



Q & A

Management Summary of Maserati Safety Non-Compliance Recall Campaign # 761 Central Vision Processing/Park Assist Module ("CVPAM") loss of communication

Date:	December 3, 2024
Subject:	<u>Maserati Safety Defect Recall Campaign # 761 – CVPAM loss of communication.</u>
Models:	Maserati Grecale MY2023 - MY2024 & GranTurismo MY2024
Countries Involved:	USA and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	CVPAM Software
Defect:	Some MY 2023 and MY2024 Grecale and MY 2024 GranTurismo vehicles may be equipped with a central vision processing/park assist module ("CVPAM") containing software that may prevent the camera signal from passing through to the media screen under certain conditions.
Responsibility:	Maserati S.p.A., MNA, and Maserati Canada
Repair action:	Maserati will provide Dealers with a specific procedure to update the CVPAM software.
Repair Time:	The Dealer or authorized assistance center of your choice will provide you with all the information regarding intervention times, which will in any case be managed as quickly as possible.
Vehicles Involved:	1710 (USA) and 340 (Canada) vehicles.
Production Period:	05/05/2022 through 12/01/2023 for Grecale and 10/20/2022 through 11/23/2023 for GranTurismo.



Q & A

Accidents/Injuries: None reported.

Customer Contact: Customers will be notified by first class mail.

Q1. Which models are affected by this recall?

A. Some 2023 MY and 2024MY Maserati Grecale and 2024 MY GranTurismo vehicles.

Q2. Why are other models not affected?

A. Other 2023 MY and 2024 MY Grecale and 2024 MY GranTurismo 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 1710 U.S. vehicles and 340 Canadian vehicles potentially affected.

Q4. What is the specific problem?

A. CVPAM may not display the rearview image during a backing event under certain conditions.

Q5. What can happen?

A. If this warning is not heeded, backing up without verifying it is safe to do so, could lead to an increased risk of injury to people outside the vehicle.

Q6a. Can the driver become aware of the problem?

A. Yes. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing.



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 is provided to the dealer to update the CVPAM 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 review of warranty claims and evaluation and verification of the software supplier.

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.



Q & A

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 update the CVPAM software.

Q13. How long will the repair take?

A. To update the 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:

<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?



Q & A

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. Am I entitled to a free courtesy car?

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