

AfterSales - Diagnostic Sheet



MAS002702

(BOL 21-19)

From: Aftersales - TSO
To: Maserati Network
Auburn Hills, MI.
June 29, 2021

Vibration/noise in the car when accelerating

Issue: Vibration/noise in the car when accelerating

Models: M157 RWD / M156 RWD-AWD / M161

Issue description: The Customer feels vibration and/or noise while accelerating

Conditions: While driving

ECU errors: NO DTCs stored:

Troubleshooting:

1. General check:

- 1.1 Check the vehicle for any accident damage (drivetrain, suspension, etc.)
- 1.2 Check the contact between components due to mishandling or incorrect installation (ie. engine support, gearbox support, differential, propshaft, etc.)
- 1.3 If any damage is found with the propshaft (due to a possible accident), replace the propshaft. (damage from an outside influence is NOT covered under warranty.)

If no anomalies are found, proceed to step 2:

2. Check if the boots (Pic.1 and 2) are damaged and/or have grease leakage;

2.1 If the boots are damaged and/or have grease leakage, replace the propshaft;

If no anomalies are found, proceed to Step 3:

3. Check Flange Connections:

3.1 Check for any mechanical damage and grease leakage;

3.2 Check if the bolts and/or washers are missing or not the correct ones;

3.3 Check if the bolts have the correct tightening torque;

If the bolts have too much tightening torque, that could cause deformation of the flange and cause grease leakage;

3.4 Check for any damage or deformations on the metallic caps (see Pic. 3).

If any damage or deformity is found on the metal caps, replace the propshaft;

If no anomalies are found, proceed to step 4:

4. Check the secondary sealing ring (only on the front propshaft spline interface, front differential side; (Pic. 4 and 5)

4.1 Check if the secondary sealing ring is missing or not assembled correctly;

4.2 Check if there is any mechanical damage;

If any damage is visible and/or if the ring is missing, replace the propshaft (the ring cannot be ordered as a spare part);

If the complaint is a noise/vibration while driving (not just when accelerating), in addition to the checks performed above, proceed with the diagnosis below.

5. Attach a video/audio of the noise to the BOL;

6. Verify if the vibration/noise is independent of a particular gear or particular vehicle speed;

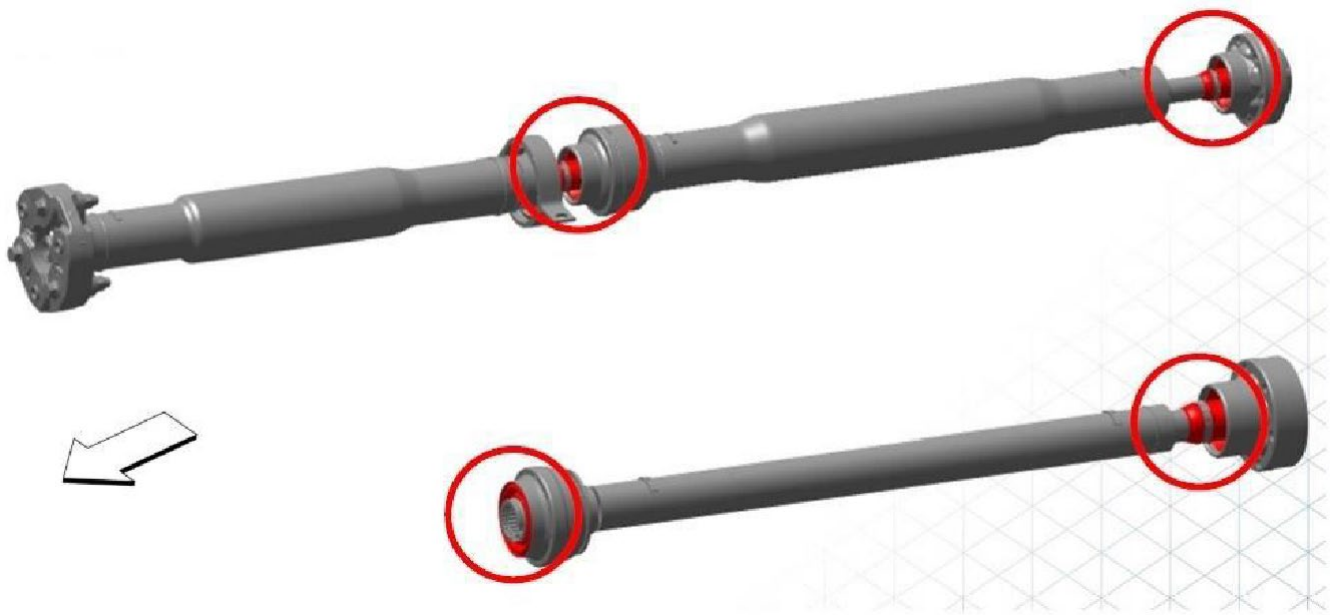
7. Check the balancing weights (rectangular area's on the tube, Pic. 6 and 7)

7.1 If any of the balancing weights are missing, replace the propshaft;

Considerations: Attach to the BOL the results and pictures of the above checks done during diagnosis.

If you have any questions, please contact the Technical Support Helpdesk.

Boots:

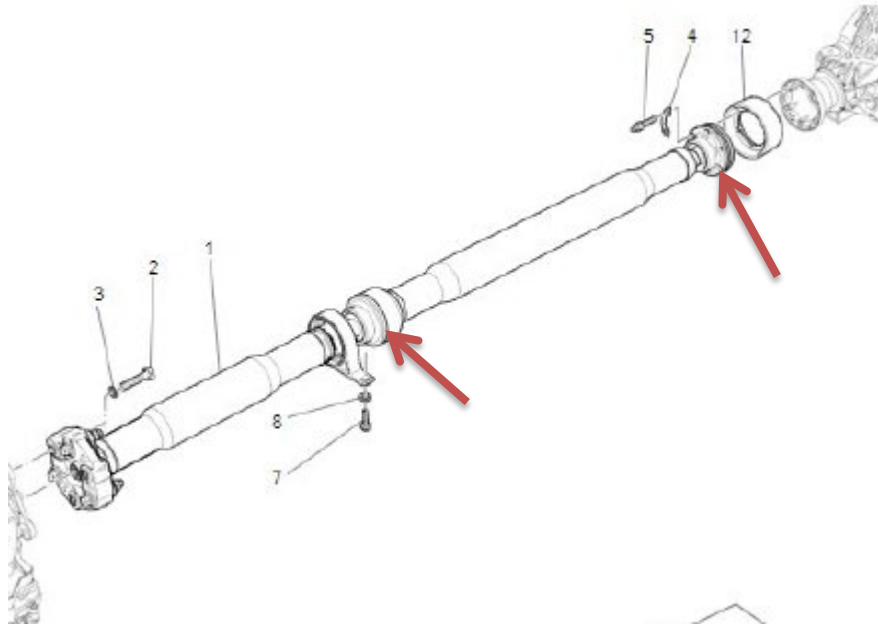


Pic.1



Pic. 2

Metallic Caps:

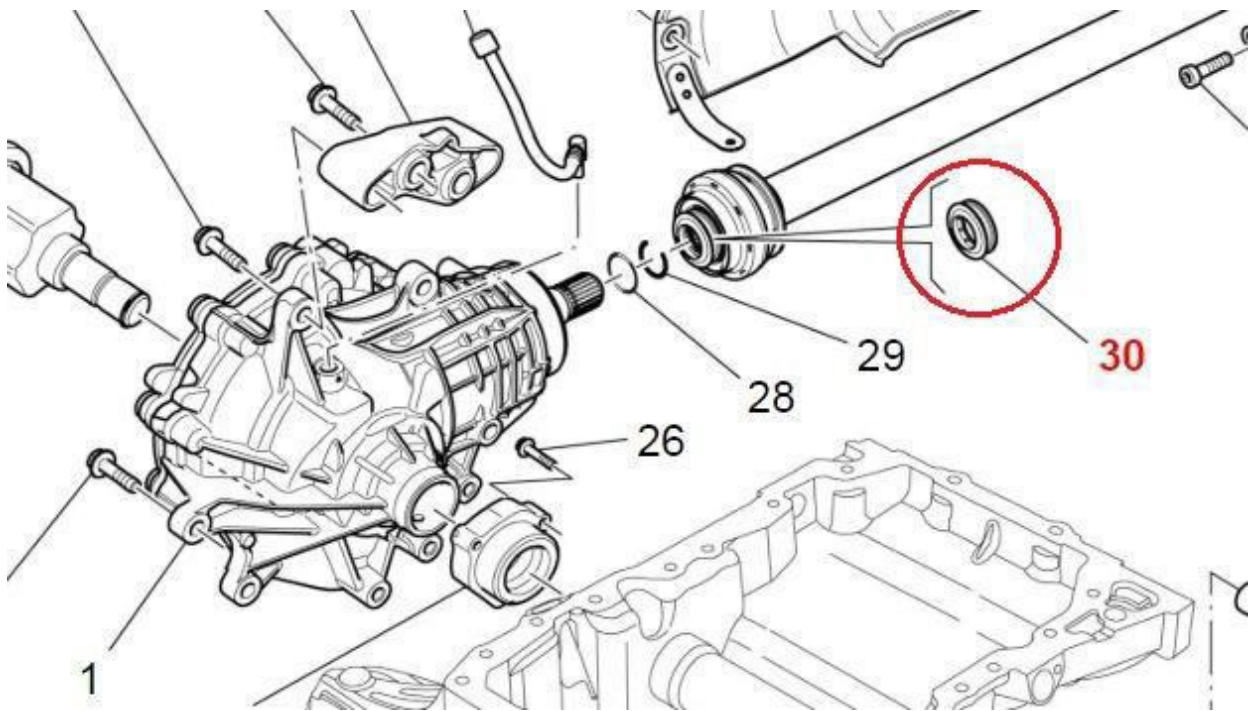


Pic. 3

Secondary Sealing Ring:

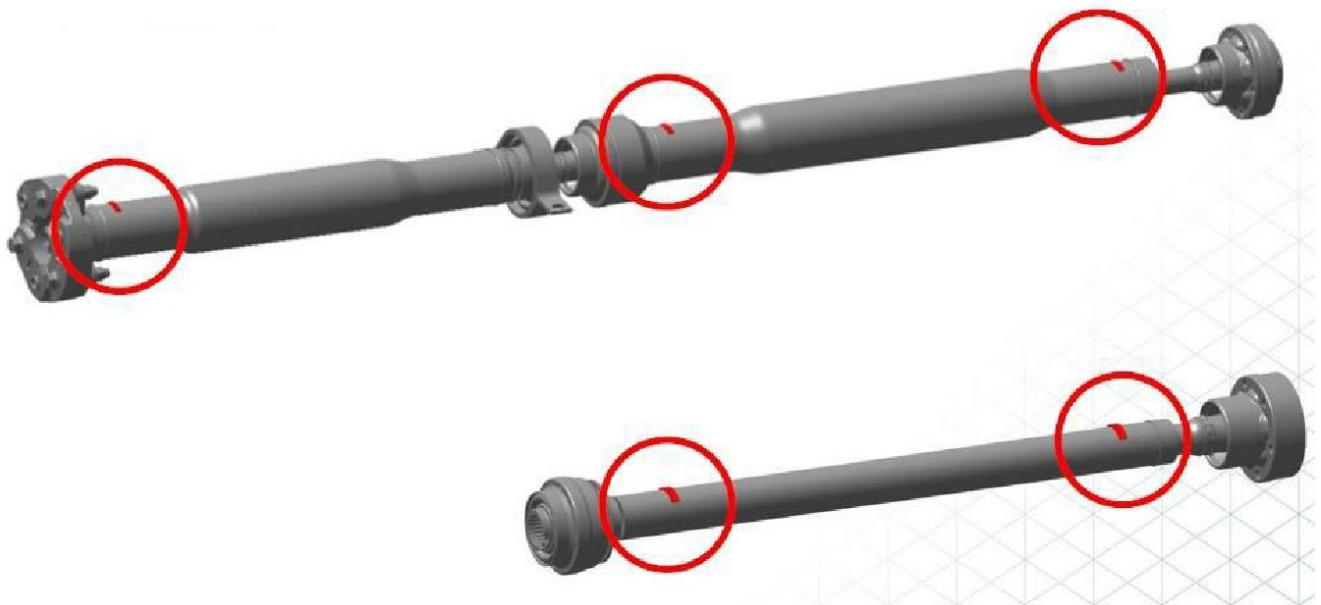


Pic. 4



Pic. 5

Balacing Weights:



Pic. 6



Pic. 7