



## Q & A

### Management Summary of Maserati Safety Recall Campaign # 434 Automatic Locking Retractor Function of the seatbelt retractor noncompliant

<b>Date:</b>	September 2021
<b>Subject:</b>	<u>Maserati Safety Recall Campaign #434 – Automatic Locking Retractor (ALR) Function of the seatbelt retractor noncompliant</u>
<b>Models:</b>	Maserati Quattroporte, Ghibli, and Levante 2021 MY
<b>Countries Involved:</b>	US and Canada
<b>Local Authorities:</b>	NHTSA / Transport Canada
<b>Defective Part:</b>	Automatic Locking Retractors (“ALR”) Lever
<b>Defect:</b>	Some 2021 MY Quattroporte, Ghibli, and Levante vehicles may contain seatbelt retractors with suspect ALR levers that affect the ALR function of the seatbelt retractor.
<b>Responsibility:</b>	Maserati S.p.A., MNA and Maserati Canada
<b>Repair action:</b>	Maserati will provide Dealers with a specific procedure to inspect the affected seat belt assemblies at the specific seating positions and, if required, replace the affected component.
<b>Repair Time:</b>	Between 0.50 – 6.0 hours depending on how many parts have to be replaced.
<b>Vehicles Involved:</b>	701 U.S. and 107 Canadian vehicles
<b>Production Period:</b>	12/31/2020 through 07/26/2021 for Quattroporte and Ghibli and 9/11/2020 through 07/22/02021 for Levante
<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 2021 Model Year Maserati Quattroporte, Ghibli and Levante.**

**Q2. Why are other models not affected?**

**A. Other Model Year 2021 Quattroporte, Ghibli and Levante vehicles were built before or after the suspect period or were built with seatbelt retractors that did not contain suspect ALR lever.**

**Q3. How many vehicles in North America are affected?**

**A. There are a total of 701 U.S. vehicles and 107 Canadian vehicles potentially affected.**

**Q4. What is the specific problem?**

**A. The ALR may deactivate earlier than intended and a child seat may not tightly secure to the vehicle seat. The LATCH system for securing the child seat is fully functional and not affected.**

**B. The ALR is involved for Child seats only. The standard functionality of the belts has no issue. The belts can be used by adults.**

**Q5. What can happen?**

**If the ALR function deactivates early before the webbing is fully retracted, this would prevent a child seat from being properly secured and can cause injury in a crash to the occupant of the child restraint seat.**

**Q6. Can the driver become aware of the problem?**

**A. The vehicle owner will notice that an audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.**

**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. A specific procedure will be provided to the dealer to inspect the seatbelt assemblies and, if required, replace the affected component.**

**Q8. How did Maserati become aware of the problem?**

**A. Maserati S.p.A received the official information of this specific issue from the component manufacturer.**



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**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 Recall by VIN: <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 inspect the seatbelt assemblies and replace the affected component as needed.**

**Q13. How long will the repair take?**

**A. To inspect and replace the ALR lever, it can take between 0.5 to 6.0 hours depending on how many parts have to be replaced. For more than 99% of the checks no replacement will be necessary.**

**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.**



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**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 ALR manufacturer notified Maserati that the suspect period started December 31, 2020.**

**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.**

**<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.**