



Q & A

Management Summary of Maserati Safety Recall Campaign # 442 Safety Defect for Low pressure fuel circuit - Fuel Pressure and Temperature Sensor leakage

Date:	November 2021
Subject:	<u>Maserati Safety Defect Recall Campaign #442 – Fuel Line Sensor Housing</u>
Models:	Maserati Quattroporte, Ghibli, Levante, and MC20 2021 and 2022MY
Countries Involved:	US and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Fuel line sensor housing.
Defect:	Some 2021 MY Quattroporte, Ghibli, 2021 MY – 2022 MY Levante, and 2022 MY MC20 that may have been equipped with certain fuel line sensor housing that may crack and leak fuel.
Responsibility:	Maserati S.p.A., MNA and Maserati Canada
Repair action:	Maserati will provide Dealers with a specific procedure to replace the fuel line sensor housing.
Repair Time:	Between 0.75 – 1.25 hours depending on how many parts have to be replaced.
Vehicles Involved:	409 U.S. and 50 Canadian vehicles
Production Period:	10/28/2020 through 06/07/2021 for Quattroporte, 11/03/2020 through 06/07/02021 for Ghibli 09/18/2020 through 10/04/2021 for Levante 07/12/2021 through 09/29/2021 for MC20
Accidents/Injuries:	None reported
Customer Contact:	Customers will be notified by first class mail.



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Q1. Which models are affected by this recall?

A. Some 2021 Model Year Maserati Quattroporte, Ghibli, 2021 and 2022 Model Year Levante, and 2022 MY MC20 vehicles.

Q2. Why are other models not affected?

A. Other Model Year 2022 Quattroporte, Ghibli, Levante and MC20 vehicles were built before or after the suspect period or were built with parts that were not affected.

Q3. How many vehicles in North America are affected?

A. There are a total of 409 U.S. vehicles and 50 Canadian vehicles potentially affected.

Q4. What is the specific problem?

A. The fuel line sensor housing may crack and leak fuel.

Q5. What can happen?

A. The fuel line sensor fuel leak may cause fuel starvation of the engine. In rare circumstances, if the leaked fuel comes in contact with an ignition source, a fire could occur.

Q6. Can the driver become aware of the problem?

A. Vehicle occupants may notice a fuel smell while the engine is running or reduced vehicle performance.

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 replace the fuel line sensor housing.

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.

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 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 check the date code and replace the affected component as needed.

Q13. How long will the repair take?

A. To inspect and replace the fuel sensor, it can take between 0.75 to 1.25 hours depending on the vehicle model.

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.



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Q18. 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>

Q19. Is NHTSA forcing Maserati to recall these vehicles?

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

Q20. Who is the supplier?

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