



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Shock Absorber Oil leakage/Seepage

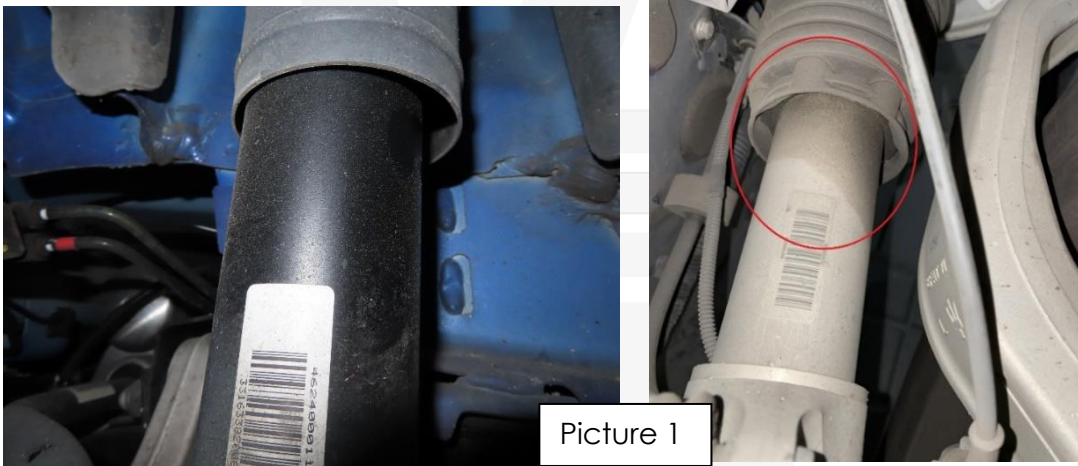
DATE: October 30, 2024

This technical bulletin provides guidance and additional information on normal shock absorber operations that are often mistakenly identified as defective. It establishes criteria for inspecting and diagnosing shock absorbers for potential leakage to help prevent the unnecessary replacement of non-defective components.

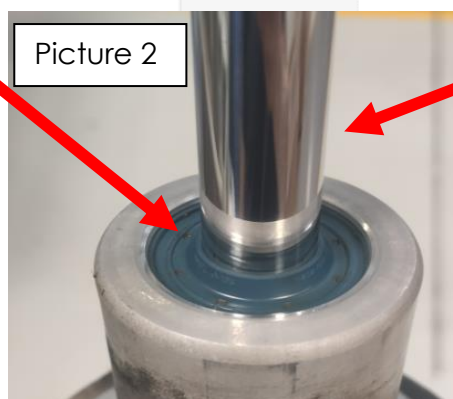
MODELS: All Maserati Models (All MY).

SUBJECT: Shock absorbers oil seepage/leakage

CAUSE: The investigations carried out on parts replaced in warranty and requested back for this issue have shown a high percentage of parts that have been found to be compliant and without any anomaly.



The shock absorber shaft gasket is designed to let a small amount of oil bypass to allow for shaft lubrication and prevent abnormal gasket wear (Picture 2).



The presence of oil traces / sweating on the shock absorber is not always attributable to a real oil leakage problem.

The traces / sweating most frequently represent cases of physiologic slight leakage without any impact on the performance of the component. However, in contrast to this is when a leak occurs with an evidence of oil dripping on the shock absorber and is normally associated with a worsening of damping performance.

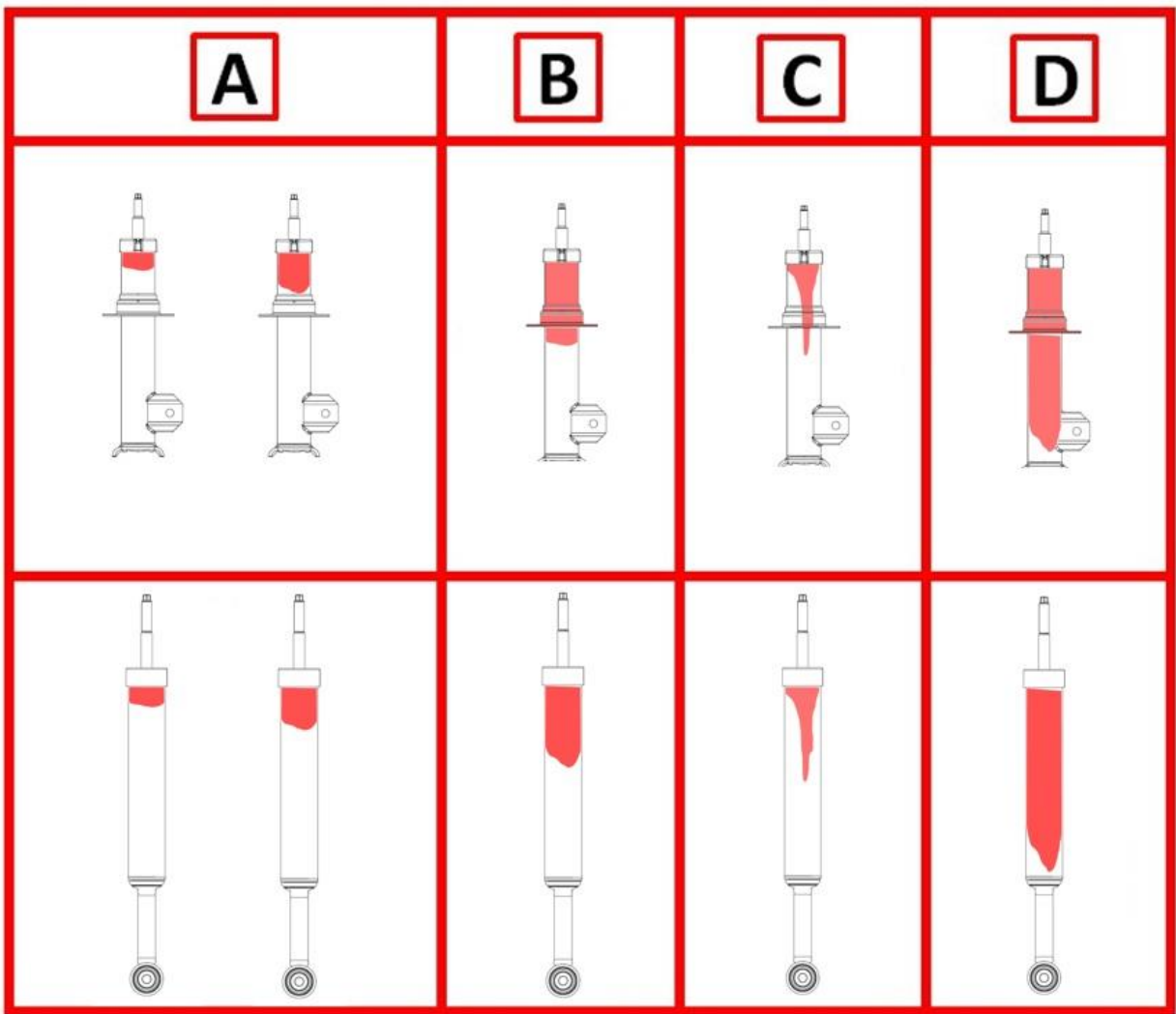
ACTION: If an oil seepage, like the one shown in Picture 1, is identified during the inspection in conjunction with ordinary maintenance and without any customer complaints related to dripping or worsening of dynamic performance, do not perform any repair for the reasons indicated above.

In case customer complaint of oil dripping or worsening 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 traces are not attributable to external contamination (fuel, engine fluids, external contaminants, etc.)

In case of confirmation that the oil comes from the shock absorber, proceed as follows:

- Clean the shock absorber from oil residues
- Perform a dynamic test on rough road in order to stress the shock absorbers empirically evaluating the damping performance
- Carry out a further visual inspection to see if oil 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 leak WITHOUT loss of performance and / or obvious signs of breakage (A and B - Picture. 3)	Do not 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

NOTE 1: in case of replacement under warranty, open a BOL and document the diagnosis with clear photos. If a BOL is not required by the existing BOL policy, attach the requested photos to the warranty claim.

NOTE 2: only for Grecale, it is required to open a BOL as "Support Request" prior to the replacement of the shock absorbers. Maserati will evaluate a possible field visit with the supplier, in order to inspect the involved vehicle.

TECHNICAL SERVICE OPERATIONS