



IMPORTANT SAFETY RECALL INFORMATION

April XX, 2025

NHTSA Recall #: 25V-098

Maserati Campaign#: 740

<<First>> <<Last>>
<<ADD1>>
<<ADD2>>
<<CITY>>, <<ST>> <<ZIP>>

This Notice Applies To Your Vehicle, Vehicle Identification Number:

Dear Maserati Customer:

This notification is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Maserati S.p.A. and Maserati North America, Inc. (MNA), have decided that the radio software on your vehicle ⁽¹⁾ may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

The condition described above does not comply with Federal Motor Vehicle Safety Standard ("FMVSS") 111 - Rear Visibility.

MNA previously notified you that the software on your vehicle required an update at the dealer. For your convenience, MNA will now update the software on your radio remotely using firmware Over-The-Air (OTA) technology, free of charge. The update will take approximately 0.5 to 0.7 hours. By performing the remote firmware OTA technology to update your radio software, a visit to your dealership will not be necessary. When prompted, simply select "Update Now" on your radio display to update the software at your convenience.

If you have concerns with completing the OTA update, we invite you to contact your nearest authorized Maserati dealer immediately to schedule an appointment.

If you have already paid to have the repair completed, please contact our Customer Care team at (877) 696-2737 or email at mymaserati@maserati.com to submit your reimbursement request. Once the required documents are verified, reimbursement will be sent to you within 60 days.

If the dealer fails or is unable to make the necessary repairs free of charge within a reasonable time, or if you have any problem obtaining the needed repair, you should inform the headquarters of Maserati North America, Inc., at:

Maserati North America, Inc.
800 Chrysler Drive
Auburn Hills, MI 48326
(877) 696-2737 (Customer Care)

We strive to deliver to you the best possible products and we constantly monitor for improvements and to ensure the best customer experience.

We apologize for any inconvenience this may cause you.

Sincerely,

Maserati Technical Safety and Regulatory Compliance

[1] If you no longer own this vehicle, please help us update our records. Call the Maserati North America Inc. Customer Care Center at 1-877-696-2737 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to nhtsa.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: Maserati Customer Care Assistance, 800 Chrysler Drive, Auburn Hills, MI 48326.

[4] Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days. If you no longer own this vehicle or your address has changed, please complete the enclosed prepaid yellow card, and return it to Maserati North America, Inc.