

MAS004375 CSN 24-02

**Customer Service Notification**

FROM: Maserati TSO

TO: Maserati Network



**Maserati**

PERSONAL SERVICE LAB

MASTERS OF CARE

# Customer Service Notification 752 Grecale – Rear Shock Absorber Noise



DATE: November 27, 2024

Certain Maserati Grecale ICE (M182) MY24 listed in MODISCS+ are involved in a Customer Service Notification (CSN) for the replacement of the rear shock absorbers.

A limited batch vehicle may be manufactured with shock absorbers that may be noisy while driving. Solution is to replace the rear shock absorbers.

We remind you that all the Customer Service Notification must be performed within the first workshop visit, regardless of the Mandatory setting set in Modis, as required by Maserati policies.

Also, for vehicles in Stock Dealer / PDI, it is necessary to carry out all action operations before delivery to the end customer, as required by the White Book and explicitly reported in the Pre-delivery checklist.

**Please read and review this bulletin first before ordering parts and/or starting the procedure.**

Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions.

Thank You for your continued support and cooperation.

Maserati North America  
Aftersales Dept.

# Overview – Automatically filling requests

Check the VIN list to see which operations need to be performed for each vehicle:

Complete VIN	VIN	Status	Automatic Modis Case	OPT 7XV	Labour Time
ZN6PMDBA0R7455060	455060	95	OPT ELEC.SPRING	<b>7XV-</b> Electronic Springs	6.21.001.B (1,95 h)
ZN6PMDBA0R7455094	455094	85	OPT ELEC.SPRING	<b>7XV-</b> Electronic Springs	6.21.001.B (1,95 h)
ZN6PMDBA0R7453392	453392	94	OPT AIR SPRING	<b>7XV+</b> Air Springs	6.21.001.A (0,75 h)

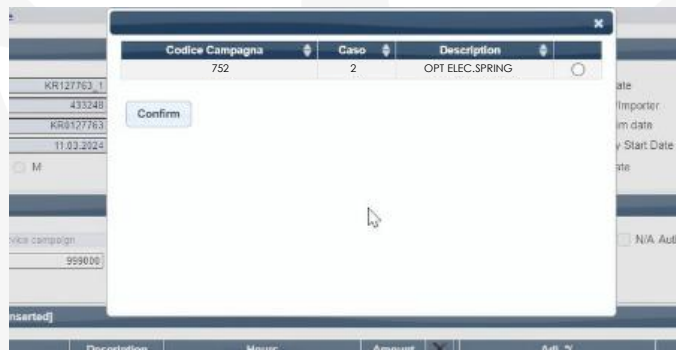
Modis case for self-completion of complaint

OPT Code 7XV for each VIN

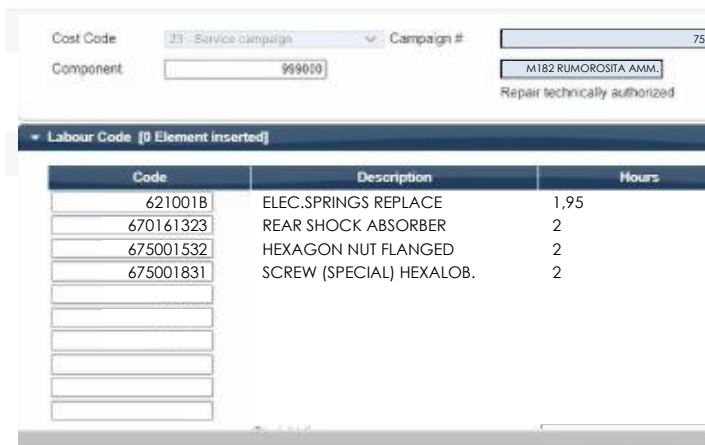
Operation Time for each VIN

VIN list example

When the SE is opened and the claim for the campaign is created, Modis will automatically recognize the operation time and parts assigned to the VIN, automatically proposing the choice of the right case. Only one case is suggested, avoiding any error.



**TIP:** It is recommended to open the claim in temporary status, limiting yourself to confirming the only option that the system will suggest. In this way it will be very clear to understand the activity to be carried out.



**ATTENTION:** It is recommended to double check the VIN list to avoid any error on the operation to be performed. Please note that the VIN list reports exactly the same automatic filling in Modis.

If the request is submitted without any changes, it will be automatically evaluated and approved.

**NOTE :** Entering the complaint is a self-declaration that the correct operations were performed at the time of closing the SE.

# Technical Procedure



All images shown in this bulletin are for illustrative purposes only

1. Always check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.
2. Replace the rear shock absorbers following the instructions in the workshop manual:
  - a. **6.21.001 ELECTRONICALLY CONTROLLED REAR SHOCK ABSORBER RH. Replacement**
  - b. **6.21.002 ELECTRONIC CONTROL REAR SHOCK ABSORBER SX Replacement**

**Important note** : Although the manual code is the same, the procedure described varies slightly depending on the options present in the car, and in particular on the type of springs fitted ( **OPT 7XV+** present for air springs, **OPT 7XV-** if electronic springs are present). Please refer to both the attached VIN list and the car's VIN to correctly consider the procedure to be performed and the warranty code to be entered in the Warranty Claim.

Complete VIN	VIN	Status	Automatic Modis Case	OPT 7XV	Labour Time
ZN6PMDBA0R7455060	455060	95	OPT ELEC.SPRING	<b>7XV-</b> Electronic Springs	6.21.001.B (1,95 h)
ZN6PMDBA0R7455094	455094	85	OPT ELEC.SPRING	<b>7XV-</b> Electronic Springs	6.21.001.B (1,95 h)
ZN6PMDBA0R7453392	453392	94	OPT AIR SPRING	<b>7XV+</b> Air Springs	6.21.001.A (0,75 h)

VIN list example

3. Restore the disassembled components by proceeding in reverse order to the disassembly procedure.
4. Procedure complete.

## Spare Parts

To proceed with the activity, it is necessary to order the following spare parts already available in our Supply Chain.

Description	PN	Amount
REAR SUSPENSION SHOCK ABSORBER	670161323	2
HEXAGON NUT FLANGED	675001532	2
SCREW (SPECIAL) HEXALOB.	675001831	2

## Warranty Claim

Please complete the warranty request as follows:

Description	Code
Customer Service Notification Number	752
Warranty code	23
Error code	063
Component Code	9.99.000
Operation Code (*) <ul style="list-style-type: none"> <li>▪ Shock Absorber Replacement <b>OPT 7XV</b>- (Electronic <i>SPRINGS</i>)</li> </ul>	6.21.001.B (1.95 h)

**NOTE** : Entering the complaint is a self-declaration that the correct operations were performed at the time of closing the SE.

