

# AfterSales BOL Technical Information



## MAS002762 (BOL 21-25)

From: Aftersales – TSO  
To: Maserati Network  
Auburn Hills, MI.  
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### Shock absorber leaks

**Section:** 06.11 - 1 FRONT SHOCK ABSORBER DEVICES  
06.21 - 1 REAR SHOCK ABSORBER DEVICES

**Models:** Quattroporte, Ghibli and Levante

**Issue:** Oil seepage/traces from one or more shock absorbers (Sample in Picture 1)

**Cause:** The investigations carried out on parts replaced in warranty and requested back for this issue have shown a high percentage of parts were found compliant and no anomalies present.



Picture 1

The shock absorber stem gasket is designed to let a slight amount of oil pass through to allow the stem lubrication and prevent gasket wear (Picture 2).



Picture 2

The presence of oil traces on the shock absorber is not always attributable to an actual oil leak.

The slight oil traces will not have any impact on the performance of the component. A leak occurs when oil is dripping from the shock absorber and is normally associated with a decrease of damping performance.

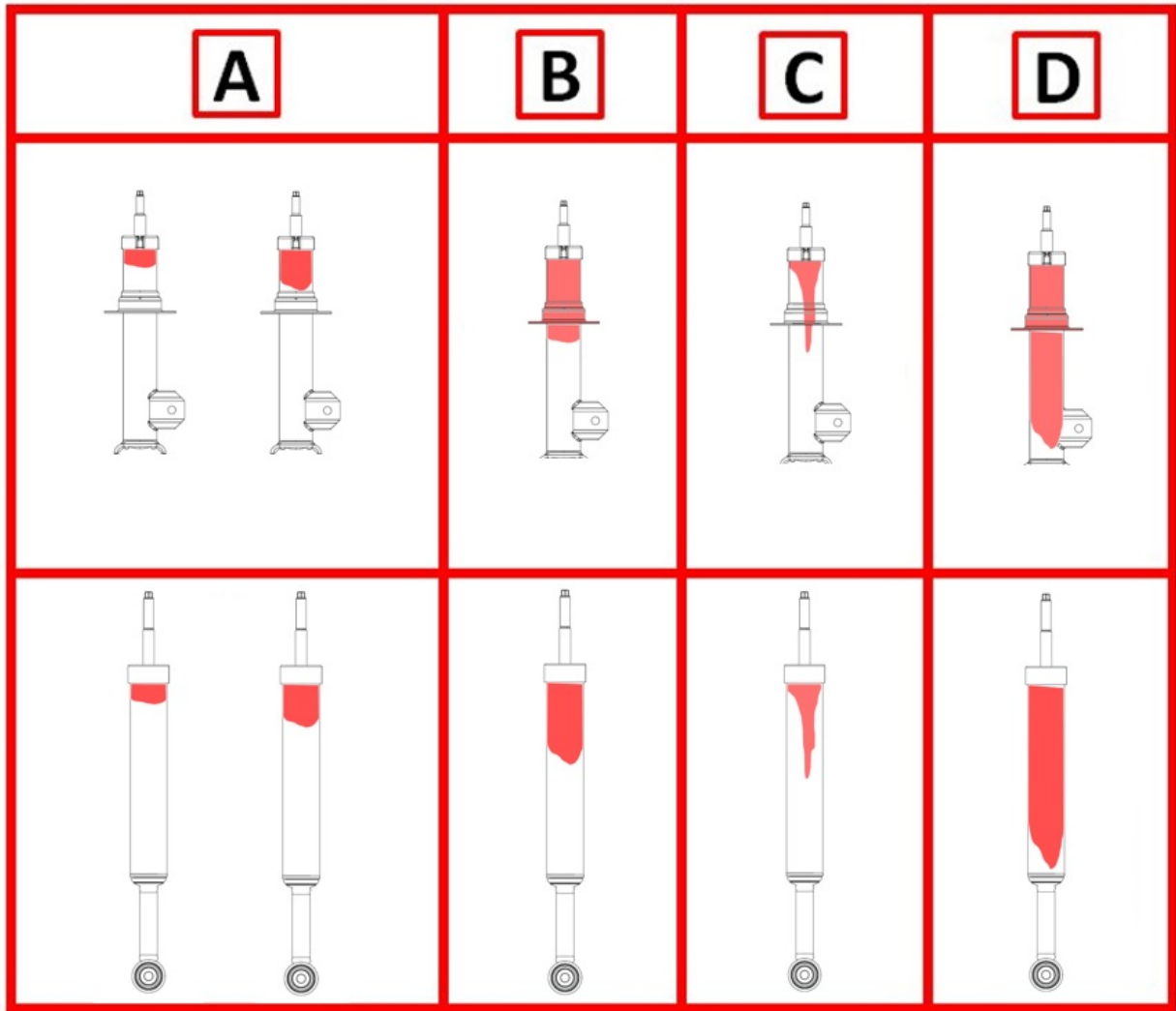
**Action:** If oil seepage/traces, similar to those shown in Picture 1 is identified during the inspection in conjunction with ordinary maintenance and without any customer complaints related to leaks or losing dynamic performance, do not perform any repair for the reasons indicated above.

In case of a customer complaint of oil dripping/leaking or loss of dynamic performance, perform a visual check to make sure that the shock absorber is not visually damaged by external causes and that the oil leaks are not attributable to external contamination (fuel, engine fluids, external contaminants, etc.)

In the event that the oil leak comes from the shock absorber, proceed as follows:

- Clean the shock absorber of any oil residue.
- Perform a dynamic test on a rough road in order to stress the shock absorbers so you can evaluate the damping performance.
- Carry out a another visual inspection to see if oil leaks/traces are again present
- If no oil leaks are found, do not replace the component
- If oil leaks are found, check the extent, then proceed as indicated in the following table:

Condition Identified	Action
Slight or minimal oil traces WITHOUT loss of performance and / or obvious signs of breakage (A and B - Picture. 3)	Don't replace any component
Slight or minimal oil leak WITH loss of performance and / or obvious signs of breakage not addressable to external causes (A and B - Picture. 3)	Proceed with component replacement
Oil leaking or significant presence of oil WITH or WITHOUT loss of performance and / or evident signs of cracks (C and D - Picture. 3)	Proceed with component replacement



Picture 3

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