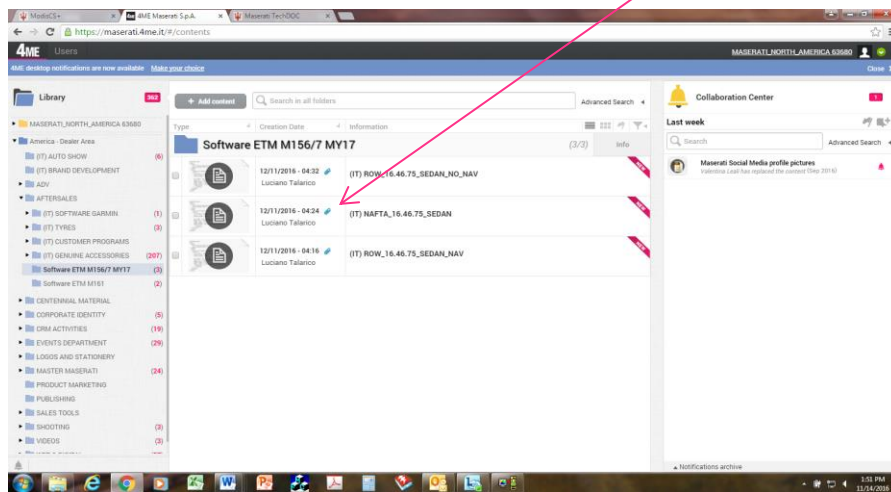


## Attachment “A”

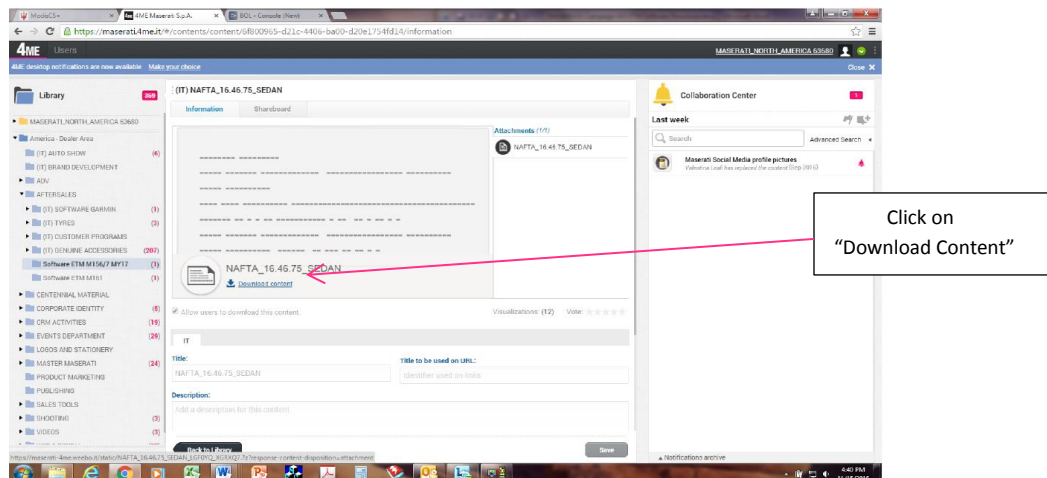
## ETM SOFTWARE UPDATE – PEN DRIVE PREPARATION

**NOTE: Each pen drive used , 1 for Levante and 1 for the Sedan (Quattroporte / Ghibli) must be at least 8 Gb or larger with NTFS format. No other files can be present on the pen drives.**

1. Using Internet Explorer, open ModisCS+ and select “Marketing Dealer Manual” (4ME/THRON).
2. In “Library”, under “America - Dealer Area”, select the “AFTERSALES” folder then select either the “**Software ETM M161**” folder for **Levante** or, “**Software ETM M156/7 MY17**” folder for a **Quattroporte** or **Ghibli**. Then select the “**NAFTA**” file.



3. Click on the “Download Content”. After the download is complete, unzip the 5 files using a .7z file converter and save them to your Pen Drive (USB stick).



4. Unzip the file and copy the 5 files into the main USB Pen Drive directory.  
**NOTE: Do not create a folder and do not load any other files to your memory stick.**