



## Q & A

### Management Summary of Maserati Safety Non-Compliance Recall Campaign # 730 Non-Compliance with FMVSS 110 and CMVSS 110

<b>Date:</b>	July 25, 2024
<b>Subject:</b>	<u>Maserati Safety Non-Compliance Recall Campaign #730 – Tire Placard Reporting an incorrect Vehicle Capacity Weight (“VCW”) Value.</u>
<b>Models:</b>	Maserati MC20 MY 2022-2024 and MC20 Cielo MY 2023 and MY 2024
<b>Countries Involved:</b>	US and Canada
<b>Local Authorities:</b>	NHTSA / Transport Canada
<b>Defective Part:</b>	<b>Tire placard Label.</b>
<b>Defect:</b>	Some MC20 MY 2022-2024 and 2023-2024 MY MC20 Cielo vehicles may have been built with a non-compliant tire placard reporting an incorrect Vehicle Capacity Weight (“VCW”) value.
<b>Responsibility:</b>	Maserati S.p.A., Maserati North America and Maserati Canada
<b>Repair action:</b>	Maserati will provide Dealers with a specific procedure to add an overlay label to the tire placard or replace the tire plate.
<b>Repair Time:</b>	Between 0.1 – 0.3 hours depending on how the vehicle type.
<b>Vehicles Involved:</b>	<b>1092</b> U.S. and <b>150</b> Canadian vehicles
<b>Production Period:</b>	07/19/2021 through 05/14/2024
<b>Accidents/Injuries:</b>	None reported.
<b>Customer Contact:</b>	Customers will be notified by first class mail.



## Q & A

**Q1. Which models are affected by this recall?**

**A. Some 2021 through 2024 Model Year Maserati MC20, and some 2023 through 2024 Model Year MC20 Cielo vehicles.**

**Q2. Why are other models not affected?**

**A. Other Model Year 2022 through 2024 MC20 and MC20 Cielo, vehicles were built before or after the suspect period or were built with parts that were not affected.**

**Q3. How many vehicles in North America are affected?**

**A. There are a total of 1092 U.S. vehicles and 150 Canadian vehicles potentially affected.**

**Q4. What is the specific problem?**

**A. The tire placard reporting an incorrect Vehicle Capacity Weight("VCW") value**

**Q5. What can happen?**

**A. A driver may rely on the incorrect VCW and overload the vehicle, which can cause a vehicle crash without prior warning.**

**Q6. Can the driver become aware of the problem?**

**A. No.**

**Q6a. What should I do if I notice this condition in my vehicle?**

**A. Bring your vehicle to the nearest authorized Maserati dealership. The recall will be performed free of charge.**

**Q7. What corrective measures will be taken?**

**A. A specific procedure will be provided to the dealer to add an overlay label to the tire placard or Tire Plate replacement.**

**Q8. How did Maserati become aware of the problem?**

**A. Maserati S.p.A received the official information of this specific issue through an internal read across evaluation.**



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**Q9. Is Maserati aware of any accidents or injuries associated with the recall?**

**A. Maserati is not aware of any accidents or injuries related to this recall.**

**Q10. Can customers continue to drive their cars?**

**A. Yes, but we recommend that you take your car to the nearest dealer as soon as possible to have the recall performed.**

**Q11. How will customers be informed of the recall?**

**A. Customers will be notified by first class mail. Customers can also check their VIN using the recall lookup feature in Maserati's website under Recall by VIN: <http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>.**

**Q12. How will the recall be performed?**

**A. The authorized Maserati dealership will add an overlay label to the Tire Placard.**

**Q13. How long will the repair take?**

**A. To inspect and add the overlay label, it can take between 0.1 to 0.3 hours depending on the vehicle model.**

**Your dealer will require your vehicle for proper check-in, preparation, and check out during your visit, which may require additional time.**

**Q14. How many vehicles have experienced this problem?**

**A. To date, no issues have been reported in North America.**

**Q15. When will I receive my owner notification letter?**

**A. Within 60 Days. If a customer provides a VIN to MNA Customer Service, the need for a recall can be confirmed. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services:**

**<http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>.**

**Q16. Do I have to wait for my recall letter in order to have my recall performed?**

**A. No, you can call the authorized Maserati dealership and they will advise you when to make the repair. Alternatively, we (Customer Care) can conference you into your dealership to make the appointment now.**

**Q17. Is it safe to drive my vehicle?**

**A. Yes, but we recommend that you take your car to the nearest dealer as soon as possible to have the recall performed.**



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**Q18. How do I know that my car is affected by this recall?**

**A. A dealer can verify via VIN and individual inspection. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services.**

**<http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>**

**Q19. Is NHTSA forcing Maserati to recall these vehicles?**

**A. No. We are voluntarily recalling the affected vehicles.**

**Q20. Who is the supplier?**

**A. We don't discuss supplier relationships in this context.**

**Q21 The authorized dealership has informed me that the parts for this operation are not available.**

**A. Please provide our Customer Care with details of the authorized Maserati Workshop/Dealership concerned so that we can verify the situation and send you to another Dealership to have the operation performed.**

**Q22 I have read the campaign notification letter I received. I am entitled a free courtesy car?**

**A. If needed, Maserati will be able to provide you with a courtesy vehicle through its Authorized Dealerships/Workshops.**