

Aftersales TSO – Diagnostic Sheet



MAS002453/A (BOL 21-01/A)

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From: Aftersales -TSO
To: Maserati Network
Auburn Hills, MI | April 21, 2021

Difficulty opening the doors

Models: M156, M57 and M161 from MY18 and later vehicles equipped with "Soft Door Close" (OPT 228, 228+)

Complaint: Difficulty opening the doors

It is possible that the technical characteristics of the door gasket may be influenced by environmental conditions such as high humidity and very low ambient temperatures making it difficult to pull open the door and potentially causing too much stress on the door lock mechanism over time.

ECU errors: no DTC's

Solution: If there's a customer complaint, proceed with the replacement of the affected door lock mechanism on all models. On the Levante (M161) also replace the front door gasket.

It is necessary to open a BOL as factory information, fill out and attach the checklist on page 2 of this Diagnostic Sheet.

Note: On any vehicle with the "Soft Door Close" system, it is not permitted to apply any type of grease or lubricant.

CHECKLIST

CUSTOMER INTERVIEW AND TECHNICAL SURVEY

- 1) In what atmospheric conditions did the anomaly occur (Example; rain, wind, fog, sun, outside temperature)?

- 2) Is the complaint reproducible?

YES

NO

If yes, attach a video to the Factory Information BOL report

- 3) Perform the door handle stroke measurement following the below procedure:

- Slowly pull the handle until the door is unlocked
- Measure the stroke with a caliper, as shown in the following image



- Write the measurement (in mm): ____mm

- 4) Other findings useful for the description of the anomaly:

