

AfterSales BOL Technical Information



MAS002560 (BOL 21-08)

From: Aftersales – TSO
To: Maserati Network
Auburn Hills, MI | March 29, 2021

Tunnel Phonebox anomalies

Section: 09.51 - 1 ACCESSORY CONSOLE AND CENTRE CONSOLE

Models: M161 MY21

Issue: Difficulty opening or closing of the tunnel phone tray.

Cause: Incorrect handling of the tunnel phone tray when opening or closing.



Figure 1: tunnel phone tray (component n°32 in the section 09.51 – 1 ACCESSORY CONSOLE AND CENTRE CONSOLE of the spare parts catalogue)

Action: An analysis carried out on the replaced parts showed that several breaks on the component are due to incorrect operation (forcing) the tunnel phone tray when opening or closing.

Below are some images from the returned parts that have been examined: in these cases failure is clearly attributable to the causes described above.

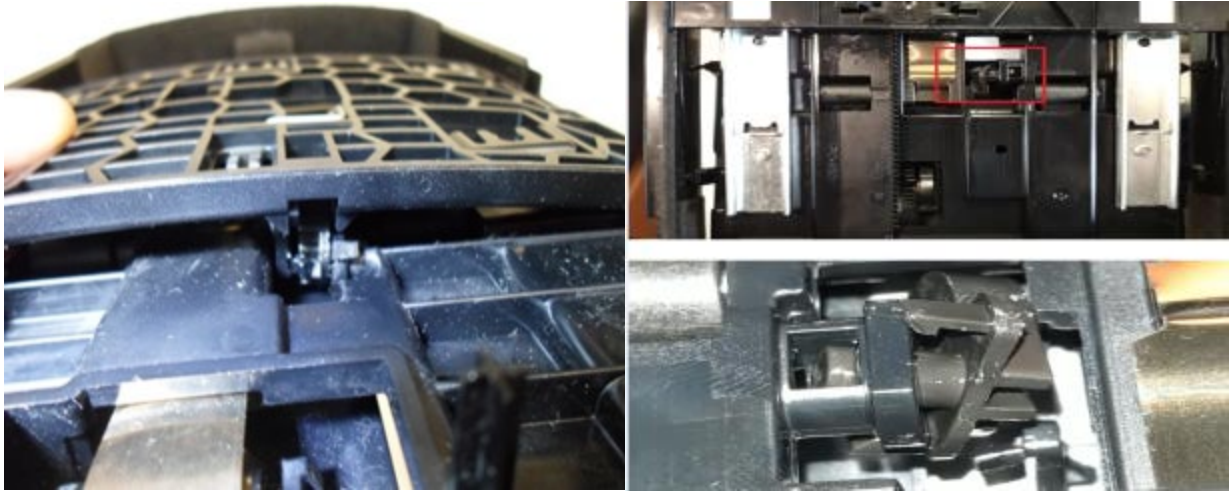


Figure 2: mechanism damaged/blocked by excessive force on it when operated.



Figure 3: pins that came out of the guides caused force or interference with objects inside the compartment.



Figure 4: pin damaged due to excessive force or interference with objects inside the compartment

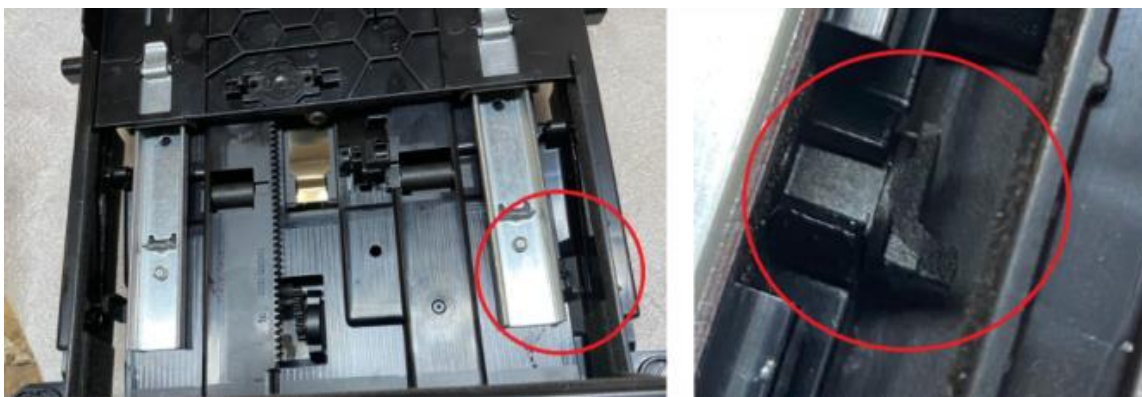


Figure 5: pins damaged due to excessive force or interference with objects inside the compartment.



Figure 6: signs of interference with objects inside the compartment



Figure 7: sticker applied at Production Plant.

Please inform Customers on how to correctly open/close the phone tray (as indicated in the Owner's Manual and the sticker applied in production, Fig.7) and to avoid possible interference caused by objects contained in the compartment which can damage the opening/closing mechanism.

If you have any questions, contact the Technical Support Dept. at MNA or your Regional Aftersales Manager.

Thank You for your continued support and cooperation.

Maserati North America Inc.
Aftersales