



Q & A

Management Summary of Maserati Safety Non-Compliance Recall Campaign # 740 Rear View Camera Visibility

Date:	February 24, 2025
Subject:	<u>Maserati Safety Defect Recall Campaign # 740 – Rear View Camera Visibility.</u>
Models:	Maserati Grecale MY2023 - MY2024 Maserati GranTurismo/GranCabrio MY2024 Maserati MC20/MC20 Cielo MY 2022 - MY 2025 Maserati Ghibli MY 2021- MY2024 Maserati Quattroporte MY 2021 - MY2024 Maserati Levante MY 2021- MY2024
Countries Involved:	USA and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Radio Module Software
Defect:	Vehicles in this campaign may have been built with radio software that may prevent the rearview camera signal from passing through the media screen under certain conditions.
Responsibility:	Maserati S.p.A., MNA, and Maserati Canada
Repair action:	Maserati will provide Dealers with an updated Radio software USB and the operations will be done through the dealer via USB for Ghibli, Quattroporte, Levante, MC20 and MC20 Cielo and Over-The-Air (“OTA”) firmware update.
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:	27,354 (USA) and 2,833 (Canada) vehicles.



Q & A

Production Period: Maserati Grecale 05/09/2022 through 09/22/2024
Maserati GranTurismo 01/12/2003 through 07/16/2024
GranCabrio 11/09/2023 through July 16, 2024
Maserati MC20 07/07/2021 through 11/12/2024
MC20 Cielo 10/26/2022 through 11/12/2024
Maserati Ghibli 07/29/2020 through 01/23/2024
Maserati Quattroporte 07/29/2020 through 01/23/2024
Maserati Levante 07/27/2020 through 03/18/2024

Accidents/Injuries: None reported.

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

Q1. Which models are affected by this recall?

A. Some Grecale, GranTurismo, GranCabrio, MC20, MC20 Cielo, Levante, Ghibli, Quattroporte.

Q2. Why are other models not affected?

A. 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 27354 U.S. vehicles and 2,833 Canadian vehicles potentially affected.

Q4. What is the specific problem?

A. The radio unit may potentially reboot/restart preventing the rearview image from displaying during a backup event. Please keep in mind that this anomaly is sporadic.

Q5. What can happen?

A. Backing up without verifying it is safe to do so, could lead to an increased risk of injury to people outside the vehicle.



Q & A

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.

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 Radio 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 vehicle to the nearest dealer as soon as possible to have the recall performed if the OTA update does not occur.

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 can update Radio software, or the operation will be done through an OTA update (Over The Air) or via USB by the Dealer.

Q13. How long will the USB repair take?

A. To update the software, it will take 0.5 to .70 hours. Your dealer will require your vehicle for proper check-in, preparation, and check out during your visit, which may require additional time.



Q & A

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 or perform the OTA update 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. 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.