

Q&A

Management Summary of Maserati Safety Recall Campaign #363 Fuel Delivery Line Replacement

Date:	December 2017
Subject:	<u>Maserati Safety Recall Campaign #363 – Fuel Delivery Line Replacement</u>
Models:	Quattroporte and Ghibli Models - Model Year 2018
Countries Involved:	World wide
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Fuel Delivery Lines
Defect:	Possible fuel leaks at the line connections
Responsibility:	Dytech Automotive Spa. /Maserati S.p.A. and MNA
Repair action:	Replacement of the fuel delivery line
Repair Time:	Approximately 2.5 hours for the V6 engine and 2.0 hours for the V8 engine.
Vehicles Involved:	1406 U.S. and 86 Canadian vehicles
Production Period:	2018 Model Year Quattroporte and Ghibli Models
Accidents/Injuries:	None reported
Customer Contact:	Customers will be notified by first class mail.

Q&A

- Q1. Which models are affected by this recall?**
A. Model Year 2018 Quattroporte and Ghibli models.
- Q2. How many vehicles in North America are affected?**
A. There are a total of 1406 U.S. vehicles and 86 Canadian vehicles potentially affected.
- Q2a. How many vehicles globally are affected?**
A. There are approximately 2741 vehicles that are affected globally.
- Q3. What is the specific problem?**
A. There is the possibility that the fuel lines may weep or leak fuel as a result of an assembly process used by the supplier during fuel line production and assembly.
- Q4. What can happen?**
A. A weeping or leaking fuel line, over time, and in the worst case scenario, can lead to a fire in the engine compartment or underneath the vehicle.
- Q5. Can the driver become aware of the problem?**
A. Yes. A fuel odor or leak could occur along with the Check Engine Light being illuminated.
- Q5a. What should I do if I notice this condition in my vehicle?**
A. Call Maserati Roadside Assistance to bring your vehicle to the nearest authorized Maserati dealership. The recall will be performed free of charge.
- Q6. What corrective measures will be taken?**
A. The Fuel delivery line from the fuel tank to the engine compartment will be replaced.
- Q7. How did Maserati become aware of the problem?**
A. After a vehicle quality analysis and investigation by Maserati, the issue was identified and corrective actions initiated.
- Q8. Is Maserati aware of any accidents or injuries associated with the recall?**
A. None have been reported.
- Q9. Can customers continue to drive their cars?**
A. Yes, but we recommend that you take your car to the nearest dealer as soon as possible to have the recall performed.

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Q10. How will customers be informed of the recall?

A. Customers will be notified by first class mail. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services: <http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>.

Q11. How will the recall be performed?

A. The authorized Maserati dealership will replace the fuel delivery line.

Q12. How long will the repair take?

A. To replace the fuel delivery line, approx. 2.5 hours on a V6 engine and approx. 2.0 hours on a V8 engine.

Q13. How many models have experienced this problem?

A. To date, none have been reported in North America.

Q14. When will I receive my owner notification letter?

A. Within 60 Days. If a customer provides a VIN to MNA Customer Service, the need for a recall can be confirmed. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services: [.http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin](http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin).

Q15. Do I have to wait for my recall letter in order to have my recall performed?

A. No, you can call the authorized Maserati dealership and they will advise you when to make the repair. Or, if you'd like, we (Customer Care) can conference you into your dealership to make the appointment now.

Q16. Is it safe to drive my vehicle?

A: Yes, but we recommend that you take your car to the nearest dealer as soon as possible to have the recall performed.

Q17: *When* did the factory make the change in this part that is causing the recall?

A: The factory made the change in 2018 MY production vehicles.

Q20: How do I know that my car is not affected by this recall?

A: A dealer can verify via VIN and individual inspection. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services: <http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>

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Statement

Auburn Hills, MI, – Maserati North America, Inc. and Maserati Canada, Inc. will recall 1492 units of the Quattroporte and Ghibli, Model Year 2018 in North America.

This action has been proactively taken to replace the Fuel Delivery Line.

Maserati North America, Inc. and Maserati CA, Inc. are unaware of any related accidents or injuries.

The repair performed will be the installation of a new fuel delivery line from the fuel tank to the engine compartment.

Affected customers will be notified by Maserati North America, Inc. and Maserati Canada, Inc., via first class mail. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services:
<http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>

There are 1406 cars affected in the US, and 86 in Canada.

Customers who are concerned may call 877-696-2737 (877- MyMaserati)