

Management Summary of Maserati Safety Recall Campaign #432 Replace Placards and update TPMS

Date:	August 2021
Subject:	<u>Maserati Safety Recall Campaign #432 – Tire Placard with Pressure Value noncompliant</u>
Models:	Maserati Quattroporte V8 Trofeo and Ghibli V8 Trofeo 2021 MY
Countries Involved:	US and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Placard
Defect:	Quattroporte Trofeo and Ghibli Trofeo equipped with optional 21 inch tires (6H6 & 1LS) the tire inflation pressure listed on the placards are below the required values.
Responsibility:	Maserati S.p.A., MNA and Maserati Canada
Repair action:	Replace placards and update TPMS
Repair Time:	Approximately 0.50 hour
Vehicles Involved:	125 U.S. and 13 Canadian vehicles
Production Period:	12/31/2020 through 04/27/2021 for Quattroporte Trofeo and 09/11/2020 through 06/21/02021 for Ghibli Trofeo
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. 2021 Model Year Maserati Quattroporte V8 Trofeo and Ghibli V8 Trofeo models equipped with 21 inch tires (OPT 6H6 & 1LS) only.

Q2. Why are other models not affected?

A. Other Model Year 2021 Quattroporte Trofeo and Ghibli Trofeo are not equipped with the optional tires.

Q3. How many vehicles in North America are affected?

A. There are a total of 125 U.S. vehicles and 13 Canadian vehicles potentially affected.

Q4. What is the specific problem?

A. Vehicles equipped with 21 inch tires (OPT 6H6 & 1LS) may have incorrect inflation pressure indicated on the tire placard for the maximum load capacity per axle.

Q5. What can happen?

Failure to inflate tires to the appropriate pressure when the vehicle is fully loaded could result in unexpected handling characteristics or sudden air pressure loss which could cause a vehicle crash without prior warning.

Q6. Can the driver become aware of the problem?

A. No and there is no warning available on the cluster.

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 placard label will be replaced and the TPMS values in vehicle configuration will be updated.

Q8. How did Maserati become aware of the problem?

A. The misalignment on the Trofeo version was identified during 2022 MY containment release checks. At this point it was determined that all 2021 MY were included.

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.

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 check their VIN using the 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 tire placard and update TPMS values

Q13. How long will the repair take?

A. To replace the placards and update the TPMS values, approximately 0.5 hour.

Your dealer will require your vehicle for proper check-in, preparation, and check out during your visit, which may require additional time.

Q14. How many vehicles have experienced this problem?

A. To date, no issues 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 that is causing the recall?

A. The factory made the change during the start of 2021 MY production.

Q&A

Q19. How do I know that my car is 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.

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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.