

# Aftersales TSO – Diagnostic Sheet

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## MAS002453 (BOL 21-01)

From: Aftersales -TSO  
To: Maserati Network  
Auburn Hills, MI | January 5, 2021

### Difficulty opening the doors

**Models:** M156, M57 and M161 from MY18 and later vehicles equipped with "Soft Door Close" (OPT 228, 228+)

**Complaint:** Difficulty opening the doors

It is possible that the technical characteristics of the door gasket may be influenced by environmental conditions such as high humidity and very low ambient temperatures making it difficult to pull open the door and potentially causing too much stress on the outside door handle over time.

**ECU errors:** no DTC's

**Solution:** If there's a customer complaint, proceed with the replacement of the affected outside door handle on all models. On the Levante (M161) also replace the front door gasket.

It is necessary to open a BOL as factory information, fill out and attach the checklist on page 2 of this Diagnostic Sheet.

**Note:** On any vehicle with the "Soft Door Close" system, it is not permitted to apply any type of grease or lubricant.

**CHECKLIST**  
CUSTOMER INTERVIEW AND TECHNICAL SURVEY

1) In what atmospheric conditions did the anomaly occur (Example; rain, wind, fog, sun, outside temperature)?

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2) Is the complaint reproducible?

YES       NO

If yes, attach a video to the Factory Information BOL report

3) Perform the door handle stroke measurement following the below procedure:

- Slowly pull the handle until the door is unlocked
- Measure the stroke with a caliper, as shown in the following image



- Write the measurement (in mm): \_\_mm

4) Other findings useful for the description of the anomaly:

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