

Customer Service Notification

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Customer Service Notification 787

M182 Trofeo MY25 – Rear Seat Reminder Alert



DATE: June 9, 2025

Certain Maserati Grecale (M182) Trofeo listed in MODISCS+ are involved in a Customer Service Notification (CSN) concerning the RSRA (Rear Seat Reminder Alert).

Please note the following important information:

Model Year 2025 Grecale Trofeo vehicles were approved for production without RSRA as standard content.

Although this does not represent a regulatory compliance issue, Maserati is requesting a software proxy alignment to honor the voluntary agreement currently adopted in North America.

To ensure the highest level of customer satisfaction and proactively prevent potential concerns, Maserati has decided to strengthen the effectiveness of this field action by having Dealers directly contact affected customers. 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 proceeding, please ensure that the Engine is OFF.
3. Connect a battery maintainer to the 12V battery (It is recommended to always use the E-XTEQ MAXIMUS to maintain minimum voltage and current draw requirements)
4. Connect the EVO to the vehicle, ensure that battery voltage is around 12.5V then select **BCM – Procedures – Vehicle Configuration** and follow the prompts.
5. Procedure complete.

Warranty Claim

Fill in the related Warranty Claims as follows:

Description	Code
CSN Number	787
Warranty Code	23
Fault Code	063
Component Code	8.61.035
Operation Code	8.61.035.D (0,20 h)
Customer Recontact	A.AA.AAA.A (0,10 h)