



IMPORTANT SAFETY RECALL

January 15, 2019

NHTSA Recall#: 18V-831



This Notice Applies To Your Vehicle, VIN: 

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 MY 2014 and 2015 Maserati Quattroporte vehicles, equipped with the V6 and V8 engines, as well as MY 2014 and 2015 Maserati Ghibli vehicles equipped with the V6 engine.

Maserati S.p.A. and MNA have decided that the suspect vehicles are included in this safety recall due to a fuel pipe defect. The fuel pipe lines may have been damaged by foreign particles present during fuel line production and assembly that may have scratched the inside of the fuel line eventually leading to a fuel leak. Leaking fuel in the presence of an ignition source can increase the risk of a fire. A fire can result in increased risk of occupant injury and injury to persons outside the vehicle.

Your Maserati dealer will replace the fuel line assemblies in your vehicle, 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 automobile. **The remedy will take approximately 2.5 hours to complete.** Please prepare to leave your vehicle with the dealership to allow the dealer to complete your repairs.

Authorized Maserati Dealers have been supplied with the necessary instructions and components to perform the recall.

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Maserati North America, Inc.
One Chrysler Drive
Auburn Hills, MI 48326

An FCA Company



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WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, Maserati North America, Inc. ("MNA") will reimburse you. Please send a copy of the original receipt (repair invoice) and/or other adequate proof of payment to mymaserati@maserati.com or alternatively mail the documentation to MNA at the address below for confirmation of the expense. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed. Contact your local Maserati dealer or MNA Customer Care at:

Maserati North America, Inc.
1 Chrysler Drive
Auburn Hills, MI 48326
(877) 696-2737 (Customer Care)

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 MNA at the address above.

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 MNA.**

We apologize for any inconvenience this may cause you.

Sincerely,

Maserati Vehicle Safety and Regulatory Compliance

Maserati North America, Inc.
One Chrysler Drive
Auburn Hills, MI 48326