

PERSONAL SERVICE LAB

MASTERS OF CARE

Infotainment Rotary Knob not working



DATE: January 24 2023

MODELS: Ghibli, Quattroporte and Levante (From MY17 and newer)

PROBLEM: Partial or complete non-functioning of the rotary knob on the central tunnel

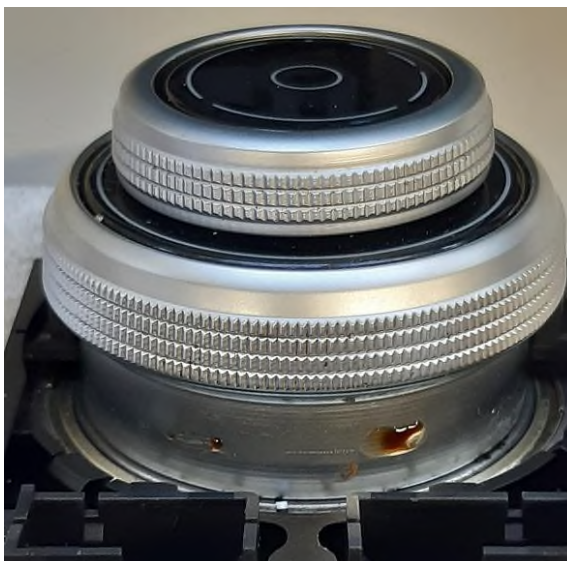
The purpose of this bulletin is to address faulty Rotary knobs caused by fluid contamination. An investigation was carried out on parts replaced and returned. The results of the analysis found that in multiple cases the malfunction was related to an internal contamination due to spillage of liquids on the rotary knobs. Chemical analysis of the contaminants has shown that in most cases they were sugar drinks (e.g., coffee or Soda drinks).

Please read and review this bulletin first before starting the procedure.
Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions. (MaseratiTechsupport@maserati.com)

Thank You for your continued support and cooperation.

Maserati Americas
Aftersales Dept.

Example pictures of fluid contamination of the Rotary knob:



ACTIONS: If the malfunction of the rotary control knob is sporadic and accompanied by the switching off of the climate control panel (ICS), please refer to MAS002530.

For all other malfunction cases, to identify directly in service if the anomaly is caused by external contamination, it is required to:

- Remove the component and inspect the lower part of it to identify fluid leaks or contamination from the two drain holes highlighted in the picture below (in the sample picture the hole on the right is blocked by residues of a sugar drink dripped from inside the component)



- Remove the bottom cover by removing the three screws and visually inspect the internal circuit board in order to identify any external contamination

In the event of contamination or oxidation caused by liquid spills, the replacement of the component cannot be covered under standard warranty.

If no contamination is found: Open a BOL as "SUPPORT REQUEST" and attach a Full vehicle scan (DTCs and parameter in PDF), pictures and report all the information collected throughout all the above checks. "Send to server" vehicle scans are not accepted.