



IMPORTANT SAFETY RECALL

May XX, 2023

NHTSA Recall#: 23V-242
Maserati Campaign #: 616

<<First>> <<Last>>
<<ADD1>>
<<ADD2>>
<<CITY>>, <<ST>> <<ZIP>>

This Notice Applies To Your Vehicle, Vehicle Identification Number:

Dear Maserati Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Maserati North America, Inc. (MNA) has decided that certain 2023 MC20 Cielo vehicles were potentially manufactured with a windshield frame bond which 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".

The windshield frame bond, between the windshield frame and body panel, may be insufficient and allow the frame to detach in a crash. A detached windshield frame can increase the risk of occupant injury in a vehicle crash.

Your Maserati dealer will conduct the repair and replace the windshield in your vehicle, free of charge. Since your vehicle is among those that may be affected by the above condition, we ask you to contact any Authorized Maserati Dealer to arrange for this recall action to be performed on your vehicle. The remedy will be conducted at an offsite location and may take up to 10 days to complete. Please prepare to leave your vehicle with the dealership to allow the dealer to complete your repairs.

Authorized Maserati Dealers have been supplied with the necessary instructions and components to perform the recall.

Continued on next page

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WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, Maserati North America, Inc. ("MNA") will reimburse you. Please send a copy of the original receipt (repair invoice) and/or other adequate proof of payment to mymaserati@maserati.com or alternatively mail the documentation to MNA at the address below for confirmation of the expense. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed. Contact your local Maserati dealer or MNA Customer Care at:

Maserati North America, Inc.
1 Chrysler Drive
Auburn Hills, MI 48326
(877) 696-2737 (Customer Care)

If the dealer fails or is unable to make the necessary repairs free of charge within a reasonable time, or if you have any problem obtaining the needed repair, you should inform MNA at the address above.

If you believe that Maserati has failed to remedy the defect described in this letter free of charge to you and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration U.S. Department of Transportation, 1200 New Jersey Avenue, S.E., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days. If you no longer own this vehicle or your address has changed, **please complete the enclosed prepaid yellow card and return it to MNA.**

We apologize for any inconvenience this may cause you.

Sincerely,

Maserati Vehicle Safety and Regulatory Compliance