



PERSONAL SERVICE LAB

MASTERS OF CARE

Evaluating Shock Absorber Oil Residue

IMPORTANT NOTICE This bulletin supersedes MAS0044419 MTB 24-19 released on October 30, 2024. It contains updated information, please ensure all previous versions are discarded.

DATE: August 5, 2025

This document outlines the correct diagnostic and evaluation procedure when oil traces or leakage are observed on front or rear shock absorbers. It aims to help technicians distinguish between acceptable oil sweating and genuine component leakage requiring corrective action.

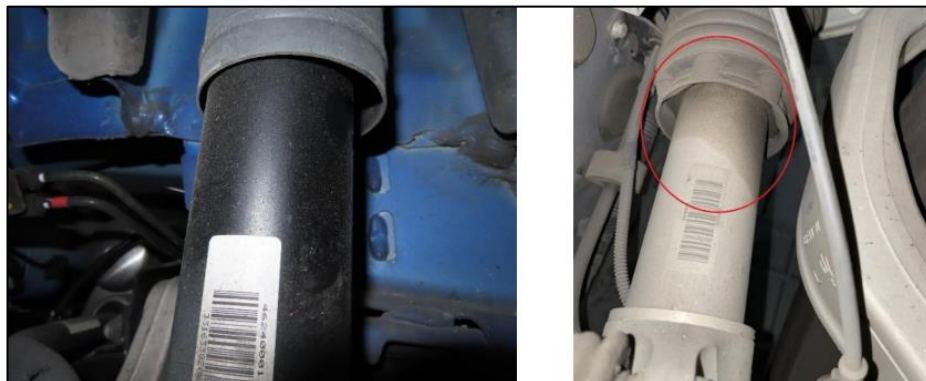
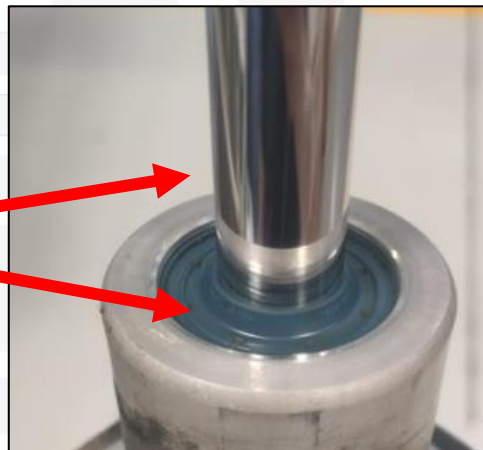
MODELS INVOLVED: ALL (All MY).

Background

Shock absorber seals are engineered to allow minimal oil passage to lubricate the shock absorber shaft and reduce wear. As a result, visible oil traces may not necessarily indicate a defect or failure. It is essential to differentiate between:

- **Oil Sweating:** Light traces or halos on the shock body, typically without impact on damping performance.
- **Oil Leak:** Dripping oil or excessive staining accompanied by a noticeable decline in vehicle handling or ride comfort.

The shock absorber shaft gasket is designed to let a small amount of oil bypass to allow for shaft lubrication and prevent abnormal gasket wear



Examples of shock absorber sweating typically Normal.

Inspection Procedure

If oil traces are observed during routine maintenance, and **no customer concern** is reported regarding fluid drip or ride performance degradation:

⊘ Do not replace any components.

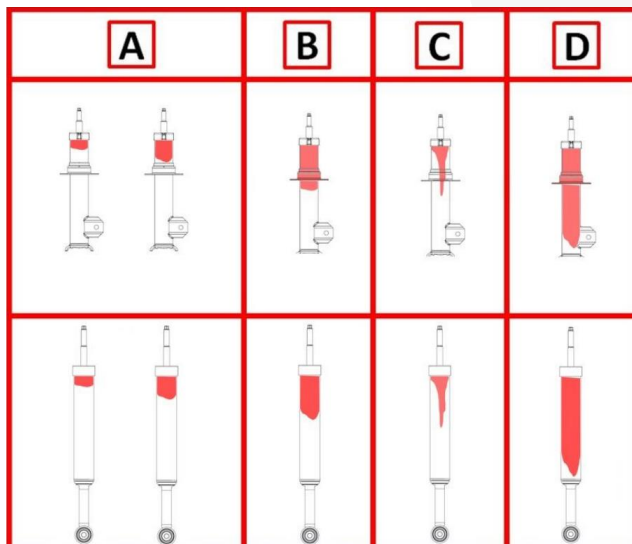
However, if a customer reports dripping or poor suspension behavior:

1. Perform a **visual inspection** to rule out:
 - Physical damage to the shock
 - External contamination (e.g., fuel, oil, road grime)
2. If the shock is confirmed to be leaking:
 - **Clean** the area
 - Conduct a **road test** over uneven surfaces or conditions that challenge suspension response.
 - Reinspect the shock absorber for recurring oil presence.

Diagnostic Outcome Table

- Slight or minimal oil trace without performance loss or damage (Figure 3 – Zones A/B) Do not replace the shock absorber.
- Slight or minimal oil trace with performance loss or internal failure (Figure 3 – Zones A/B) Replace the affected shock absorber.
- Evident oil leak, significant oil presence, with or without performance decline (Figure 3 – Zones C/D) Replace the affected shock absorber.
 - ⚠ Only replace the specific shock absorber showing evidence of leakage. Do not replace in pairs.

Condition Detected	Intervention
Slight or minimal oil leak WITHOUT loss of performance and/or obvious signs of damage (A and B – Figure 3).	DO NOT replace any components.
Slight or minimal oil leakage/spillage WITH loss of performance and/or obvious signs of failure not attributable to external causes (A and B – Figure 3).	Proceed to replace the component.
Oil leakage or significant presence of oil WITH or WITHOUT loss of performance and/or obvious signs of breakage (C and D – Figure 3).	Proceed to replace the component.



Warranty Claim Information

Description	Code
Fault Code	059
Component Code	6.11.00X.X (Front Shock Absorber) 6.21.00X.X (Rear Shock Absorber)
Operation Code	
<ul style="list-style-type: none"> • Road Testing of the Vehicle • Front Shock Absorber Replacement • Rear Shock Absorber Replacement 	0.20.001.1 6.11.00X.0 6.21.00X.0

Important:

Any warranty claim must include supporting documentation:

- Visual inspection results
- Road test confirmation
- Photographic evidence (if required under Blue On Line policies)

Refer to warranty bulletins **MAS004777** for documentation standards. Claims that do not meet these requirements may be subject to rejection or adjustment.

Please contact the Maserati Technical Mailbox for any questions or feedback regarding this procedure. Your input helps us improve the accuracy and efficiency of our service guidelines.