



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 10, 2023

Mr. John McDonald  
Maserati North America, Inc.  
1 Chrysler Dr.  
Auburn Hills, MI 48326

NEF-107ES  
23V-242

**Subject:** Windshield Frame May Detach in a Crash/FMVSS 208

Dear Mr. McDonald:

This letter serves to acknowledge Maserati North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MASERATI/MC20 CIELO/2023

**Mfr's Report Date:** April 5, 2023

**NHTSA Campaign Number:** 23V-242

**Components:**

STRUCTURE:FRAME AND MEMBERS

VISIBILITY:WINDSHIELD:CRITICAL FASTENERS

**Potential Number of Units Affected:** 11

**Problem Description:**

Maserati North America, Inc. (Maserati) is recalling certain 2023 MC20 Cielo vehicles. The windshield frame bonding may be insufficient and allow the frame to detach in a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

**Consequence:**

A detached windshield frame can increase the risk of injury in a crash.

**Remedy:**

Dealers will reinstall the windshield frame and replace the windshield, free of charge. Owner notification letters are expected to be mailed May 22, 2023. Owners may contact Maserati customer service at 1-877-696-2737. Maserati's number for this recall is 616.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Maserati North America, Inc.'s contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement