



Q & A

Management Summary of Maserati Safety Defect Recall Campaign # 749 Body Control Module (BCM) Software Update

Date:	September 19, 2024
Subject:	<u>Maserati Safety Defect Recall Campaign #749 – BCM Software update to fuel level on instrument panel cluster.</u>
Models:	Maserati GranTurismo/GranCabrio MY2024
Countries Involved:	USA and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Software in BCM engine control module
Defect:	Some 2024 MY GranTurismo/GranCabrio vehicles may have been built with BCM software indicating the wrong fuel level on the instrument panel cluster.
Responsibility:	Maserati S.p.A., MNA, and Maserati Canada
Repair action:	Maserati will provide Dealers with a specific procedure to reflash the software.
Repair Time:	Between 0. 2 hours.
Vehicles Involved:	524 (USA) and 25 (Canada) vehicles.
Production Period:	11/20/2022 through 07/04/2024
Accidents/Injuries:	None reported.
Customer Contact:	Customers will be notified by first class mail.



Q & A

Q1. Which models are affected by this recall?

A. Some 2024 MY Maserati GranTurismo and GranCabrio vehicles.

Q2. Why are other models not affected?

A. Other 2024 MY GranTurismo and GranCabrio vehicles were built before or after the suspect period or were built with software that were not affected.

Q3. How many vehicles in North America are affected?

A. There are a total of 524 U.S. vehicles and 25 Canadian vehicles potentially affected.

Q4. What is the specific problem?

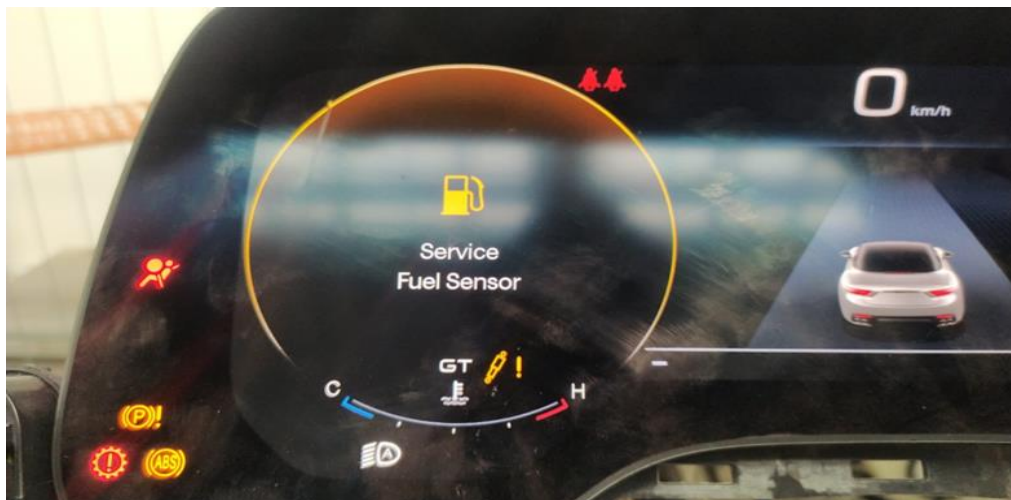
A. The Body Control Module (BCM) software indicates the wrong fuel level on the instrument panel cluster.

Q5. What can happen?

A. An unexpected vehicle stall while driving can cause a crash without prior warning.

Q6a. Can the driver become aware of the problem?

A. Yes. A warning message on the dashboard cluster will appear to Service Fuel the Sensor.





Q & A

Q6b. 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 reflash the BCM software.

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.

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 reflash the BCM software.

Q13. How long will the repair take?

A. To reflash the BCM software, it will take 0.2 hours.

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

Q14. 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:



Q & A

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

Q15. 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.

Q16. 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.

Q17. 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>

Q18. Is NHTSA forcing Maserati to recall these vehicles?

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

Q19. Who is the supplier?

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

Q20. 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.

Q21. 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.