

Q&A

Management Summary of Maserati Safety Recall Campaign #387 Headlight Adjustment

Date:	July 2019
Subject:	<u>Maserati Safety Recall Campaign #387 – Headlight Adjustment</u>
Models:	Maserati Levante Model Year 2019
Countries Involved:	World wide
Local Authorities:	NHTSA / Transport Canada
Defective Part:	N/A
Defect:	Levante vehicles equipped with the optional full LED headlights with Adaptive Front Lighting System ("AFLS") did not have the AFLS properly adjusted (aimed) during the vehicle assembly process.
Responsibility:	Maserati S.p.A., MNA and Maserati Canada
Repair action:	Check and adjust (aim) the LED headlights with Adaptive Front Lighting System ("AFLS")
Repair Time:	Approximately 1.0 hour
Vehicles Involved:	427 U.S. and 40 Canadian vehicles
Production Period:	7/4/2018 through 02/20/2019
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. 2019 Model Year Maserati Levante models equipped with full LED headlights with Adaptive Front Lighting System ("AFLS")
- Q2. Why are other models not affected?**
A. Other Model Year 2019 Levante vehicles are not equipped with the full LED headlights with Adaptive Front Lighting System ("AFLS") or if equipped, were not built during the affected period.
- Q3. How many vehicles in North America are affected?**
A. There are a total of 427 U.S. vehicles and 40 Canadian vehicles potentially affected.
- Q3a. How many vehicles globally are affected?**
A. There are approximately 8,491 vehicles that are affected globally.
- Q4. What is the specific problem?**
A. Vehicles equipped with the optional full LED headlights with Adaptive Front Lighting System ("AFLS") did not have the AFLS properly adjusted (aimed) during the vehicle assembly process.
- Q5. What can happen?**
Headlights adjusted above the maximum gradient allowed may impair the vision of drivers of other vehicles.
- Q6. Can the driver become aware of the problem?**
A. Yes. The headlights will appear to project a beam that is too high.
- Q6a. What should I do if I notice this condition in my vehicle?**
A. 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 headlights will be adjusted and aimed correctly.
- 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. Maserati is not aware of any accidents or injuries related to this recall.

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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 adjust the aiming of the front headlights

Q13. How long will the repair take?

A. To adjust the aiming of the front headlights, approximately 1 hour. Please plan, however, to leave your vehicle with the dealership to allow the dealer some flexibility for scheduling your repairs.

Q14. How many vehicles 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 to the headlight adjustment which is causing the recall?

A. The factory made the change during 2019 MY production.

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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>

Q20. Is NHTSA forcing Maserati to recall these vehicles?

A. No. We are voluntarily recalling the affected vehicles.

Q21. Who is the supplier?

A. We don't discuss supplier relationships in this context.