

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11475449
Date: Wednesday, July 27, 2022 12:19:51 PM

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[REDACTED]
Subject: Report 11475449
To: nhtsa.webmaster@dot.gov

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Hi,

I'm reaching out to add information to the report. I received an email response from the dealership stating that he has replaced windows through factory warranty at the dealership but since my car is 1yr out of warranty, advised me to call Maserati premium care. I spoke with them twice today (July 26) explaining the issue and what I was told by the dealership but was met with "we do not cover glass defects as part of warranty". I relayed the message to the dealership and they told me to call and speak to another representative but was again met with the same response.

The dealership acknowledges that it is a common occurrence that is covered by factory warranty. That tells me that the factory acknowledges the defect, but the corporate support will not honor replacement after warranty expires.

Regards,
[REDACTED]

[REDACTED]
ASRC Federal Holding Company
[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: FW: ODI-11475449
Date: Wednesday, July 27, 2022 12:22:33 PM
Attachments: [REDACTED]

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 **Zach Rehder** Saturday
To: [REDACTED]

Re: Delaminating on all windows

Good afternoon [REDACTED]
I have seen this before and have been able to replace the glass under factory warranty. Currently the factory warranty is expired and unable to claim the replacement under warranty.
I would recommend contacting Maserati customer care for assistance [\(877\) 696-2737](tel:877-696-2737).

Zach Rehder
Aftersales Ambassador



Ferrari of Central Florida – Official Ferrari Dealer
4891 Vineland Road
Orlando, FL 32811
T 407-667-4300
orlando.ferraridealers.com | [@ferracentralflorida](https://twitter.com/ferracentralflorida)



[REDACTED]
ASRC Federal Holding Company

[REDACTED]
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From: [REDACTED]
Sent: Wednesday, July 27, 2022 12:20 PM
To: EVOQ@dot.gov; [REDACTED]
Cc: nhtsa.odi.crd@dot.gov; [REDACTED]
Subject: ODI-11475449

[REDACTED]
Subject: Report 11475449
To: nhtsa.webmaster@dot.gov

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