



## IMPORTANT SAFETY RECALL INFORMATION

March, 2017

<<First>> <<Last>>  
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<<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 MNA have decided that a defect that relates to motor vehicle safety exists in model year 2017 Maserati Levante vehicles.

Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with an engine software issue. Specifically, if the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), which can be encountered during heavy stop and go (bumper to bumper) traffic conditions, the transmission may shift into neutral or possibly have an engine shut down condition, thereby increasing the risk of a vehicle crash.

The proposed remedy is a software re-flash uploaded into the engine control module. The remedy will be performed free of charge to the vehicle owner. 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 automobile. The remedy is expected to take approximately 1 hour to complete. Please plan, however, to leave your vehicle with the dealership for a longer period of time. By the time you receive this recall notification letter, the Authorized Maserati Dealers will have been supplied with the necessary instructions and software to perform the recall.

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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 national headquarters of Maserati North America, Inc., at:

Maserati North America, Inc.  
250 Sylvan Avenue  
Englewood Cliffs, NJ 07632  
(201) 510-2369 (Customer Care)

If you believe that Maserati has failed to remedy the defect described in this letter free of charge to you and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration U.S. Department of Transportation, 1200 New Jersey Avenue, S.E., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working 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.**

We apologize for any inconvenience this may cause you.

Sincerely,

Daniel Doku  
Manager, Certification & Compliance Department