

Technical Information

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Quattroporte Ghibli Levante - Sunroof Anomalies

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This bulletin provides diagnostic guidance for resolving customer concerns related to **sunroof noise and water ingress** on Levante, Ghibli, and Quattroporte models. It outlines known causes, recommended verification steps, required documentation, and warranty claim procedures to ensure accurate repairs and improved customer satisfaction.

MODELS: Levante M161, Ghibli M157, Quattroporte M156 (All MY).

Overview

Customer concern 1: Sunroof Noise

Customer concern 2: Water Ingress from Sunroof

Before any repairs, verify the concern using bulletin MAS004777. A video recording must be submitted and attached to the Service Entry to confirm the issue.

Repair Instructions (1) Sunroof Noise

Applicable Models: Levante, Ghibli, Quattroporte

Common root causes:

1. Detached wiring that vibrates and causes noise
2. Curtain displaced from guide tracks
3. Loose screws or components within the guide system
4. Friction between moving components (sticking/slipping surfaces)

For items 1 and 2: photos are needed of the hole from where the cable fixture became detached and the unhooked fixture (e.g., unhooked clip) and/or photos of the curtain outside the guides.

NOTE: The area/position of the detached wiring clip and/or area where the curtain exits from the guides must be drawn on the image below. Take a photo of the fault. The drawn image and the photos must be attached to the Service Entry.

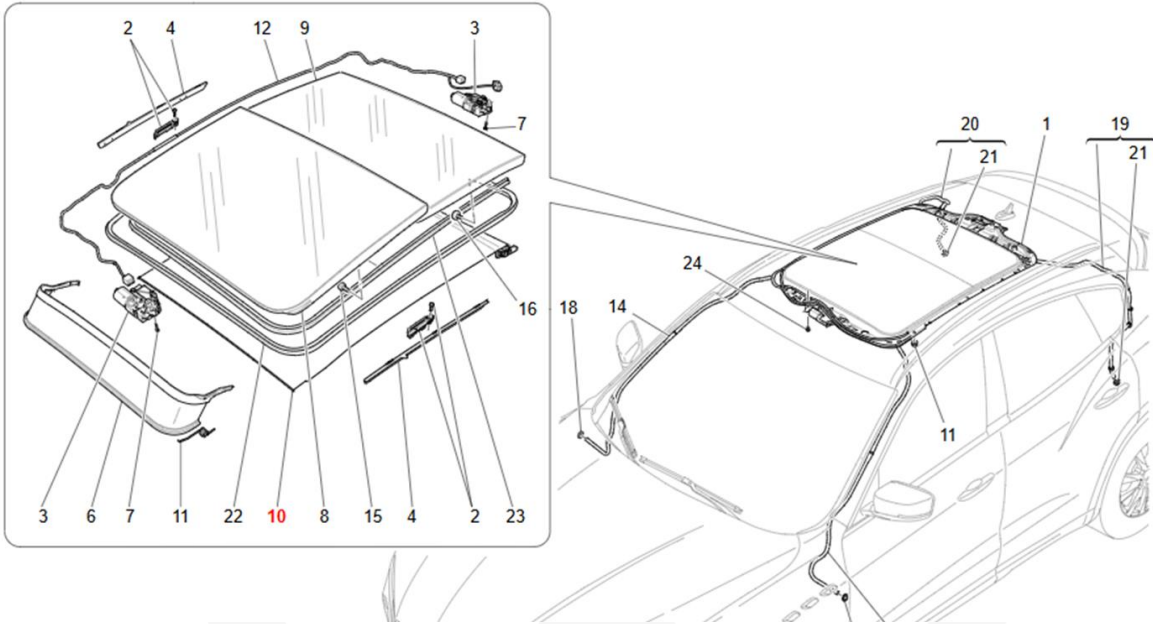
For item 3), the source cause (e.g., loss of screw torque) must be identified, providing indications on the image below of the area/where screw lost torque. Then:

- a) Measure the residual torque of the fastening
- b) Tighten to torque according to the workshop manual and check that the problem has been solved

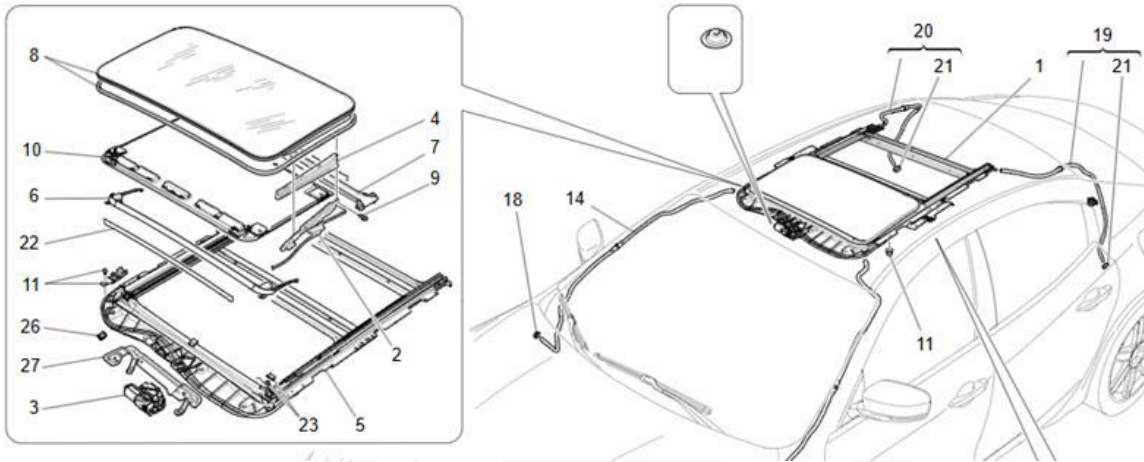
The drawn image and the measured torque must be attached to the Service Entry.

For item 4), draw on the image below the contact zone that generates the noise and make detailed videos of the noisy zone before and after the operation (to objectify that the adopted solution has solved the problem). The image drawn and the videos must be attached to the Service Entry.

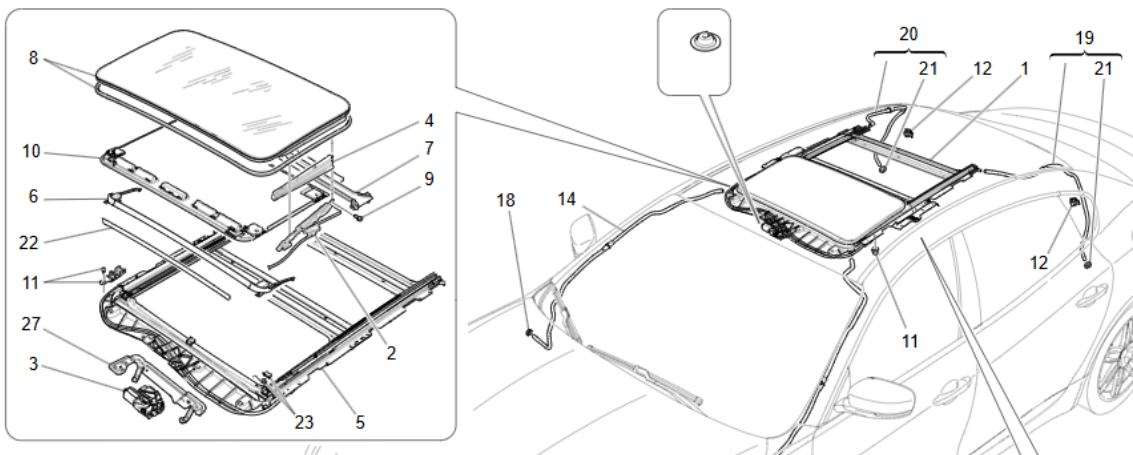
LEVANTE



GIBLI



QUATTROPORTE



NOTE: Maserati reserves the right to change or cancel claims that do not meet the criteria set out in this communication and to correct and adapt them according to average market values.

Repair Instructions (2) Water Ingress from Sunroof

This section addresses cases where water enters the cabin through the sunroof, typically due to pinched or blocked drain pipes. Proper identification and documentation of the root cause is required before repair.

Applicable Model: Levante

Objectify the concern per MAS004777. Submit clear photos of the affected area before and after the repair.

Common root causes:

1. Pinched or obstructed drain pipe
2. Drain pipe blocked by debris

For item 1: Provide clear 'before' and 'after' photos of the affected pipe. Whether restored or replaced, document the changes.

For item 2: Include photos of the debris, and if possible, identify the material (e.g., mud, foliage, plastic). If the type is unclear, submit detailed close-up photos for evaluation.

For questions or further clarification, contact Maserati Technical Service Operations.