

## Summary of recall:

If you haven't already, you will be receiving a notice about a recall on your vehicle. During a plant quality gate inspection, Maserati discovered that the windshield frame may have **ineffective** adhesion between the carbon body panel and the metal components within the frame. In certain vehicle crashes, this could result in the windshield frame detaching either partially or fully from the vehicle, which can increase the risk of injury to occupants. We are not aware of any injuries or accidents related to this recall but want to have your vehicle repaired as quickly as possible.

## Description of the repair:

- The repair will involve reinstalling a new windshield with a different adhesive applied between the carbon body panel and the metal components within the frame.
- Although our dealers will be involved in the repair process and logistics, we want only the most skilled technical specialists performing the work, so we have decided to bring a small team of technicians from Modena Italy to the US to repair your Cielo. We made this decision to provide assurance to you that the only people working on your vehicle have been personally involved since the inception of the Cielo, and are intimate with the design, engineering, and production of this unique vehicle. They are the best.
- We are going to perform the work at **<location>**.
- Because of this, there are some logistics that need to be managed, so we will need your vehicle for approximately 10-15 days. This allows time for transporting your vehicle to the service location, time to complete the repair, and finally time to transport back to **<local dealership name>**.

## Transportation of your vehicle

- We ask that you bring your vehicle to **<name of local dealership>** on **<date>**. **<dealer>** will be arranging transportation for you back to your home and will coordinate the reunite once your vehicle is repaired.
- We have certified a trucking company to transport your vehicle to **<location>**. They are specifically trained to provide the proper transportation care for Cielos.
- If you would like alternative transportation for the duration of the repair, we're happy to coordinate that for you.

## Contacts during the process:

- Do you want to remain involved throughout the process or who would you like us to provide updates to?

## CIELO RECALL—OUTBOUND CONVERSATION

- Will someone other than yourself be retrieving your vehicle from the dealership following repair?