

# AfterSales TSO – Circular Letter

## MAS002120 – ANNEX I

From: Technical Service Operation  
To: Maserati Network  
Modena, Italy | 26 Marzo 2020

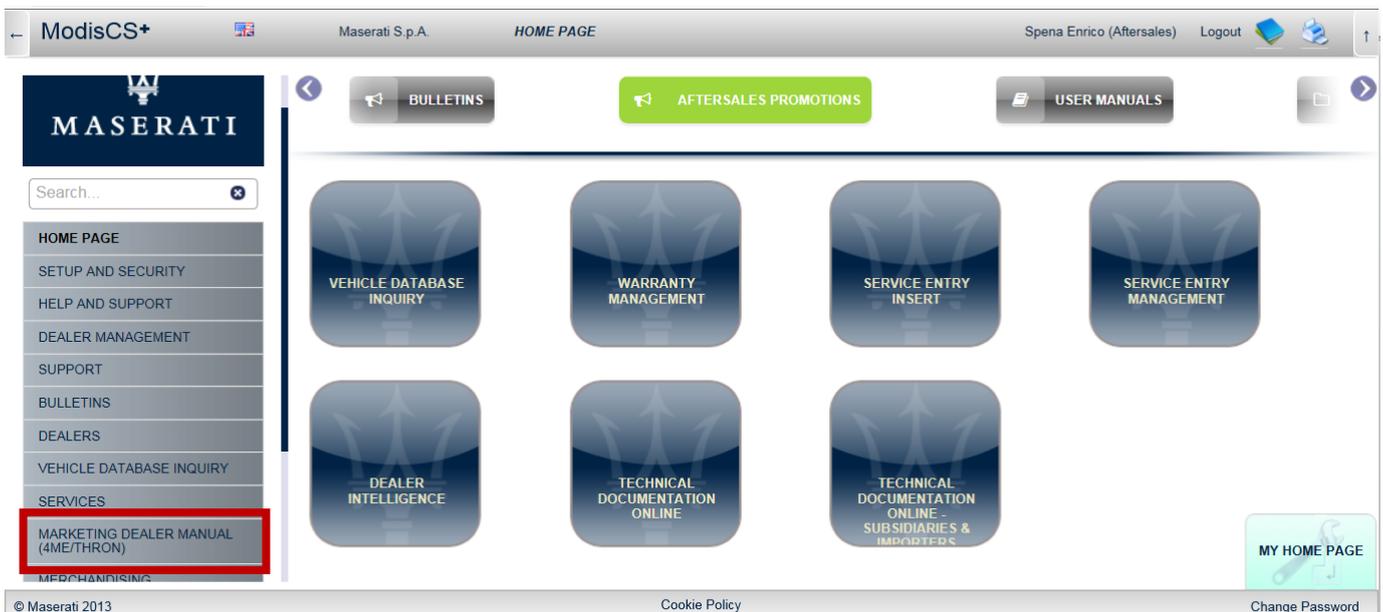
## New ETM Software Volta 6 – Update Procedure

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- A. SOFTWARE DOWNLOAD
- B. BRIDGE INSTALLATION
- C. VOLTA 6 SOFTWARE INSTALLATION
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### A. Software Download

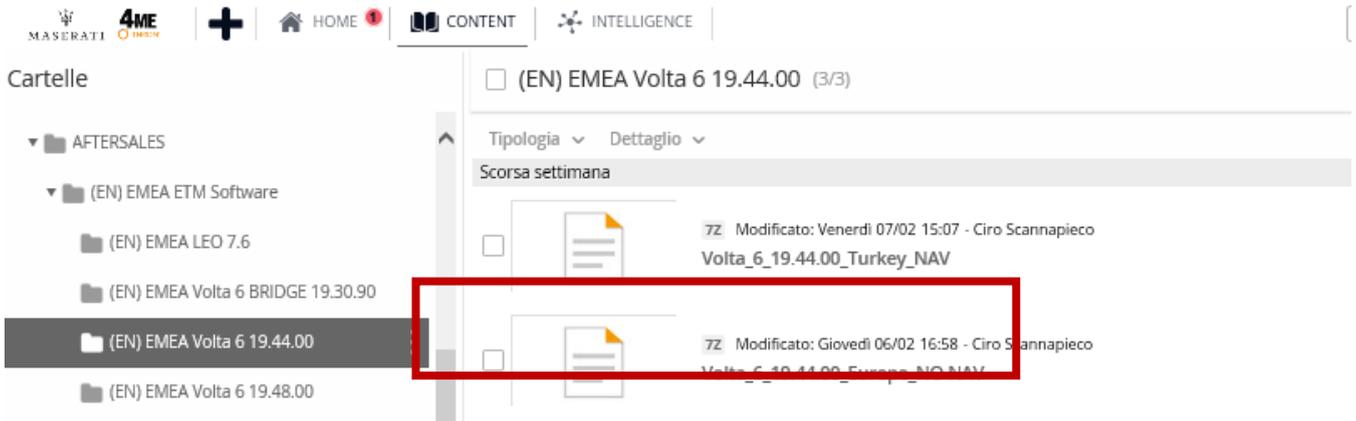
**A.1.** In ModisCS+ Select **MARKETING DEALER MANUAL (4ME/THRON)**.



The screenshot shows the ModisCS+ web application interface. The top navigation bar includes 'ModisCS+', 'Maserati S.p.A.', 'HOME PAGE', and user information 'Spena Enrico (Aftersales) Logout'. The left sidebar menu lists various options, with 'MARKETING DEALER MANUAL (4ME/THRON)' highlighted in a red box. The main content area features a grid of service tiles: 'VEHICLE DATABASE INQUIRY', 'WARRANTY MANAGEMENT', 'SERVICE ENTRY INSERT', 'SERVICE ENTRY MANAGEMENT', 'DEALER INTELLIGENCE', 'TECHNICAL DOCUMENTATION ONLINE', and 'TECHNICAL DOCUMENTATION ONLINE - SUBSIDIARIES & IMPORTERS'. The 'AFTERSALES PROMOTIONS' button is highlighted in green. The footer contains '© Maserati 2013', 'Cookie Policy', and 'Change Password'.

**A.2.** Select “AFTERSALES” folder and “Market – ETM Software” sub-folder.

**A.3.** Select the right Sw version (or bridge) according to the MAS002120



**A.4. PAY ATTENTION.** To download the original files follow the instruction in the pictures below.

- Push the Arrow in the circle and then “Download the Original”
- Use only this path

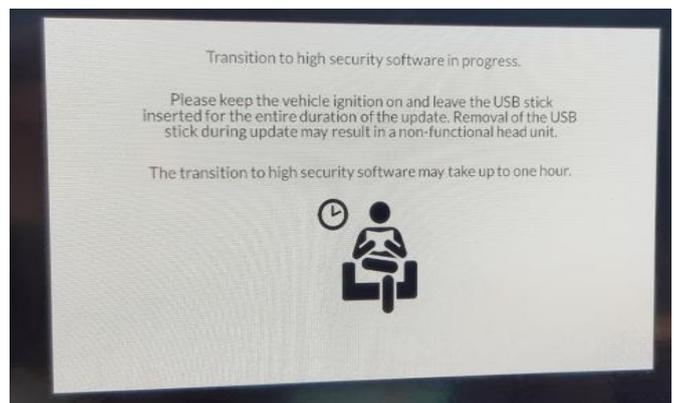
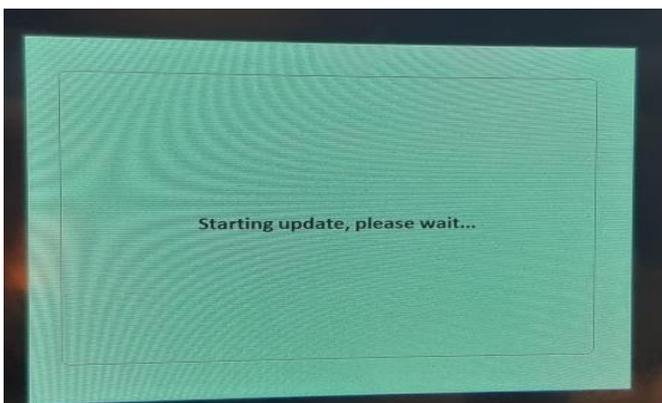


**A.5.** Copy the file on a USB memory stick formatted with a NTFS file system.

- Use only Sandisk, Verbatim, Kingston or Transcend “3.0 Certified” PEN Drive. Use a 8 Gb or bigger devices with NTFS format.
- Follow the instruction contained in MAS001272 about the USB memory stick features.

## B. Bridge Installation

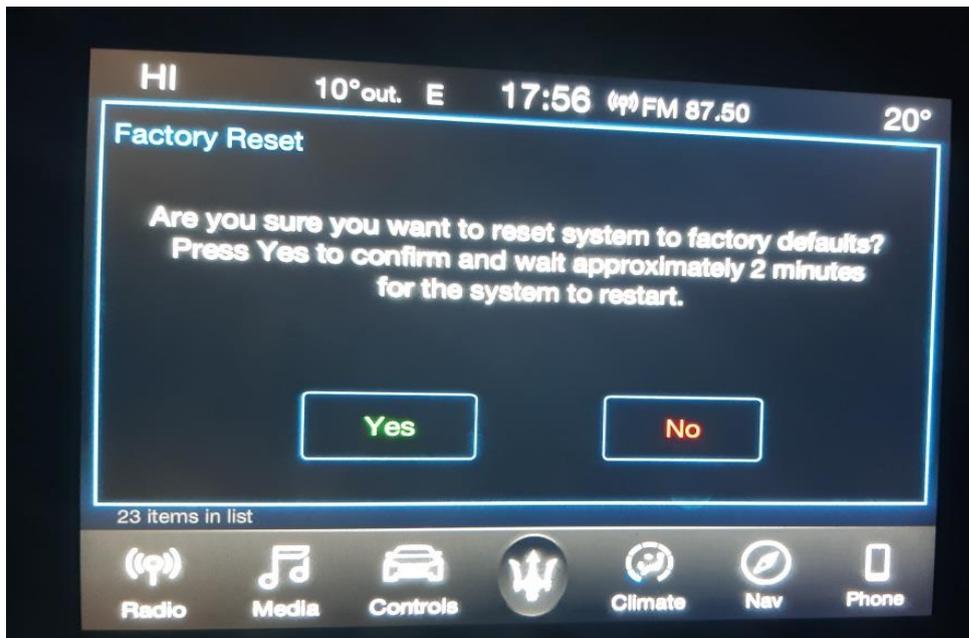
- B.1.** BRIDGE software installation (ETM update). Follow the table in the bulletin
- B.2.** Download the software from the MARKETING DEALER MANUAL (4ME-THRON) (follow Section A
- B.3.** Extract all the files in an empty USB stick with the following specifications (as per Bulletin MAS001272):
- USB 3.0
  - At least 8GB
- B.4.** Insert the USB stick in the USB port inside the vehicle.
- B.5.** Follow the on screen instructions.
- Please keep the vehicle in Key RUN state (with the battery charger connected to the vehicle) and leave the USB stick inserted for the entire duration of the update.
  - Removal of the USB stick during update may result in a non-functional head unit.
  - The time may depend on the market Sw version and the speed of the USB memory stick. The installation could take up to 1 hour.



**B.6.** At the end of the BRIDGE software installation, a factory reset is needed.

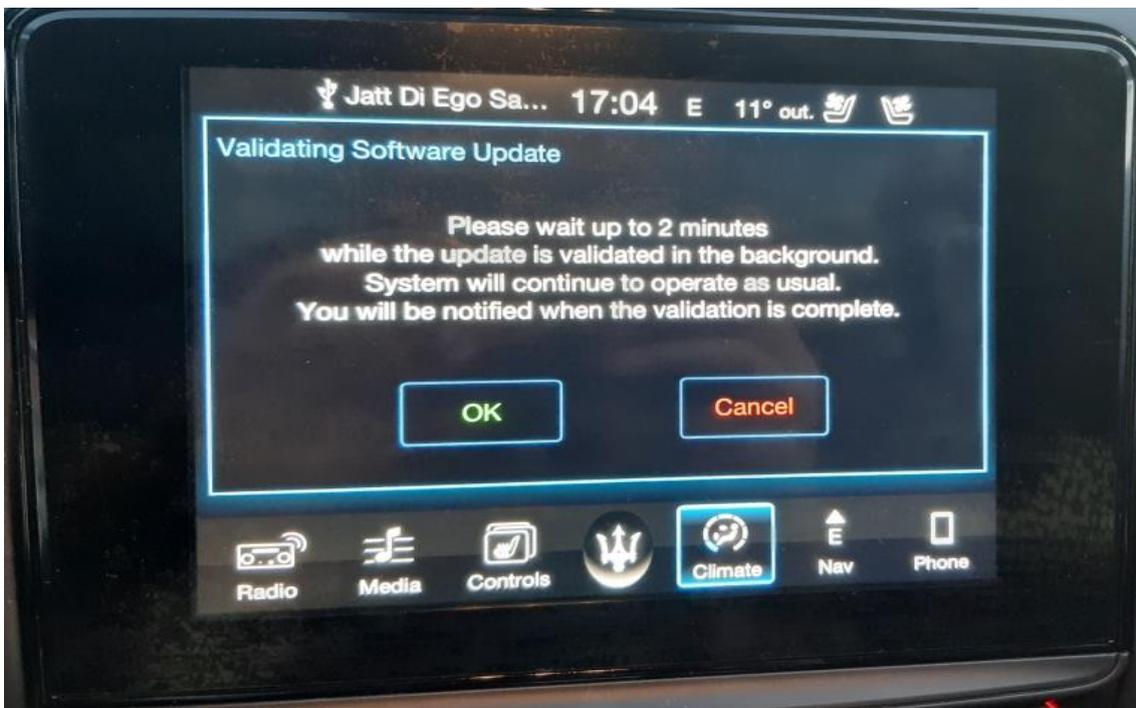
On the MTC+ select:

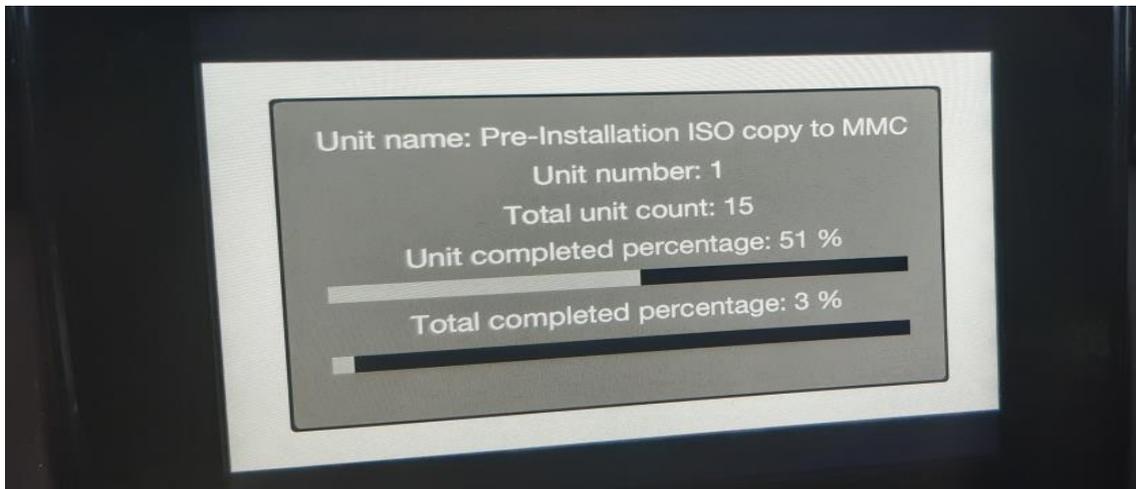
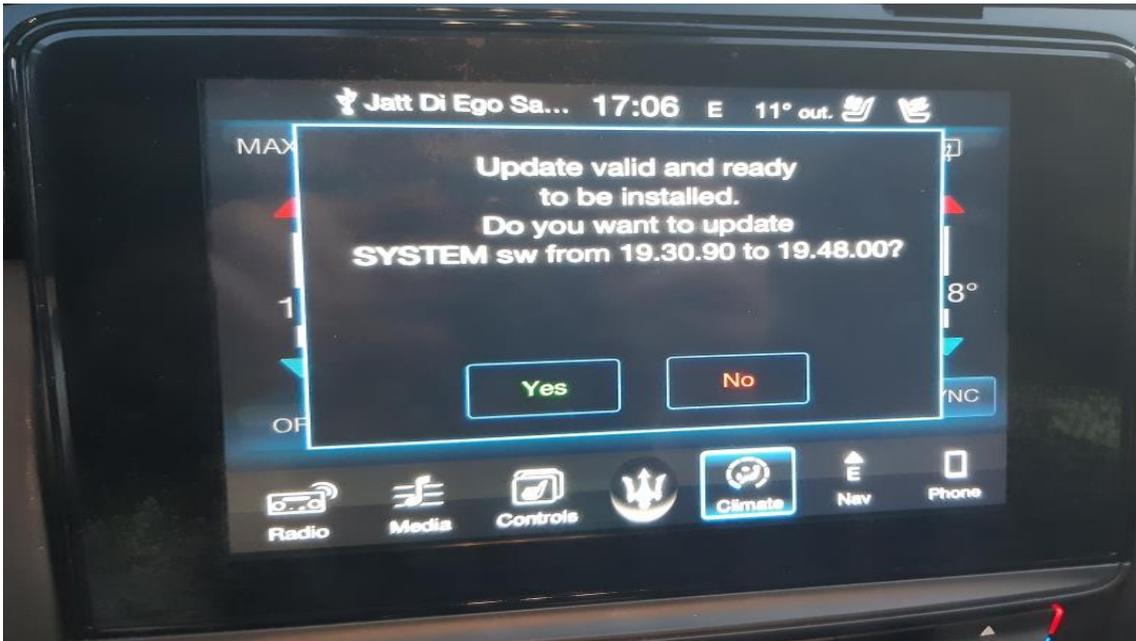
Settings => System Information => Reset to factory default



## C.VOLTA 6 Software Installation (ETM UPDATE)

- C.1.** Download the software from the MARKETING DEALER MANUAL (4ME-THRON) (follow Section A)
- C.2.** Extract all the files in an empty USB stick with the following specifications:
- USB 3.0;
  - At least 8GB.
- C.3.** Insert the USB stick in the USB port inside the vehicle.
- C.4.** Follow the on screen instructions.
- Please keep the vehicle in Key RUN state (with the battery charger connected to the vehicle) and leave the USB stick inserted for the entire duration of the update.
  - Removal of the USB stick during update may result in a non-functional head unit.
  - The time may depend on the market Sw version and the speed of the USB memory stick. The installation could take up to 1 hour.





**C.5.** At the end of the Volta 6 software installation, a factory reset is needed.

- On the MTC+ select:
- Settings => System Information => Reset to factory default

**C.6.** After the installation, using MDEVO / MDEVO 2 select the Active Diagnosis:

- ETM => Active Diagnosis => Learn Vehicle Configuration

**C.7.** Please wait about 10 minutes before that In Vehicle Help (IVH) contents will be available.

**C.8.** At the end of the VOLTA 6 update procedure, in the ETM could be present the DTC:

- U1215-00 – Lost Communication with Forward Facing Camera

*It is a normal behavior, this will not cause any problem on the vehicle. **Please continue with below***

## D. Vehicle Configuration Update

**D.1.** After the replacement of the speakers, please request the Vehicle Configuration modification on ModisCS+

**D.2.** Follow the sequence described in the picture

1. New Request
2. Select Dealer
3. Select Operation: *10254 – EQUALIZ. 8SPEAKER M161 MY20+*
4. Select Chassis no.
5. Select Search
6. Click the arrow button
7. Push Save

**AFTERSALES**  
**TECHNICAL ASSISTANCE**  
**PROXY**  
**NEW REQUEST** 1

Request number: [ ] Request date: 28.01.2020

Country: Select Country  
Importer: Select Importer 2  
Dealer: Select Dealer  
Chassis no.: Chassis no. LEVANTE  
Operation: EQUALIZ. 8SPEAKER M161 MY20+ 3  
Operation type: Add  
E-Mail: Type e-mail address

Check Save 7

Chassis no. 123456 Operation M161 4

Search 5

Code	Description
10254	EQUALIZ. 8SPEAKER M161 MY20+

1/1

Close

**D.3.** Using MDEVO / MDEVO 2 select the Procedure:

- BCM => Procedures => Write Vehicle Configuration
- Follow the instructions displayed on the diagnostic tool.

**N.B.** The Proxy Request 10254 will be automatically approved.