

## Q&A

### **Management Summary of Maserati Safety Recall Campaign #378 Fuel Line Damage May Cause Fuel Leak**

<b>Date:</b>	January 2019
<b>Subject:</b>	<u><b>Maserati Safety Recall Campaign #378 – Fuel Line Damage May Cause Fuel Leak</b></u>
<b>Models:</b>	<b>Quattroporte and Ghibli Models - Model Years 2014 and 2015</b>
<b>Countries Involved:</b>	World wide
<b>Local Authorities:</b>	NHTSA / Transport Canada
<b>Defective Part:</b>	Fuel Delivery Lines
<b>Defect:</b>	Possible fuel leaks at the line connections
<b>Responsibility:</b>	Sumiriko /Maserati S.p.A. and MNA
<b>Repair action:</b>	Replacement of the fuel delivery line
<b>Repair Time:</b>	Approximately 2.5 hours for the V6 engine and 2.0 hours for the V8 engine
<b>Vehicles Involved:</b>	6,301 U.S. and 158 Canadian vehicles
<b>Production Period:</b>	All 2014 and 2015 Model Year Quattroporte and Ghibli Models with affected fuel line part numbers
<b>Accidents/Injuries:</b>	None reported
<b>Customer Contact:</b>	Customers will be notified by first class mail

## Q&A

- Q1. Which models are affected by this recall?**  
**A. Some Model Year 2014 and 2015 Quattroporte and Ghibli models.**
- Q2. Why are other models not affected?**  
**A. The Model Years 2014 and 2015 Quattroporte and Ghibli are the only models with the potentially affected fuel delivery line.**
- Q3. How many vehicles in North America are affected?**  
**A. There are a total of 6,301 U.S. vehicles and 158 Canadian vehicles potentially affected.**
- Q3a. How many vehicles globally are affected?**  
**A. There are approximately 15,649 vehicles that are affected globally.**
- Q4. What is the specific problem?**  
**A. The plastic fuel lines may have been damaged by foreign particles present during fuel line production and assembly by the supplier that may have scratched the inside of the fuel line eventually leading to a fuel leak.**
- Q5. What can happen?**  
**A. Leaking fuel may, in certain circumstances and in the presence of an ignition source, lead to a fire. A fire can result in increased risk of occupant injury and injury to person outside the vehicle.**
- Q6. Can the driver become aware of the problem?**  
**A. Yes. In some circumstances, the driver, occupants and bystanders may be warned by fuel odor or fuel droplets or puddling under the vehicle along with the Check Engine Light being illuminated.**
- Q6a. 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.**
- Q7. What corrective measures will be taken?**  
**A. The Fuel delivery line from the fuel tank to the engine compartment will be replaced.**
- Q8. 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.**
- Q9. Is Maserati aware of any accidents or injuries associated with the recall?**  
**A. None have been reported.**

## Q&A

**Q10. 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.**

**Q11. 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>.**

**Q12. How will the recall be performed?**

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

**Q13. 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.**

**Q14. How many models have experienced this problem?**

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

**Q15. 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>.**

**Q16. 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. Alternatively, we (Customer Care) can conference you into your dealership to make the appointment now.**

**Q17. 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.**

**Q18: When did the factory make the change in this part that is causing the recall?**

**A: The factory made the change during 2015 MY production.**

**Q19: 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>**

## Q&A

**Q20:** I just received a recall letter telling me to get my car repaired for the fuel lines, but I already had the car repaired previously, so do I need to take the car in again?

**A:** No, if you already had the fuel line replaced, then you don't need to take the car in again.

**Q21:** If I already had my fuel lines replaced, why am I getting another recall letter? Is this a new recall for the same issue?

**A:** You received the letter, because at the time the letters were mailed, our records indicated that your vehicle had not been repaired under the prior recall.