



PERSONAL SERVICE LAB

MASTERS OF CARE

## Customer Legal Recall

**MAS004687**  
(CLR 25-04)

From: Aftersales – TSO  
To: Maserati Dealer Network  
Auburn Hills, MI.  
APRIL 28, 2025

### Customer Legal Recall # 784 – U.S. MY24 GranTurismo– Homologation label Replacement

**NOTE: Before starting this procedure, you MUST read these instructions carefully and completely.**

#### MASERATI SAFETY RECALL NOTIFICATION

**PERFORM THE PROCEDURE OUTLINED IN THIS TECHNICAL BULLETIN ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE CAR IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

Maserati S.p.A and Maserati North America, Inc. (MNA) has decided that a safety noncompliance that relates to motor vehicle safety exists in some 2024 model year (“MY”) Granturismo vehicles that are built with the compliance label and tire and loading label located on the B-Pillar may not be attached properly and could fall off.

#### Description of Vehicle Safety Recall #784

Information about the vehicle, such as cargo carrying capacity and tire pressure would be missing. This could lead to overloading the vehicle, which could cause poor handling, or a tire failure resulting in loss of control and increase the risk of a crash.

**This repair procedure will be performed free of charge to the vehicle owner.**

## Which Vehicles Are Affected

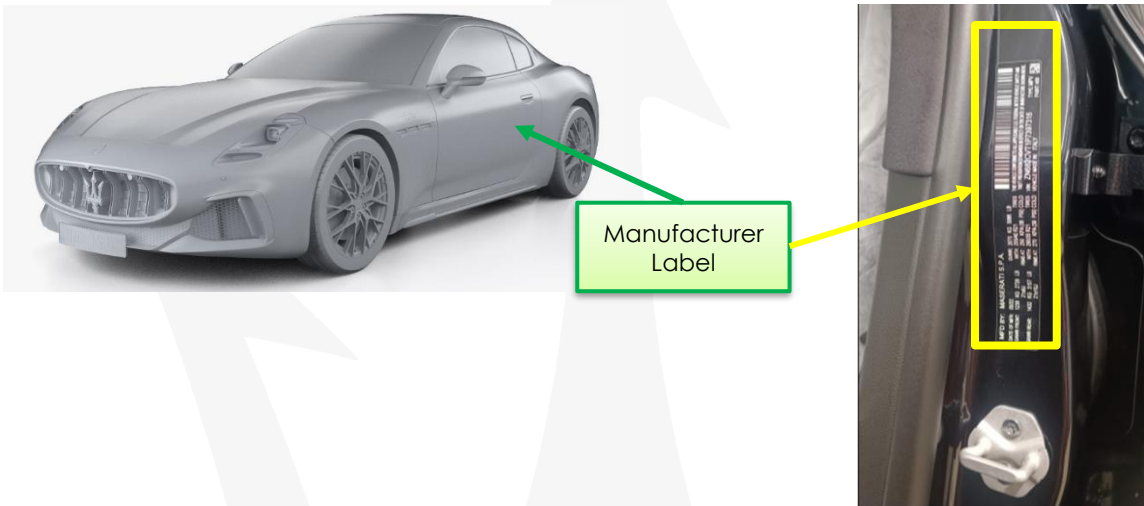
Check ModisCS+ to see if the vehicle is involved in this action and if it has not been previously performed.


## Vehicle Remedy Information

### Location of the Labels to be checked:

To facilitate the operation, the position and Part Number of the labels to be checked are indicated below:

- **Manufacturer Label** - positioned on the B-pillar on the driver's side.



<b>MFD BY: MASERATI S.P.A.</b>			
DATE OF MFR: XX/XX	GVWR: XXXX KG XXXX LB	THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.	
GAWR FRONT: XXXX KG XXXX LB 20x8.5	WITH: PXXX / XXRXX	TIRES	VIN: ZARXXXXXXXXX00000
GAWR REAR: XXXX KG XXXX LB 20x8.5	RIMS AT: XXX KPA (XX PSI) COLD	TIRES	VEHICLE MADE IN: ITALY
	WITH: PXXX / XXRXX	TIRES	TYPE: MPV
	RIMS AT: XXX KPA (XX PSI) COLD	TIRES	PAINT: XXX

**US Market Version – PN 670218898**

- **Tire pressure plate** - For the **USA**, the "Tire Pressure Information" labels installed inside the B-pillar must also be checked and possibly replaced.





Figure 1: NA Market version

1. Identify the labels to be checked by checking the exact location in the appropriate section "Location of the Labels to be checked".
2. Check that the entire label does not have any lifting zones. The verification must be carried out both visually and with a light tactile test of the edges to be sure that there are no lifting triggers.



3. If the labels checked do **not show signs of lifting** or detaching, No further action is needed.
4. If, on the other hand, there is even a **minimal lifting area**, it is necessary to proceed with the complete **removal and replacement of the damaged label**. To do this, follow the instructions in this bulletin to replace.

## Label Rework Procedure

If a label has been identified that has areas of detachment, it is necessary to proceed with the complete removal, reprocessing of the area, and replacement of the label.

**IMPORTANT:** Perform the reset procedure only and only if the check carried out as per the cycle indicated in the **Control Procedure section** is negative. Labels that are well adhered to will not need to be reworked.

**Note:** The following rework procedure is fully illustrated for the vehicle identification label only; however, it applies to any type of label that is found to be incorrectly attached to the vehicle.

### **Tools Needed:**

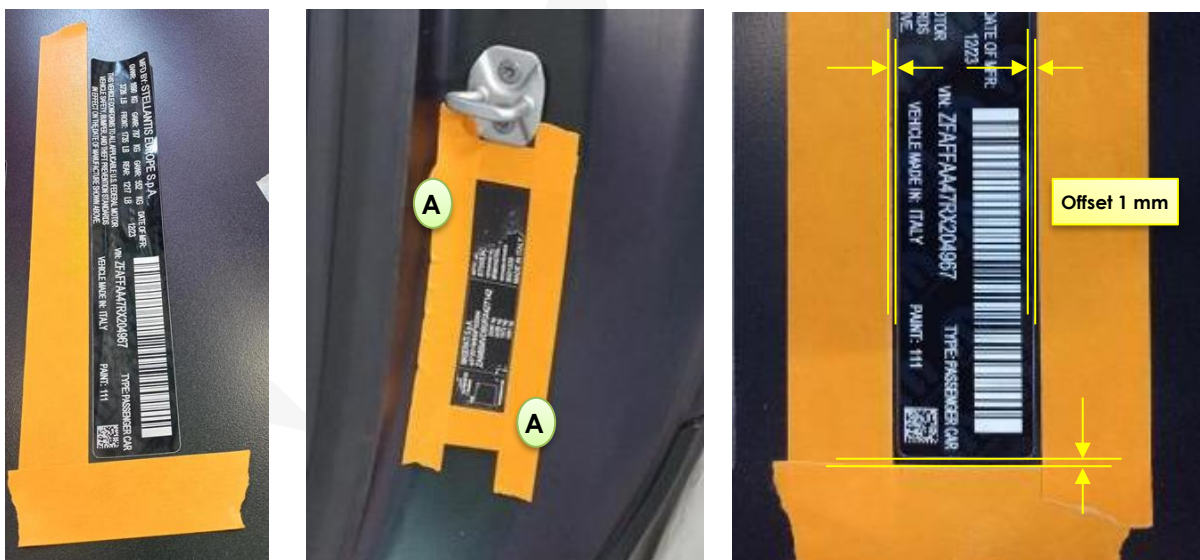
- Crepe masking tape (type 3M 2525, 48 mm x 55 m or similar);
- Teflon spatula (or similar tools);
- Heat gun.
- Disc sander with abrasive paper discs. Max diameter **Ø 32 mm**;
- **2** sandpaper discs **Ø 32 mm grit 800**;
- **2** sandpaper discs **Ø 32 mm grit 2500**;
- Isopropyl alcohol or equivalent solution;



1. Apply masking around the label to be replaced using a **3M 2525** type body tape or similar, taking care to leave a **1 mm offset** around the existing label.

**IMPORTANT:** the tape must be applied by first laying out the two long sides (**A**) and then the two shorter sides, in **a single solution** (there must be no cuts and/or joints of tape on the same side).

2. Apply **two layers of tape on top of each other**, making sure that each layer is perfectly adhered to the surface of the bodywork using a Teflon spatula to eliminate any possible air bubbles.



3. Now proceed with the complete removal of the detached label. Using a heat gun remove the old label.
4. Using specific degreasing products, thoroughly clean the area occupied by the old label.
5. At this point, carry out the **sanding operation** of the surface on which the new label will be glued.
6. Make **2** (two) sanding passes with the appropriate orbital tool and **800 grit sandpaper**.

**Note:** Between the two steps, **change the sandpaper** and **clean** the treated area with a paper cloth to remove dust. It is not necessary to wet the paper, the operation can be carried out "dry".

7. Repeat the operation by making 2 (two) more passes with the appropriate tool and a **2500 grit sandpaper**. **Always replace** the sanding paper and **clean** the surface between passes.

**NOTE:** Make sure that the machined surface is **completely smooth** by passing your finger over the treated area.

8. When sanding is complete, **thoroughly wipe** the surface with a cloth soaked in **isopropyl alcohol** or equivalent solution.
9. At this point, take the **new label** to be applied from the label sheet.

**ATTENTION:** carefully check that the VIN shown on the old label is the same as the new one and take only the necessary label from the label sheet (The "manufacturer label" is shown in the example photo below).



Figure 4: Example of a label sheet

10. Place the new label on the **reworked and cleaned area**, making sure that the **direction of the application** is the same as the one removed, i.e. with **the writing facing the outside of the car.**
11. Make sure that the label adheres well to the surface using a Teflon spatula to remove any bubbles that may have been created.
12. Be very careful, remove the masking taping, and clean the entire area of glue residues using a cloth soaked in **isopropyl alcohol** or equivalent solution.

**Note:** Once the label has been replaced, **DO NOT WASH** the car for at least **48 hours** after the rework and inform the Customer in the case of a "Customer" car to do the same.

13. Procedure Complete.

If you have any questions, contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk.

Thank You for your continued support and cooperation.

Maserati North America Inc.  
Aftersales Dept.

## Parts Needed For The Recall

Only if peeling is found the corresponding label be replaced.

**Note:** A single sheet will be delivered on which all the car labels will be present. Select the necessary labels, as indicated in the bulletin, and destroy the remaining part.

**It is also necessary to order the "Tire Pressure Info" labels.**



Figure 5: Example of a label sheet

To perform this action, it is necessary to order the following spare parts:

Description	Part number	Quantity
US MARKING PLATE	670218898	1
U.S. TIRE PRESSURE TAG	670217458	1

**Labels must be ordered by VIN.**

## Warranty Information

Description	Code
Customer Legal Recall Number	784
Warranty Code	24
Error code	063
Part Number	9.17.036
Operation Code	
▪ Check	9.17.036.A (0,05 h)
▪ Replacement 2 labels	9.17.036.C (1,00 h)

**IMPORTANT SAFETY RECALL INFORMATION**

April 28, 2025,

NHTSA Recall: 25V244  
Maserati Recall # 784

Dear Maserati Dealer:

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) has decided that a safety noncompliance that relates to motor vehicle safety exists in some 2024 model year ("MY") Granturismo vehicles that are built with the compliance label and tire and loading label located on the B-Pillar may not be attached properly and could fall off. As a result, information about vehicles, such as cargo carrying capacity and tire pressure would be missing. This could lead to overloading the vehicle, which could cause poor handling, or a tire failure resulting in loss of control and increase the risk of a crash.

The vehicle operator may notice that the labels is detached or are in process of peeling off from the B-pillar.

The conditions described above does not comply with Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.110 S4.3.

MNA will conduct a voluntary recall on all affected vehicles to replace the labels. The remedy will be performed free of charge to the vehicle owner. We will, of course, reimburse you for the labor necessary to carry out this recall campaign. The necessary labels are currently available.

**IMPORTANT:**

- Some of the vehicles involved may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle.
- Some of the vehicles involved may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in terms of service. Vehicles involved can be determined by using the VIP inquiry process.

**Maserati dealers must ensure recalls are completed after having been notified by MNA that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the dealer's possession at the time of notification.**

**This means that dealers must not illegally sell, lease, or deliver new motor vehicles or new items of replacement equipment to consumers with an open recall.**

Under the terms of the Certified Pre-Owned ("CPO") program, CPO vehicles with an open recall may not be sold or delivered to the consumer.

If you have sold any of the vehicles with VINs indicated in the enclosed instructions and have not yet sent in the new owner's information to MNA, please do so at once so that MNA may notify these owners.

Thank you for your cooperation.

Sincerely,  
Maserati Technical Safety and Regulatory Compliance