



By Fax and Regular Mail

February 26, 2004

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W. – NSA 01 – Room 5321
Washington, D.C. 20590

04V-140 ① or ③

Dear Ms. DeMeter:

Maserati North America, Inc. ("MNA") has determined that a defect that relates to motor vehicle safety exists in Model Year 2002, 2003 and certain 2004 Maserati Coupes and Spyders. MNA is providing this notification to your office in accordance with 49 C.F.R. Part 573.

MNA believes that two of the four securing bolts in the steering assembly may have been improperly installed. The affected bolts may loosen slightly if the vehicle is driven aggressively over an extended period of time, and in certain situations the driver could lose steering control and crash.

The information – to the extent currently available to MNA – that is required by your regulation follows:

1. *Manufacturer's Name and Address.*

Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, N.J. 07632

2. *Vehicles Involved in this Notification.*

The affected vehicles consist of all Model Year 2002 and 2003, and Model Year 2004 Maserati Coupes and Maserati Spyders up to and including VIN ZAMBC38A340011963. The vehicles involved in this notification consist of the entire production for these models from their introduction to the U.S. market through the end of the recall population designated above.

3. *Total Number of Vehicles.*

The total population of Model Year 2002-2004 Maserati Coupes and Spyders is 2024.



4. *Approximate Percentage of Vehicles Estimated to Contain the Defect.*

At this time, because MNA has been unable to define precisely the population of Model Year 2002-2004 Maserati Coupes and Spyders that may be subject to the defect, MNA has decided to include the entire population of 2002 and 2003 vehicles and 2004 Model Year vehicles up to and including VIN ZAMBC38A340011963 (after this VIN the proposed remedy was adopted as part of the assembly process at the factory).

5. *Description of the Defect.*

The defect involves two of the four securing bolts in the steering assembly that may not have had a locking compound applied to the threads prior to installation. As a result of the omission of the locking compound, the bolts may become loose when the cars are driven aggressively. Such circumstances could lead to a reduction in vehicle control and a crash.

6. *Chronology of Events Leading to this Defect Determination.*

MNA received six complaints regarding a "knocking noise" from the steering assembly. Analysis revealed that two of the six vehicles contained one broken bolt in the steering assembly.

7. *Description of Proposed Remedy.*

The affected bolts will be replaced with new bolts that are coated with a locking compound. The operation will be performed free of charge to the vehicle owner, and will require approximately 1.0 hour to complete. All customers and dealers will receive notification of the remedy campaign. MNA anticipates that an adequate inventory of replacement parts will be available in approximately 20 days.

Pursuant to 49 C.F.R. §§ 573.6(c)(8), 573.13(c), and 577.11, the owner notification letter will inform owners that they may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this defect. Specifically, as required by 49 C.F.R. § 577.11(d), the notification letter will inform owners that they may be entitled to reimbursement for any out-of-pocket costs that they incurred for the repair or replacement of the affected bolts during the following period: *from* any time before the date of this notification to NHTSA pursuant to 49 C.F.R. § 573.6, *to* up to ten days after the date on which the last of the owner notifications pursuant to 49 C.F.R. Part 577 is mailed.

In addition, owners will be instructed to submit to "Maserati North America, Inc., 250 Sylvan Avenue, Englewood Cliffs, New Jersey Attn: Service Department" documentation that provides (a) the name and address of the claimant; (b) identification of their vehicle's make, model, model year, and vehicle identification number; (c) identification of the recall by reference to NHTSA's recall number or the recall number assigned by Maserati; (d) identification of the



owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained; (e) a receipt, which may be an original or copy, for the pre-notification remedy, identifying the equipment replaced; and (f), if the pre-notification remedy was obtained at a time when the vehicle was covered under the original warranty program, documentation indicating that the manufacturer's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

Under the reimbursement plan, reimbursement shall not be provided for repairs made within the period during which the original warranty would have provided for a free repair of the problem addressed by this recall, unless (i) a franchised dealer or authorized representative of Maserati denied warranty coverage or (ii) the repair made under the warranty did not remedy the problem. Reimbursement also will not be provided if the pre-notification remedy was not of the same type as the recall remedy provided herein, did not address the defect that led to this recall, or was not reasonably necessary to correct the defect.

8. *Campaign Schedule and Draft Notices.*

MNA expects to begin customer notification within 30 days. MNA will submit customer notifications to NHTSA for review under separate cover. MNA has assigned this campaign an internal campaign number: 106.

MNA also expects to send letters to all Authorized Maserati Dealers, as well as a draft of the technical instructions.

9. *Representative Copies of Notifications that Relate to the Defect and Have Been Sent to More than One Manufacturer, Distributor, Dealer, or Purchaser.*

There are no notices, bulletins, or other communications that relate directly to the defect and have been sent by MNA to more than one manufacturer, distributor, dealer, or purchaser.

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If you have any questions, please don't hesitate to contact me at (201) 816-2706.

Sincerely,

Enzo Francesconi

Vice President, Service Technical Service