



Q & A

Management Summary of Maserati Safety Non-Compliance Recall Campaign # 784 Compliance and Tire Label

Date:	April 28, 2025
Subject:	<u>Maserati Safety Defect Recall Campaign # 784 – Compliance and Tire Label peeling off from B-Pillar.</u>
Models:	Maserati GranTurismo MY2024
Countries Involved:	USA and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Manufacturers Compliance Label and Tire Label
Defect:	Some Maserati 2024 MY GranTurismo models may have been built with manufacturing and tire labels that might peel off or detach due to poor adhesion on custom paint (Nero Scarabeo).
Responsibility:	Maserati S.p.A., MNA, and Maserati Canada
Repair action:	Dealers will replace the labels free of charge.
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:	21 (USA) and 1 (Canada) vehicles.
Production Period:	07/14/2023 through 07/16/2024



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Accidents/Injuries: None reported.

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

Q1. Which models are affected by this recall?

A. Granturismo painted with Nero Scarabeo paint only.

Q2. Why are other models not affected?

A. Vehicles were built before or after the suspect period or were built with a new formulated paint.

Q3. How many vehicles in North America are affected?

A. There are a total of 21 U.S. vehicles and 1 Canadian vehicle potentially affected.

Q4. What is the specific problem?

A. The manufacturer label and tire label may peel off or detach due to poor adhesion on custom paint (Nero Scarabeo)

Q5. What can happen?

A. The driver may not know the cargo capacity and could overload the vehicle, which can cause a crash without prior warning.

Q6a. Can the driver become aware of the problem?

A. Yes. The vehicle operator will notice that the labels on the B-pillar is peeling off or has been detached.

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 new label will be installed by the Dealer.



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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 with the new labels.

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:

US: <https://www.maserati.com/us/en/ownership/service-assistance/recall-information>

CANADA:

<https://www.maserati.com/ca/en/ownership/service-assistance/recall-information>

<https://www.maserati.com/ca/fr/ownership/entretien-assistance/recall-information>

Q12. How will the recall be performed?

A. The authorized Maserati dealership will install new labels.

Q13. How long will the repair take?

A. To update the software, it will take 0.5 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's 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:

US:

<https://www.maserati.com/us/en/ownership/service-assistance/recall-information>

CANADA:

<https://www.maserati.com/ca/en/ownership/service-assistance/recall-information>

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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:

US:

<https://www.maserati.com/us/en/ownership/service-assistance/recall-information>

CANADA:

<https://www.maserati.com/ca/en/ownership/service-assistance/recall-information>

<https://www.maserati.com/ca/fr/ownership/entretien-assistance/recall-information>

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 a free courtesy car?

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