



IMPORTANT SAFETY RECALL INFORMATION

July 8, 2018

NHTSA Recall#: 18V347

John Q Sample
123 Main Street
Anytown, USA 12345

This Notice Applies To Your Vehicle, Vehicle Identification Number: 12345678901234567

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 Maserati North America, Inc. (MNA), have decided that a defect that relates to motor vehicle safety exists in 2018 Model Year Maserati Quattroporte vehicles, 2018 Model Year Maserati Ghibli vehicles, and 2018 Model Year Maserati Levante vehicles.

Maserati S.p.A. and MNA have determined that the above-described vehicles were manufactured with a front suspension sub-frame that may have incomplete or missing welds. The complete welds near the incomplete or missing welds may break and in some cases, the operator could lose control of the vehicle. This condition can cause a vehicle crash without prior warning.

Your Maserati Dealer will inspect the front sub-frame and, if required, install a new sub-frame onto the affected vehicles, free of charge. 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 vehicle. The inspection will take approximately 45 minutes to complete. Replacement of the sub-frame will take approximately 5.5 hours to complete. Please prepare to leave your vehicle with the dealership to allow the dealer to complete your repairs. **Your Authorized Maserati Dealers have the necessary instructions and components to remedy your vehicle.**

Continued on next page



IMPORTANT SAFETY RECALL INFORMATION

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.
1 Chrysler Drive
Auburn Hills, MI 49326
(877) 696-2737 (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,

Maserati Vehicle Safety and Regulatory Compliance