

Customer Service Notification

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Customer Service Notification 783 GranTurismo – Front and rear powertrain oil inspection



DATE: April 2, 2025

Certain Maserati GranTurismo (M189) MY25 listed in MODISCS+ are involved in a Customer Service Notification (CSN) to verify the correct amount of oil in the front and rear powertrains (EDM).

A procedure has been implemented to check the engine oil level. If the oil level is within the specified range, the engine is considered OK. However, if it is not, a full replacement will be required as a precaution. Only the front or rear powertrain will be inspected, depending on the vehicle. The VIN list clearly indicates which type of check should be performed.

Additionally, for the customer vehicles, the dealer must contact the customers directly to expedite the campaign and help prevent any potential issues.

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.

Technical Procedure

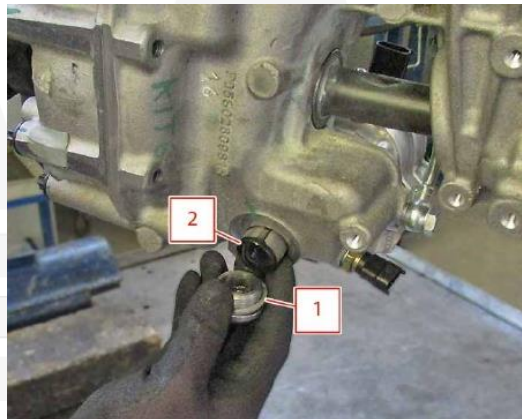
 All images shown in this bulletin are for illustrative purposes only

1. Always check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.
2. Before performing any repairs or diagnostics on the vehicle, carefully review and follow the general instructions for safely working on electric vehicles, and ensure the use of appropriate equipment and personal protective equipment (PPE)
3. Refer to the attached VIN list to determine the type of work required, such as whether the front or rear axle needs to be inspected

Note: If only the **rear axle requires inspection**, proceed directly to **STEP 16** of this bulletin.

Inspection Procedure for FRONT Axle

4. If it is indicated to perform the procedure **on the front axle**, the oil must be drained.
5. First equip yourself with a clean, graduated container and follow the instructions in the workshop manual.
 - a. **0.20.048 FRONT ELECTRIC MOTOR OIL Emptying - Filling the System**
6. Wait until the oil has completely drained (at least 5 minutes) and check the amount of oil collected in the measuring cup.
7. If the amount of oil collected is **greater than 900 ml (> 30.43 oz)** , the engine has not been damaged and can be restored by following the procedure indicated.
8. Clean the oil drain gasket area and oil drain plug with a cloth.
9. Then proceed with the replacement of the oil filter (2) and the gasket (1) as shown in the figure.



10. Apply new washers to the oil drain plug and insert the plug into the drain hole, tightening it according to the torque specifications in the manual.
11. Enter the **amount of oil** as indicated in the procedure.

Note : Use only the fluid indicated in the fluid table

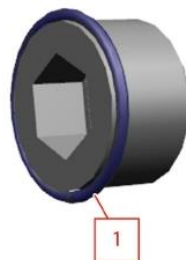
 - a. **AB.060 - INITIAL FLUID SUPPLIES TABLE**
12. Apply a new filler cap and tighten it to the torque specifications given in the manual.
13. Restore the disassembled components by proceeding in reverse order to the disassembly procedure.
14. Procedure complete.
15. **If the amount of oil collected is less than 900ml (< 30.43 oz) the engine has been running with too little lubricant and may have suffered wear.**

Open a Blue On Line (BOL) as a "Support Request" to receive instructions on how to proceed, attaching photos of the container with quantities less than 900 ml.

Inspection Procedure for REAR Axle

16. If it is indicated to perform the procedure on the **rear axle** , it is necessary to drain the oil from both the right and left chambers.
17. Beforehand, equip yourself with a clean, graduated container, one for each side of the engine, and follow the instructions in the workshop manual.
 - a. **0.20.050 ELECTRIC TRACTION MODULE OIL REAR RH Emptying - Filling the System**
 - b. **0.20.051 ELECTRIC TRACTION MODULE OIL REAR LH Emptying - Filling the System**
18. Wait until the oil has completely drained (at least 5 minutes) and check the amount of oil collected in the graduated containers.
19. If the amount of oil collected is **greater than 250 ml (> 8.5 oz)** , **in both containers** the engine has not been damaged and can be restored by following the procedure indicated.

NOTE: Perform the following steps **for both the right and left sides.**
20. Clean the oil drain gasket area and oil drain plug with a cloth.
21. Then proceed with the replacement of the gasket (1) of the filler cap as shown in the figure.
22. Close the cap to the correct closing torque indicated in the procedure.



23. Insert the **required amount of oil** as indicated in the procedure.

Note : Use only the fluid indicated in the fluid table

 - a. **AB.060 - INITIAL FLUID SUPPLIES TABLE**
24. Apply a new filler cap and tighten it to the torque specifications given in the manual.
25. Restore the disassembled components by proceeding in reverse order to the disassembly procedure.
26. Procedure complete.
27. **If the quantity of oil collected in even just one of the containers is less than 250 (< 8.5 oz) the engine has been running with too little lubricant and may have suffered wear.**

Open a Blue On Line (BOL) as a "Support Request" to receive instructions on how to proceed, attaching photos of the container with a quantity less than 250 ml.

Spare Parts

If the results is satisfactory, only the small parts need to be replaced. Always refer to the spare parts catalog specific to each VIN.

Description	Part number	Amount
FRONT AXLE		
Drain cap seal gasket	673011585	1
Oil filler cap	673011579	1
Oil filter	673011606	1
REAR AXLE		
Drain cap seal gasket	673011575	2
Oil filler cap	673011579	2

If you proceed with recharging the system, ensure that the correct quantities of fluids are added, as specified in the table provided in the workshop manual.

▪ **AB.060 INITIAL LIQUID SUPPLY TABLE**

Description	Amount	Product Features
Lubrication of electric traction modules	Front : 1.3 l Rear : DX 0.75 the SX 0.8 l	Petronas IONA INTEGRA PLUS (SAE 75W-70, API GL-4, premium, fully synthetic, multi-vehicle electronic transmission fluid)

Please include the report of the refill procedures, along with the quantities of liquids refilled, in your warranty claim. The reimbursement for this amount should be processed as a **Sublet**, with a copy of the local purchase invoice attached to the claim.

Warranty Claim

Please complete the warranty request as outlined below:

Description	Code
Customer Service Notification Number	783
Warranty code	23
Error code	063
Component Code	1.01.001
Operation Code <ul style="list-style-type: none"> ▪ Front EDM Check ▪ Rear EDM Check 	1.01.001.A (5.10 h) 1.01.006.A (6.20 h)
Customer Recontact	A.AA.AAA.A (0.10 h)