

Diagnostic Sheet

FROM: Maserati TSO
TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Vibration/Distortion from door speakers Grecale/GranTurismo/GranCabrio

DATE: April 10 2025

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

MODELS: M182 Grecale, M189 GranTurismo and GranCabrio (All MY).

SUBJECT: Generic BSR/Vibration/Distortion from door speakers, during audio play.

DEFINITIONS/ABBREVIATIONS/ACRONYMS/SYMBOLS

BUZZ - High frequency

rattle BSR – BUZZ SQUEAK
and RATTLE

SQUEAK - frictional slip sound due to rubbing contact

RATTLE - Discontinued sound due to impact contact

CLICK - A short, sharp sound

POP - light explosive sound

SNAP/CRACKLING - sharp cracking
sounds

RESONANCE - lasting sound or effect due to interior parts moving

CHECKLIST: Check A

1. Verify if SW updates are needed or everything is up to date, on ETM and/or AMP.
2. Save a complete scan report of the control units in the vehicle.
3. Verify the repeatability of the customer's complaint. If confirmed, **record a video that clearly shows the problem**. Identify and note (here below) the position of the speaker affected by the anomaly, the audio settings (VOLUME, EQUALIZATION, BALANCE/FADER), and the audio source.

Audio Source: _____ Volume: _____

Fader: Front/Rear: _____ Left/Right: _____

EQ: Treble: _____ Mid: _____ Low: _____

4. check the door pockets for loose objects and spare tire tools.
5. repeat the test using **BLUETOOTH/USB/AUX** as audio source, to avoid interference/reception issues which may occur by using radio sources.
 - ➔ Write down the source and audio track used: _____
6. Apply these audio settings:
 - a. VOLUME: 30
 - b. BASS: max ; MID: 0 ; TREBLE: 0
 - c. Use BALANCE/FADER to isolate the concerned speaker (see image below)
 - d. If present Surround/SCV/Loudness: OFF

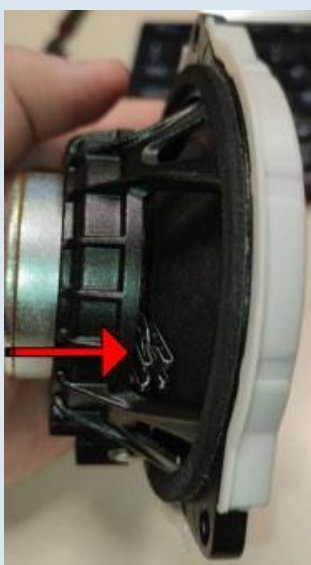
- Put hand pressure on different points of the door panel in the area around the concerned speaker, not only close to the speaker.

Check B

- If the problem goes away, then the speaker is not the problem, so do not dismount it.** If the issue is still present, remove the door panel.
- Check that the panel and the speaker fixings are properly tightened and in good shape. Look for loose/missing/broken brackets, clips, fasteners.
- Remove the speaker in question from its seat, leaving it electrically connected.

KNOWN ISSUE ON M182

- Check for any metal clips/extraneous bodies on the back of the speaker. Example photo below. If present, remove it.



- Check whether the trim of the corresponding door panel has any missing clips. Example photo below. If so, reset the clip positioning.



- If the issue seems not linked to panels BSR/Vibrations, loose/missing/broken brackets, clips, fasteners, now repeat the test (refer to points 5 and 6 above) by holding the speaker with the hand. This is the only way to make sure that the speaker is **defective (record a video that clearly shows the problem)**.
- If the issue is still present, attach the above questionnaire completed and the requested videos to the Blue On Line as support request , **and wait for feedback**.
- If the issue is solved, release the vehicle to the customer without replacing the speaker.

Warranty Claim

For the operations described in this publication, only the operations listed here will be approved under warranty. Any additional requests will be rectified.

Description	
Component	Door speakers
Bulletin Check (Topic #) <ul style="list-style-type: none"> ▪ Checks A (from 1 to 7) ▪ Checks A+B (from 1 to 14) 	Codes: 8.70.202.A (1,00h) 8.70.202.B (1,85 h)

Please do not hesitate to contact us for any questions you may have. Kind regards,

TECHNICAL SERVICE OPERATIONS