



IMPORTANT SAFETY RECALL

September 18, 2023

NHTSA Recall#: 23V-570
Maserati Campaign #: 662

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

This Notice Applies To Your Vehicle, Vehicle Identification Number:

Dear Maserati Customer:

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

Maserati S.p.A. and Maserati North America, Inc. (MNA), have decided that a noncompliance to Federal Motor Vehicle Safety Standard (FMVSS) No. 216, "Roof Crash Resistance" and FMVSS No. 214, "Side Impact Protection" exists in certain 2023 Model Year Maserati MC20 Cielo vehicles.

Maserati S.p.A. and MNA have determined that the above-described vehicles were potentially manufactured with the windshield frame mounting stud that may be missing sealant. As a result, the vehicles may not meet the roof crash resistance and side impact protection and could increase the risk of injury in a crash without prior warning.

Your Maserati Dealer will inspect the windshield frame mounting stud and install sealant, as necessary, 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 in order to arrange for this recall action to be performed to your vehicle. The repair will take approximately 0.1 hours to 1.0 hours 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.

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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