



Customer Legal Recall

MAS003536

(CLR 23-01)

From: Aftersales – TSO
To: Maserati Dealer Network
Auburn Hills, MI.
May 9 2023

Customer Legal Recall # 616 – U.S. MY23 MC20 Cielo – Windshield Frame Rework

NOTE: Before starting this procedure, you MUST read these instructions carefully and completely.

MASERATI SAFETY RECALL NOTIFICATION

PERFORM THE PROCEDURE OUTLINED IN THIS TECHNICAL BULLETIN ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE CAR IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.

Maserati S.p.A. and Maserati North America, Inc. (MNA), have decided that a noncompliance to Federal Motor Vehicle Safety Standard (“FMVSS”) 49 CFR 571.208 sections S14.5.1 and S14.5.2, require manufacturers to meet rigid barrier test requirements for occupant crash protection. 2023 Model Year Maserati MC20 Cielo vehicles in this recall may have ineffective adhesion between the windshield frame and body panel that may not meet the testing requirements.

Description of Vehicle Safety Recall #616

Maserati S.p.A. and MNA have determined that the above-described vehicles were potentially manufactured with a windshield frame that may have ineffective adhesion between the carbon body panel and metal components within the frame during the assembly process. In certain vehicle crashes, the windshield frame may fully or partially detach from the vehicle and can increase the risk of occupant injury without prior warning.

This repair procedure will be performed free of charge to the vehicle owner.

Which Vehicles Are Affected

Check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.

Overview

As part of the repair process, a new windshield glass will be installed. This is to avoid potential adhesive residues that, even if removed, could create breakage or damage to the windshield.

WARNING: Do not operate the vehicle within 24 hours of windshield installation. It takes at least 24 hours for urethane adhesive to cure. If it is not cured, the windshield may not perform properly if the vehicle is in an accident.

CAUTION: To help prevent water leaks, partially roll down the left and right door glass before installing the windshield. This avoids pressurizing the passenger compartment if a door is slammed before the urethane is cured.

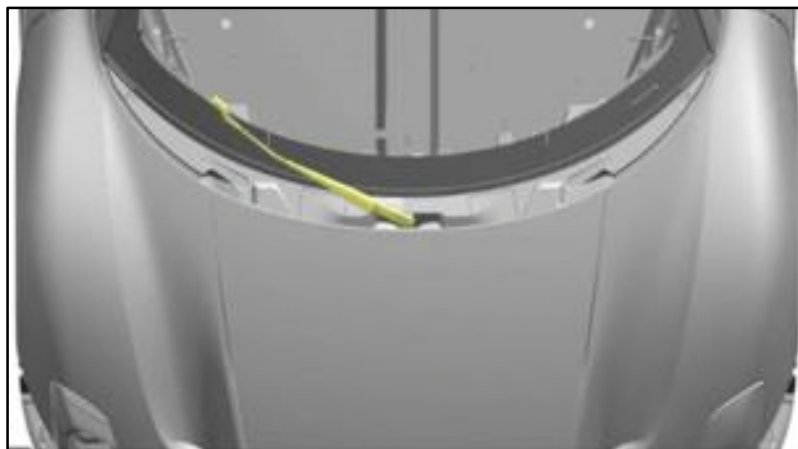
CAUTION: Protect all painted and trimmed surfaces from coming in contact with urethane or primers.

NOTE: For some vehicles, Rapid Update 615 must also be performed to correct a water leak from the windshield area. Please check ModisCS+ to see if VIN applies.

Operational procedure for preparation

To be carried out by workshop personnel in advance of the date scheduled for the special rework.

1. Prepare the vehicle for processing by applying all exterior and interior body covers/protections to avoid damage to both exterior and interior of the vehicle.
2. Remove the driver's side wiper arm ► Refer to the workshop manual Section:
 - **08.00.004 - DRIVER SIDE WIPER ARM - Removal/reassembly or replacement**

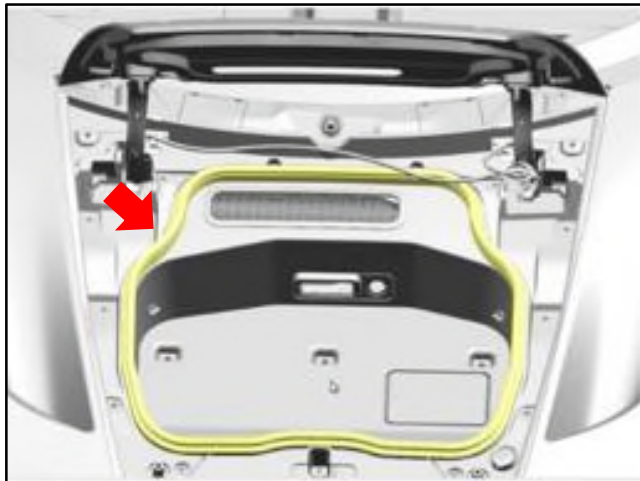


3. Remove the side covers of the luggage compartment ► Refer to the workshop manual Section:
 - **09.61.103 - LUGGAGE COMPARTMENT RIGHT SIDE COVER - Removing/reassembling or replacing.**

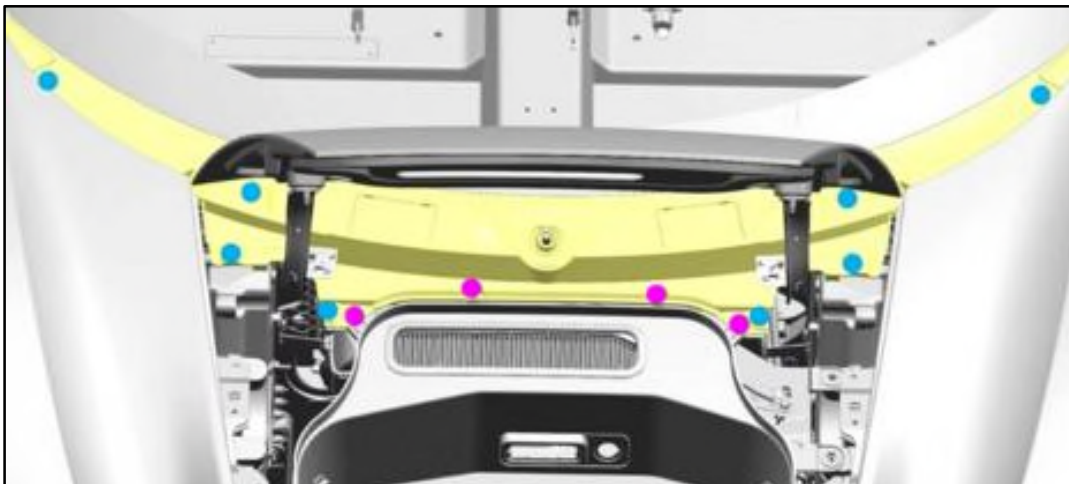
- **09.61.104 - LUGGAGE COMPARTMENT LEFT SIDE COVER - Removal/reassembly or replacement**



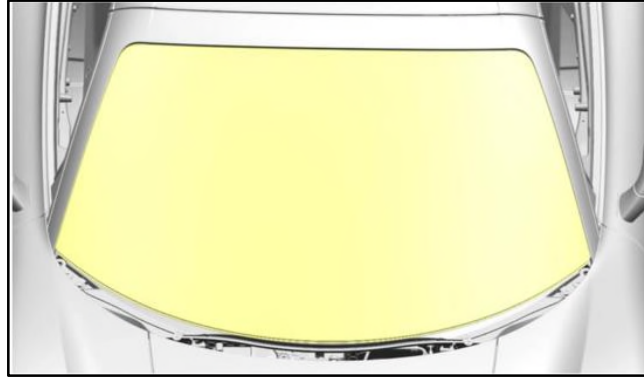
4. Partially remove the indicated gasket (luggage compartment weatherstrip).



5. Remove the plate under the windshield ► Refer to the workshop manual Section:
 - **09.15.012 - WINDSCREEN PLATE - Removal/refitting or replacement**



6. Carefully remove the entire windshield from the vehicle ► Refer to the workshop manual Section:
- **09.34.001 - COMPLETE WINDSCREEN - Removal/refitting or replacement**



7. Once the windshield is completely removed the vehicle will be ready for a special rework to be completed by specialized personnel. It is recommended, once again, to apply the protection to the vehicle, as shown in the figure below.



8. Once the special rework has been completed by the specialized personnel. Install a new windshield glass and re-install all removed components.
9. Allow the Adhesive to cure for at least 24 hrs. Then, perform a water leak test as indicated in the workshop manual. (If also performing Rapid Update 615, then wait until after 615 is complete to perform the water leak test)

Parts Needed For The Recall

Spare parts	Part number	QTY
Rain sensor	675001221	1
Windshield glass	670293196	1

Warranty Information

Description	Code
CLR Number	616
Warranty code	24
Error code	063
Part Code	09.34.001
Operation Code <ul style="list-style-type: none">▪ Windscreen removal + logistic support	09.34.001.A (3,40 h)

If you have any questions, contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk. (Maseratitechsupport@maserati.com)

Thank You for your continued support cooperation.

Maserati North America Inc.
Aftersales Dept.



IMPORTANT SAFETY RECALL INFORMATION

April 27, 2023

NHTSA Recall#: 23V242
Maserati Campaign#: 616

Dear Maserati Dealer:

This notification 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 exists to Federal Motor Vehicle Safety Standard ("FMVSS") 49 CFR 571.208 sections S14.5.1 and S14.5.2, which require manufacturers to meet rigid barrier test requirements for occupant crash protection. 2023 Model Year Maserati MC20 Cielo vehicles in this recall may have ineffective adhesion between the windshield frame and body panel that may not meet the testing requirements.

Maserati S.p.A. and MNA have determined that the above-described vehicles were potentially manufactured with a windshield frame that may have ineffective adhesion between the carbon body panel and metal components within the frame during the assembly process. In certain vehicle crashes, the windshield frame may fully or partially detach from the vehicle and can increase the risk of occupant injury without prior warning.

The remedy is for the dealer to remove the windshield followed by the reattachment of the windshield frame by a Specialist from Italy before the replacement of the windshield by the Dealer. The vehicle may need to be transported by MNA to an offsite location for the installation of the frame then returned to the dealer for final assembly. The remedy will be performed free of charge to the vehicle owner. We will, of course, reimburse you for the labor necessary to carry out this recall campaign. The necessary components for this recall are currently available to dealers, and owners will be directed to call their dealers for repairs.

Maserati dealers must ensure safety recalls are completed after having been notified by MNA that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the dealer's possession at the time of notification. In MNA's case, this notification would typically be made by the issuance of a safety recall notification in the form of a Technical Bulletin.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a safety recall campaign is announced by MNA, **dealers must ensure that all recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer.**



IMPORTANT SAFETY RECALL INFORMATION

This means that dealers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open safety recall.

The Safety Act also prohibits dealers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open safety recall has been completed BEFORE delivery.

Under the terms of the Certified Pre-Owned (“CPO”) program, CPO vehicles with an open safety recall may not be sold or delivered to the consumer.

Finally, MNA dealers **should not sell or use parts that have been recalled by MNA. Please follow the specific instructions provided by MNA on the return or disposition of the parts.**

Obviously, if you have any of the affected vehicles in your stock, you must not sell them until you have performed the necessary repairs on the vehicle. If you have already sold any of the vehicles with the indicated VIN in the enclosed instructions and have not yet sent in the new owner information to MNA, please do so at once so we may notify these owners.

Thank you for your cooperation.

Sincerely,

Maserati Vehicle Safety and Regulatory Compliance



SAFETY RECALL NOTICE STOP SALE COMMUNICATION

Date: April 12, 2023

To: All U.S. Maserati Dealers
Subject: Safety Recall 616 – MY 2023 Maserati MC20 Cielo vehicles.

Effective immediately, the vehicles listed on MODIS for this campaign recall must not be delivered to customers. The subject vehicles are included in a voluntary safety recall related to the windshield frame that may have ineffective adhesion between carbon body panel and metal components within the frame during assembly process. In certain vehicle crashes, the windshield frame that fully or partially detaches from the vehicle can increase the risk of occupant injury.

For vehicles in this recall it is to remove and properly reattach the windshield frame and replace the windshield.

The remedy for this condition requires special equipment and training to conduct the work and will be available soon. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch on or before May 22, 2023.

Please be reminded that it is a violation of Federal law for you to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied. Violation of this requirement by could result in a civil penalty of up to \$23,615 per vehicle. You must correct all vehicles in your new vehicle inventory before delivery.

Thank you very much for your support.

Maserati North America Inc.

Technical Operations Team