

Diagnostic Sheet

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

GranTurismo Door Diagnosis

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This Diagnostic Sheet serves as a guide and provides additional diagnostic info for possible door operation anomalies.

MODELS: M189 GranTurismo (All MY).

CONCERN:

- Failure to open the door using the internal switch (Interior Door Handles) or Exterior Door Handles.
- Random door opening

TROUBLESHOOTING: Complete and carry out the checks in the following checklist:

Important: If the customer's concern is on both doors, no locks need to be replaced.

1) Is the customer concern present? _____ Yes/No?

NOTE: if the answer is yes, attach a video of the anomaly to the BOL

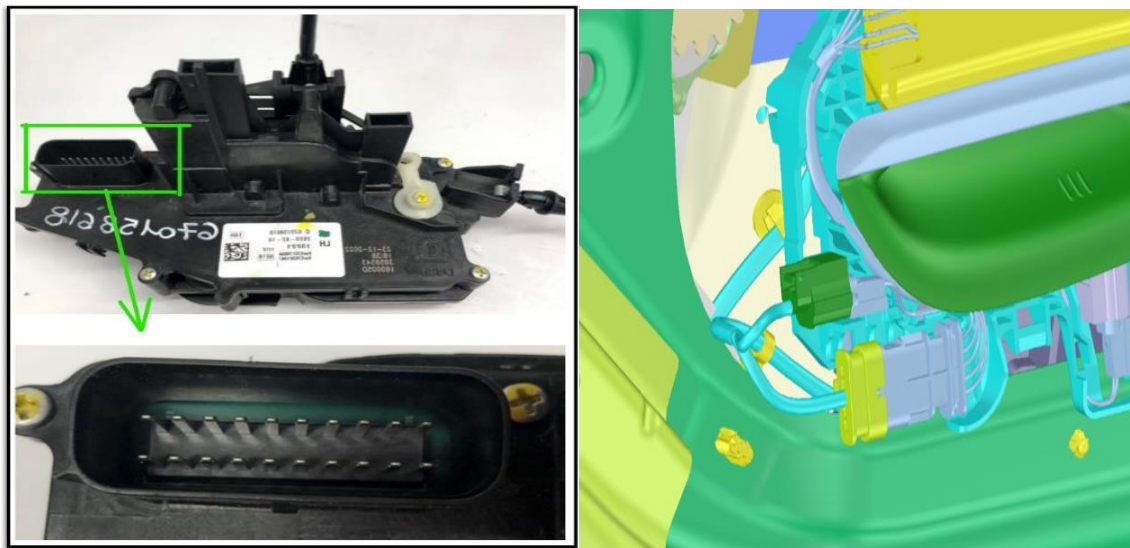
2) Attach a full parameter and DTC report to the BOL case in PDF format

3) Preliminary checks with confirmed customer anomaly:

a) Check the 12V battery status (attach EXTEQ report to the BOL)

Important: every time the lock is disconnected from the vehicle, you must first disconnect the battery in order to avoid setting DTC without obvious problems.

b) Check the electrical integrity (ground, power supply, connections, and wiring) and terminal tension of lock module, internal and exterior handle. Attach photos of pins and connections to the BOL as shown in the photos below.



- c) Check for any impacts/damage on the lock at the coupling interface with the striker
- d) Using the EVO, clear all DTC's
- e) Attach a new DTC and parameter report in PDF format
- f) If after deleting the DTC no fault codes reappear on the lock module, no replacement is necessary

If the issue persists, go to step 4.

4) Concern present after the preliminary checks of point 3

4.1 Carry out an operation using the internal or external handle, checking the correct behavior of the vehicle. This action helps to exclude connection problems between switches and lock

Important: every time the lock is disconnected from the vehicle, you must first disconnect the battery in order to avoid setting DTC without obvious problems

4.2 (IF POSSIBLE) Swap the potentially faulty lock with that of a known good donor vehicle.
If donor vehicle is not available, then inform BOL.

4.3 Attach a new parameter and DTC report in PDF format to the BOL

4.5 If the concern appears in the donor vehicle after the swap. Attach a video and DTC report of the donor vehicle. *If donor vehicle is not available, then inform BOL.*

4.6 If the anomaly persists on the customer's vehicle after swapping a known good part. Attach photos of the traceability label from the original faulty lock (customer's vehicle) as shown in the example below



NOTE: after 40 key cycles (key on/off) at diagnosis management level the DTCs on the lock modules are invalidated and if they do not recur it is not necessary to replace the lock