Service News

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Various Alfa models

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Version: All models Giulia and Stelvio except Japan market
5580 2 761 R1 ENTERTAINMENT TELEMATIC MODULE (ETM)
Various faults - Service Solution

Cancels and replaces Service News 55,011.19 of 16/04/2019 for the availability of a new software version.

CLAIMED FAULT

The Customer complains of one or more of the following faults:

- Spontaneous system stop (freeze).
- Spontaneous system restart (reboot) while driving.
- Speed camera alert active even when navigator is not in use.
- The radio does not switch off when a call is passed from the radio to the phone (after reprogramming, when a call is transferred to the phone the radio switches off when the door is opened).

TECHNICAL CAUSE

Software calibration.

OPERATIONS IN PRODUCTION

From the date given below, adoption of ETM modules with improved software that includes the "Next Valid Character" function to solve reboot and freeze problems.

IMPLEMENTATION OF MODIFICATION

VERSION	PLANT	DATE
Alfa Giulia	Cassino	12 July 2019
Alfa Stelvio	Cassino	12 July 2019

OPERATIONS AT THE DEALERSHIPS
DEALERSHIP BEHAVIOUR STANDARDS TOWARDS THE CUSTOMER

- Once the customer's claimed fault is confirmed, reassure the Customer that the problem will be solved by reprogramming the Entertainment Telematic Module (ETM).
- Inform the Customer in advance that the update could cause the loss of personal data, such as radio stations saved, phones paired by Bluetooth, navigator favourites, etc.
- After completing the operation, illustrate what has been done and ensure that the Customer is satisfied.

SERVICE SOLUTION

Once the customer's claimed fault is confirmed, reprogramme the entertainment telematic module (ETM) according to the Operating Cycle below.

This procedure cannot be performed on cars on the Japan market.

OPERATION CYCLE

Upgrade the entertainment telematic module (ETM) software as described below.

- Software version check
- Update ETM module software acquisition.
- ETM reprogramming.
- Reprogramming of correlated modules (AMP, BSM, IPC, PAM, LBSS, RBSS, BCM).
- Final operations

Software version check

This update only applies to radios with SW versions 003.xxx.xxx or above. Radios with SW versions 001.xxx.xxx and 002.xxx.xxx are unable to receive this update; see Service News 55.020.17 for Alfa Giulia and 55.019.17 for Alfa Stelvio, or subsequent amendments, to check for availability of an update.

- If the radio does not turn on automatically, turn it on with a long press of the ON/OFF control.
- Press the MENU button to access the main menu.
- Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
- Turn and press the Rotary Pad to access the "SYSTEM" function.
- Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.
- Turn and press the Rotary Pad to access "CURRENT VERSION". Photograph the display showing the current SW version and save a copy for any subsequent investigations.

If the SW version is lower than MV_090.000.061, the ETM must be reprogrammed as described below.
If the software version is equal to or higher than MV_090.000.061, the device is already updated and this Service News cannot be applied; continue troubleshooting to solve the claimed fault.

Update ETM module software acquisition

Update the software using a USB flash drive - with a minimum capacity of 4GB.

To be able to update the application, make sure that the following tools are available:

- Personal Computer with Windows© 2000 or later versions.
- USB flash drive with the manufacturer's certification of compatibility with Windows© operating systems, with a minimum capacity of 4GB - formatted as NTFS.

If you are using a USB stick that was used for previous updates it must be formatted again in NTFS mode to ensure the proper data flow.

- Download the update SW from the following Internet site:
https://download.witexedi.aftersales.fiat.com/AlfaRomeo/ETM_SW_A90.zip

The size of the file to download is approx. 1.3 GB. Once started, the procedure does not require any intervention by the operator.

The workshop credentials must be entered in order to download the software. The credentials are the same as those used to access Link-e-Entry.

- Unzip the zip file onto the PC.
- Copy the contents of the folder to an empty USB flash drive (minimum 4GB) - previously formatted as NTFS.

Copy only the files contained in the folder and NOT the folder itself onto the flash drive.

Before using the USB device it is advisable to make a backup copy of its content.

- Apply an adhesive label to the memory stick, adding the following information:
- Brand involved: Alfa Romeo
- Type of radio: Connect - SW A90

ETM reprogramming

- Check that there is nothing inserted (USB flash drive or other devices) in the vehicle ports. If there are, they must be removed before starting the update procedure.
Then continue with the ETM update procedure.

Start the engine and leave it running - safely - for the duration of the updating.
Position the vehicle with enough surrounding space and make sure that there is air circulation and that heat can disperse.

Then proceed as described below.

- If the radio does not turn on automatically, turn it on with a long press of the ON/OFF control.
- Press the MENU button to access the main menu.
- Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
- Turn and press the Rotary Pad to access the "SYSTEM" function.
- Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.
- Turn and press the Rotary Pad to access the "CURRENT VERSION" function.
- Insert the USB flash drive with the update software into the port below the central console armrest. The software update will start automatically. The procedure does not require any operator intervention.

> It is not possible to perform any update by connecting the USB flash drive to other ports on the vehicle

> **Do not remove the USB device**
> **Do not turn the key to Park or OFF**

- At the end of the software update procedure, remove the USB flash drive. The radio will automatically restart.

> After the software update, turn and press the Rotary Pad to access "SETTINGS" - "SYSTEM" - "SW UPDATE" - "CURRENT VERSION", photograph the display showing the current SW version (which must correspond to MV_090.000.061) and save a copy for any subsequent investigations.

Reprogramming of correlated modules (AMP, BSM, IPC, PAM, LBSS, RBSS, BCM).

Only for cars produced before 13 April 2018, factory fitted with ETM with software version earlier than A72.1 after updating the EM module to version A90 the software of the following modules subsequently has to be checked and updated if necessary:

- AMP (Amplifier– Hi-Fi system)
- BSM (Brake System Module)
- IPC (Instrument Panel Cluster)
- PAM (Parking Assist Module)
- LBSS (Left Blind Spot Sensor)
- RBSS (Right Blind Spot Sensor)
- BCM (Body Computer Module)

Moreover if the PAM on a vehicle produced before 13 April 2018 is replaced with a new one or reprogrammed with software updated to software version 5.6 for Stelvio or 9.8 for Giulia (or later), the software of the ETM must be updated to version SW A72.1 (or later), and the software of all the modules listed above must therefore be updated accordingly.

For the procedures for checking and reprogramming the correlated modules, refer to SN 55.004.19.

Final operations

> If the radio software update caused personal data to be deleted, help the customer to pair their telephones again and re-enter their favourite settings (e.g. radio stations, addresses). For further information, refer to the Connect supplement of the Owner Handbook.

- At the end of the reprogramming procedure, by means of the diagnostic tool, any errors (DTC) that may have been generated in other modules as a result of the programming. These will be shown on the All DTCs tab.
- Perform a vehicle Scan Report and save a copy for any further investigation.

CLAIM REPORT DATA

VERSION	OPERATION	PART	FAULT	POSITION	TIME ALLOWANCE
All models in question	5580276 (*)	1	R1	-	0.35 (*)

(*) Operation Code and Time allowance only for reprogramming the ETM module. If other modules correlated to the ETM module are reprogrammed, assign the job code as described in SN 55.004.19.

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