

Aftersales TSO – Recall Campaign



MAS002782
(MTB 21-08)

From: Aftersales – TSO
To: Maserati Dealer Network
Auburn Hills, MI.
September 16, 2021

Recall Campaign # 434 – U.S.

M156, M157 and M161 MY21 – Automatic Locking Retractor (ALR) function Check

NOTE: Before starting this procedure, you MUST read these instructions carefully and completely.

MASERATI SAFETY RECALL NOTIFICATION

PERFORM THE PROCEDURE OUTLINED IN THIS TECHNICAL BULLETIN ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE CAR IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.

Maserati S.p.A. and Maserati North America, Inc. (MNA), have decided that a defect that relates to motor vehicle safety exists in certain 2021 Model Year Maserati Quattroporte, Ghibli, and Levante vehicles.

Description of Vehicle Safety Recall #434

Maserati S.p.A. and MNA have determined that the above-described vehicles may contain seatbelt retractors with suspect Automatic Locking Retractor (“ALR”) levers that affect the ALR function of the seatbelt retractor for child restraint seats. The ALR may deactivate earlier than intended and may not tightly secure to the vehicle seat which may result in increased risk of injury in a crash to the occupant of the child restraint seat.

The remedy is to introduce a specific procedure to inspect seatbelt retractors and replace as needed. The remedy will be performed free of charge to the vehicle owner. MNA will pay you for the costs and labor necessary to remedy this recall campaign. The necessary components for this recall are currently available to dealers, and owners will be directed to contact their dealers for repairs

This repair procedure will be performed free of charge to the customer.

Which Vehicles Are Affected

Please refer to the VIN List in ModisCS+ and attached at the end of this bulletin for the affected vehicles in the U.S., Canada and Puerto Rico.

Vehicle Remedy Information

1. Check that the vehicle is included in this Recall Campaign, and that the repair has not been previously performed.
2. Check all of the passenger seat belts 5 times, following the procedure in ANNEX A.
ANNEX A – ALR CHECK PROCEDURE - Attached
3. If a seatbelt retractor locks without releasing, 5 times in succession, no further action is required.
4. In cases where a seatbelt retractor will **NOT** lock and releases, a BOL report is mandatory and must be authorized before replacing the part. Please attach a video of the faulty seatbelt retractor to be evaluated.
5. If a seatbelt is being replaced, please refer to the Workshop Manual for the respective belt replacement procedures.

* If needed, a smart video was made to better describe the check procedure. Download the video from MODIS to use as a reference.

Parts Needed For The Recall

For this Recall Campaign, the Seat Belts are made to order and are VIN specific. Please only order if you currently have a car on your lot. **Due to the very low failure percentage, it is absolutely forbidden to order spare parts in advance. Please order the spare part including the information about the VIN only after a BOL authorization has been approved.**

The process to request a seatbelt is as follows:

1. Open a PHD using category "Other"
2. In the PHD mention this is for Campaign #434
3. Provide the VIN number or you can list multiple VIN numbers
4. Provide the part number you require

MNA dealer services team will confirm the VIN(s) provided are part of the campaign and enter the order the same day.

Warranty Information:

Entering A Warranty Claim

- Campaign Number.....434
- Cost Code.....24
- Defect Code.....063
- Component code.....7.10.001
- Labor Operation (Check).....7.10.001.A (0.35h)
- Component Part NumberSee parts section

If you have any questions, contact your Regional AfterSales Manager or the Technical Support Helpdesk.

Thank You for your continued support and cooperation.

Maserati North America Inc.
Aftersales Dept.

ANNEX A – ALR CHECK PROCEDURE

1. If threadlockers have been used, refer to the following table for bolt cleaning.
00.AB.065 - THREADED ELEMENTS CLEANING TABLE
2. Before performing this operation please follow the indicated procedures for interior protection:
00.AA.005 - INTERIOR VEHICLE PROTECTION

! Use clean gloves.

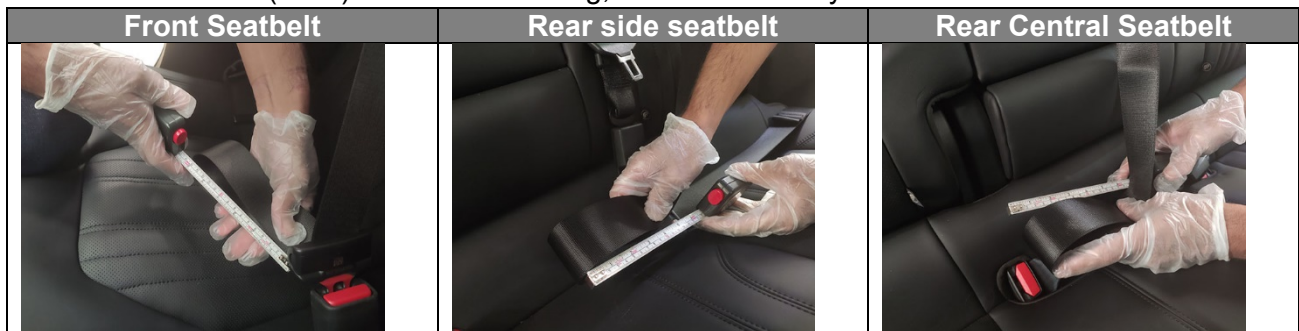
3. The seat belt (1) must be in the "unfastened" position as shown.



4. Fasten the seatbelt over an empty vehicle seat, latch the tongue (1) into the buckle (2).



5. Extract 300 mm (12 in) lower belt webbing, fold and fix with your hand as shown.



6. Pull belt (1) all the way out of the seatbelt retractor to activate ALR.

! Be careful to fully extract the belt.



7. Slowly retract the belt (1) fully back into the seatbelt retractor while the seatbelt remains buckled over an empty seat. You should hear a ratcheting (clicking) sound.

! Slowly release the belt to avoid locking



8. Pull on the belt (1) steady and uniformly and verify that it is locked and cannot be pulled out of the seatbelt retractor.



9. Is the seatbelt locked so the belt cannot be pulled out of seatbelt retractor?

- YES - OK: ALR / KiSi function works properly – go to the next step
- NO - Not OK: ALR / KiSi does not function properly and must be replaced.

10. Unfasten the seatbelt and repeat Steps 3 to 9, 5 times

! If seatbelt retractor locks without releasing, 5 times in succession, no further action is required.



PAY ATTENTION: *Once the belt has been extracted, it is mandatory to check the rewinding, without making it slip or rewind violently (too quickly). A violent rewinding (too quickly) can lead to a "back log" condition so that it will no longer be possible to extract the belt. To release the belt if it backlogged, refer to the procedure "Back Log Instruction" in ANNEX B.*

Due to the very rare back log condition which is caused by an improper application of the procedure, the time to unblock (untangle) the belt will not be reimbursed.

ANNEX B – Back Log Instruction

1. Retractor is locked.



2. Pull out the webbing about 20mm (1 in) with moderate force by hand.



3. Retract the achieved amount of webbing to allow unlocking of the locking mechanism.



4. The Retractor is unlocked.



Recall 434 US VIN

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Q & A

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

Date:	September 2021
Subject:	<u>Maserati Safety Recall Campaign #434 – Automatic Locking Retractor (ALR) Function of the seatbelt retractor noncompliant</u>
Models:	Maserati Quattroporte, Ghibli, and Levante 2021 MY
Countries Involved:	US and Canada
Local Authorities:	NHTSA / Transport Canada
Defective Part:	Automatic Locking Retractors (“ALR”) Lever
Defect:	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.
Responsibility:	Maserati S.p.A., MNA and Maserati Canada
Repair action:	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.
Repair Time:	Between 0.50 – 6.0 hours depending on how many parts have to be replaced.
Vehicles Involved:	701 U.S. and 107 Canadian vehicles
Production Period:	12/31/2020 through 07/26/2021 for Quattroporte and Ghibli and 9/11/2020 through 07/22/02021 for Levante
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. 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.



Q & A

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.



Q & A

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.