



Customer Legal Recall

MAS003758

(CLR 23-02)

From: Aftersales – TSO
To: Maserati Dealer Network
Auburn Hills, MI.
August 28 2023

Customer Legal Recall # 662 – U.S. MY23 MC20 Cielo – Windshield frame stud retainment sealant

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), have decided that fail to conform to Federal Motor Vehicle Safety Standards No. 216, “Roof Crash Resistance” and No. 214, “Side Impact Protection” exists in certain 2023 Model Year Maserati MC20 Cielo vehicles.

Description of Vehicle Safety Recall #662

The windshield frame mounting stud may be missing sealant. As a result, the vehicles may not meet the roof crash resistance and side impact protection and could increase the risk of injury in a crash without prior warning.

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.

Overview

The procedure outlined in this bulletin is essential for verifying the presence of the retaining pin in the windscreen area. The procedure begins with a visual inspection that can either confirm or negate the existence of both the sealant and the corresponding pin.

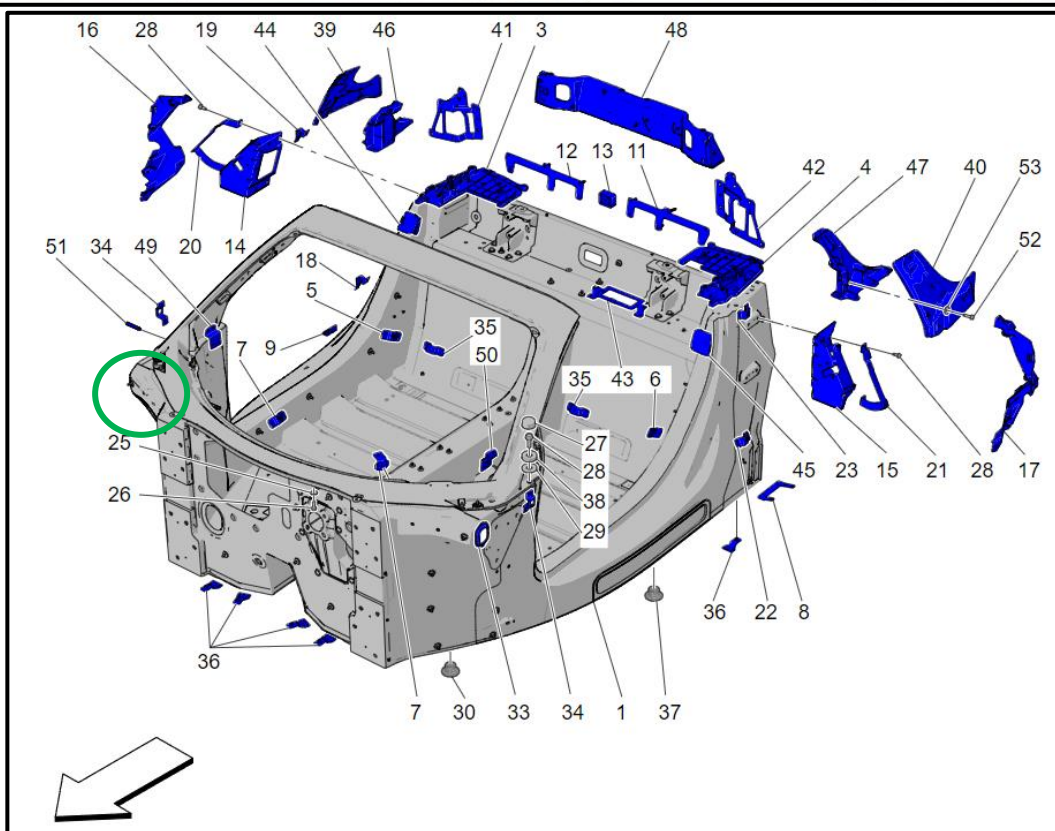
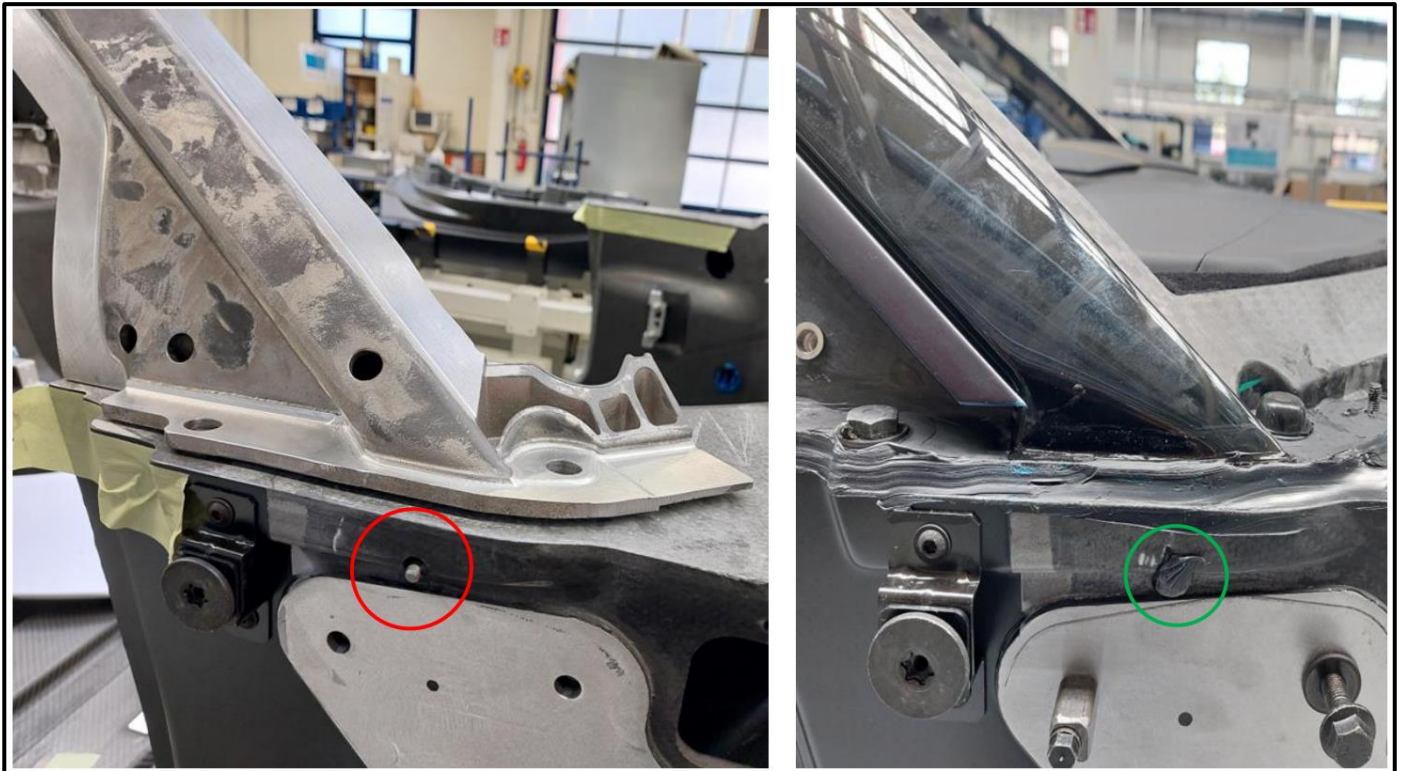


Figure 1: Image of bare body inserted for illustrative purposes only.

The presence of the pin can be easily verified using a mirror or an endoscope. The sealant is a guarantee of the correct assembly procedure of the component, while the possible presence of the pin alone is to be considered non-compliant and therefore

requires reworking. Reworking consists of inserting the pin (PN 670220781) and sealing the area with a special sealant.

Note on sealants

To carry out the rework, it is highly recommended and preferable to use any of the products listed in the table below such as “**SIMSON ISR 70-03**” or “**Teroson MS 93XX**” or use an equivalent available in your local market.

It is not possible to use alternative sealants (e.g., Silicone-based) other than those proposed, as this involves structural sealing with carbon components.

NONE- SILICONE BASED SEALANTS THAT CAN BE USED
Simson ISR 7008
Simson ISR 7003
Teroson MS 9360
Teroson MS 932
Teroson MS 939

Inspection Procedure

IMPORTANT: Please note that the procedure described below is for one side of the vehicle only. **The inspection must be done on both sides of the vehicle (Driver side and Passenger side).**

1. Prepare the vehicle for the work by arranging all the protections to avoid any damage to the bodywork and internal parts of the vehicle.
2. Open the door and, working in the door hinge area, use a mirror or endoscope to visually check for the presence of the sealant in the indicated location.

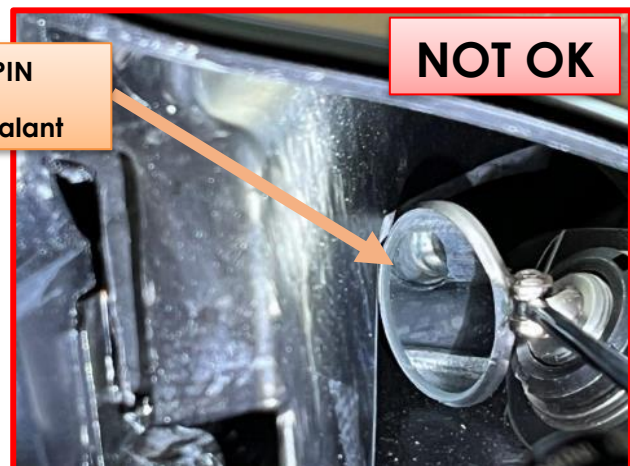
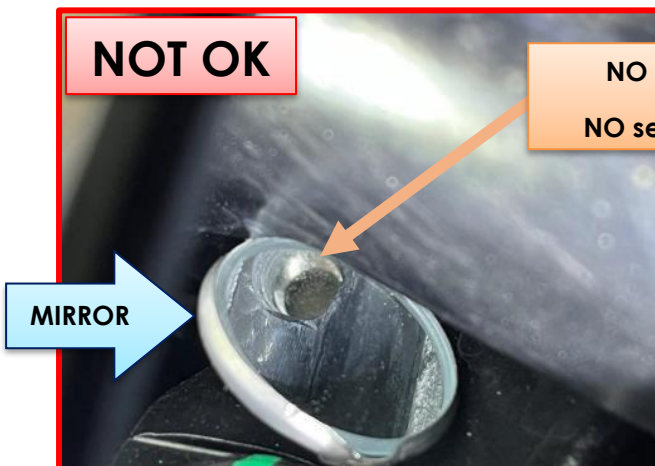
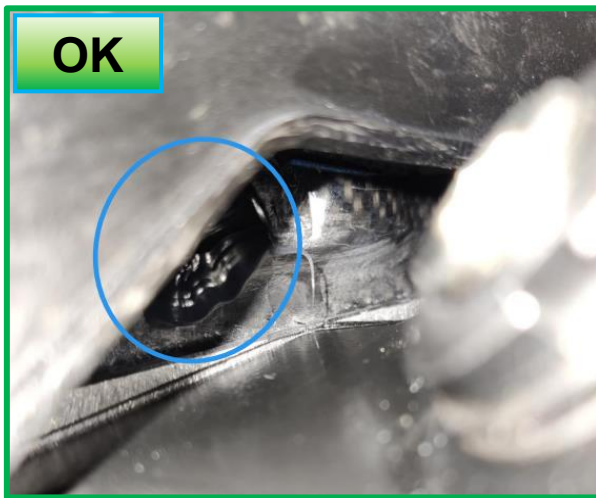


Note: After checking with the mirror, as a double check, also check the presence of the sealant by inserting your hand directly and checking the area of the A-pillar with a finger. **Attention:** This type of check is not a substitute for the mirror check.

3. **Check the presence of the sealant and the backup pin.** Refer to the images below if in doubt.

4. INSPECTION RESULTS:

- **OK** ► SEALANT IS PRESENT; the procedure is finished. No further action needed.
- **NOT OK** ► SEALANT AND OR THE PIN IS MISSING; the car is non-compliant and must be reworked. Continue with the rework procedure on the next page.



Rework procedure

To execute the rework procedure effectively, it is recommended to conduct partial disassembly to guarantee optimal access to the components and the sealant bottle. Exercise the utmost caution while performing these steps to prevent any damage to the vehicle.

1. Remove the plastic body retaining clips from the windscreen trim.



2. Carefully move the windshield trim (1) upwards until the indicated nut is visible and can be loosened.



3. Turn the wheels fully to gain sufficient clearance to the rear of the front wheel well area and remove the fender liner retaining clips and fender liner.



4. Undo the screw indicated in the door hinge area.



5. At this point, it is possible to move the mudguard by a few millimeters (maximum 40 mm) to allow easier access to the rework area.
6. Carefully insert the pin PN **670220781** (1) into the hole and apply **Simson ISR 70-80** sealant (2) with the sealant gun, using a small nozzle.



7. Use a finger to apply the sealant, ensuring it evenly covers the head of the stud and fully closes the hole.



8. Re-install all removed components in the reverse order and wait for the sealant to cure for at least 24 hours before releasing the vehicle.
9. Procedure complete.

Parts Needed For The Recall

Spare parts	Part number	QTY
PIN	670220781	1

Warranty Information

Description	Code
CLR Number	662
Warranty code	24
Error code	063
Part Code	9.08.035
Operation Code	
▪ Check (2 sides)	9.08.035.A (0,10 h)
▪ Rework (1 side)	9.08.035.B (0,50 h)
▪ Rework (2 sides)	9.08.035.C (1,00 h)

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

Thank You for your continued support and cooperation.

Maserati North America Inc.
Aftersales Dept.



IMPORTANT SAFETY RECALL INFORMATION

August 28, 2023

NHTSA Recall#: 23V570
Maserati Campaign#: 662

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), have decided that fail to conform to Federal Motor Vehicle Safety Standards No. 216, "Roof Crash Resistance" and No. 214, "Side Impact Protection" exists in certain 2023 Model Year Maserati MC20 Cielo vehicles.

The windshield frame mounting stud may be missing sealant. As a result, the vehicles may not meet the roof crash resistance and side impact protection and could increase the risk of injury in a crash without prior warning.

The Maserati Dealer will inspect the windshield frame mounting stud and install sealant, as necessary, free of charge. Since your vehicle is among those that may be affected by the above condition, we ask you to contact any Authorized Maserati Dealer in order to arrange for this recall action to be performed to your vehicle. The repair will take approximately 0.1 hours to 1.0 hours to complete. Please prepare to leave your vehicle with the dealership to allow the dealer to complete your repairs

Maserati dealers must ensure safety 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. In MNA's case, this notification would typically be made by the issuance of a safety recall notification in the form of a Technical Bulletin.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a safety recall campaign is announced by MNA, **dealers must ensure that all recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer. This means that dealers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open safety recall.**

The Safety Act also prohibits dealers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open safety recall has been completed BEFORE delivery.

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



IMPORTANT SAFETY RECALL INFORMATION

Finally, MNA dealers **should not sell or use parts that have been recalled by MNA. Please follow the specific instructions provided by MNA on the return or disposition of the parts.**

Obviously, if you have any of the affected vehicles in stock, you must not sell them until you have performed the necessary repairs on the vehicle. If you have already sold any of the vehicles with the indicated VIN in the enclosed instructions and have not yet sent in the new owner information to MNA, please do so at once so we may notify these owners.

Thank you for your cooperation.

Sincerely,

Maserati Vehicle Safety and Regulatory Compliance