

Customer Service Notification

FROM: Maserati TSO

TO: Maserati Network



Maserati

PERSONAL SERVICE LAB

MASTERS OF CARE

Customer Service Notification 817 Grecale – Steering Box Replacement



DATE: June 18, 2026

Some Maserati Grecale (M182) vehicles listed in MODISCS+ may have a steering box that was manufactured with machining parameters outside of specification.

VEHICLES INVOLVED: Grecale (M182) MY25

This condition may turn on a warning light in the instrument cluster or set a diagnostic trouble code (DTC).

Important:

- This condition **does NOT affect vehicle safety**.
- The repair is **preventative** to ensure long-term system reliability.

Required Action:

- Replace the steering box by following the workshop manual procedure:
- **5.10.121 – Electric Steering Rack (Removal/Refitting or Replacement)**

All Customer Service Notifications must be completed at the vehicle's first workshop visit, regardless of the "Mandatory" status shown in Modis, in accordance with Maserati policy. For vehicles in dealer stock or Pre-Delivery Inspection (PDI), all campaign actions must be completed prior to delivery to the final customer, as required by the White Book and specified 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 Americas
Aftersales Dept.

Repair procedure

1. Always check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.
2. Replace the steering box following the workshop manual procedure:
5.10.121 – Electric Steering Rack (Removal/Refitting or Replacement)
3. Replace all bolts and fasteners specified in the repair manual.
4. Reinstall all components in reverse order of removal.
5. Verify repair completion and release the vehicle.

Parts Information

Description	Part Number	Amount
STEERING BOX	670353213	1
FLANGED HEXAGON NUT	675001189	2
NUT upper arm retainer	675000608	2
SCREW (NORMAL) upper arm retainer	675001505	2
NUT Front incidence tie rod	675001832	2
External tie rod retaining nut	670161624	2
Steering column fixing screw	675001360	1

Warranty Claim Information

Please complete the warranty request as follows:

Description	Code
Number of CSN	817
Warranty code	23
Error code	063
Component Code	5.10.121
Operation Code <ul style="list-style-type: none"> ▪ Rework (MHEV cars) ▪ Rework ("Trofeo" version) 	5.10.121.E (1,70 h) 5.10.121.F (2,05 h)
Customer Recontact	A.AA.AAA.A (0,10 h)

Given that CSN 817 is described as a preventive action, does not impact vehicle safety, and allows customers to continue operating their vehicles normally, we believe the campaign can be effectively managed through standard dealer service interactions (Dealer to Customer outreach).