

Circular Letter

FROM: Maserati TSO

TO: Maserati Network



PERSONAL SERVICE LAB

MASTERS OF CARE

Suspension Of Rapid Updates 585 and 661

DATE: SEPTEMBER 7 2023

Dear valued dealers,

We are writing to inform you of an important update regarding Rapid Updates 585 and 661. In light of recent developments and in our continuous pursuit of delivering the highest quality products and services, we have decided to temporarily suspend Rapid Updates 585 and 661:

- RU 661 - CVPAM Software Update
- RU 585 - MC20 Axle replacement

Reason:

RU 661 - CVPAM Software Update.

- We have seen failures with the SW update that have resulted in the CVPAM module needing to be replaced. An investigation is currently in place to find a resolution. Once a resolution is found, the RU will be re-released.

RU 585 - MC20 Axle replacement

- It has been determined that additional hardware is needed to carry out this action and we are assessing its availability. We will be Re-releasing this RU soon.

We understand that this may raise questions and concerns, and we want to assure you that we are fully committed to supporting you during this temporary suspension. Our dedicated team is ready to assist you with any queries or issues that may arise as a result of this decision.

We believe that by addressing these concerns proactively, we will emerge from this situation stronger and more prepared to provide the exceptional service that our customers have come to expect from us.

Thank you for your support and dedication as we navigate this temporary suspension and continue to uphold our commitment to excellence. Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions. (Maseratitechsupport@maserati.com)

Sincerely,

Maserati Americas
Aftersales Dept.