

Q&A

Management Summary of Maserati Safety Recall Campaign #359 Fuel Pump Electrical Power Resistors

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| Date: | October 23, 2017 |
| Subject: | <u>Maserati Safety Recall Campaign #359 – Low Pressure Fuel Pump Power Resistors Replacement</u> |
| Models: | Quattroporte GTS V8 Models - Model Years 2015, 2016 and 2017 |
| Countries Involved: | Worldwide |
| Local Authorities: | NHTSA / Transport Canada |
| Defective Part: | Low Pressure Fuel Pump Power Resistor |
| Defect: | Low pressure fuel pump resistor failure as a result of cycle time/temperature fatigue; the low pressure pump will stop working due to an open circuit (resistor failure) and without the fuel pump working, the engine will lose power and eventually stall, which can cause a vehicle crash without warning. |
| Responsibility: | Yazaki Automotive SP. /Maserati S.p.A. and MNA |
| Repair action: | Replacement of the low pressure fuel pump power resistor |
| Repair Time: | Approximately 1 hour |
| Vehicles Involved: | 439 U.S. and 6 Canadian vehicles |
| Production Period: | All 2015, 2016 and 2017 Model Year Quattroporte GTS V8 Models |
| 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. Model Years 2015, 2016 and 2017 Quattroporte GTS V8 models.
- Q2. Why are other models not affected?**
A. The Model Years 2015, 2016 and 2017 Quattroporte GTS V8 are the only models with the potentially affected fuel pump power resistor.
- Q3. How many vehicles in North America are affected?**
A. There are a total of 439 U.S. vehicles and 6 Canadian vehicles affected.
- Q3a. How many vehicles globally are affected?**
A. There are approximately 1,212 vehicles that are affected globally.
- Q4. What is the specific problem?**
A. Low pressure fuel pump resistor failure as a result of cycle time/temperature fatigue; the low pressure pump will stop working due to an open circuit (resistor failure) and without the fuel pump working, the engine will lose power and eventually stall, which can cause a vehicle crash without warning.
- Q5. What can happen?**
A. If the power supply resistors fail, the fuel pump could stop operating which would cause a lack of engine power and potential engine stall, which can cause a vehicle crash without warning.
- Q6. Can the driver become aware of the problem?**
A. Yes. The engine could exhibit a lack of power and a potential stall.
- Q6a. What should I do if I notice this condition in my vehicle?**
A. Call Maserati Roadside Assistance to 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 electrical power delivery resistors will be replaced with a new component with improved capabilities.
- 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. None have been reported.

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Q10. Can customers continue to drive their cars?

A. Maserati recommends to call Maserati Roadside Assistance to bring your vehicle to the nearest authorized Maserati dealership.

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 replace the fuel pump power delivery resistor.

Q13. How long will the repair take?

A. To replace the fuel pump power delivery resistor, approx. 1.0 hour.

Q14. How many GTS models have experienced this problem?

A. To date, 8 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](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. Or, if you'd prefer MNA's Customer Care can conference you into your dealership to make the appointment as soon as parts become available.

Q17. Is it safe to drive my vehicle?

A: Maserati recommends you to call Maserati Roadside Assistance to bring your vehicle to the nearest authorized Maserati dealership.

Q19: *When* did the factory make the change in this part that is causing the recall?

A: The factory made the change starting in 2018 MY production vehicles.

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Q20: 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>

Statement

Auburn Hills, MI. – Maserati North America, Inc. and Maserati Canada, Inc. will recall 445 units of the Quattroporte GTS, Model Years 2015, 2016 and 2017 in North America.

This action has been proactively taken to replace the Fuel Pump Power Delivery Resistor.

Maserati North America, Inc. and Maserati CA, Inc. are unaware of any related accidents or injuries.

The repair performed will be the replacement of a new fuel pump power delivery resistor with improved capabilities.

Affected customers will be notified by Maserati North America, Inc. and Maserati Canada, Inc., via 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>

The issue is specific to Model Years 2015, 2016 and 2017 Maserati Quattroporte GTS models in North America.

There are 439 cars affected in the US, and 6 in Canada.

Customers who are concerned may call 877-696-2737 (877- MyMaserati)