



## Q & A

### Management Summary of Maserati Safety Recall Campaign # 501 Safety Defect for Tail lamps flickering under certain driving conditions.

<b>Date:</b>	April 2022
<b>Subject:</b>	<b><u>Maserati Safety Non-Compliance Recall Campaign #501 – Tail Light Flickering</u></b>
<b>Models:</b>	Maserati MC20 2022MY2
<b>Countries Involved:</b>	US and Canada
<b>Local Authorities:</b>	NHTSA / Transport Canada
<b>Defective Part:</b>	<b>Tail Lamp.</b>
<b>Defect:</b>	Some 2022 MY MC20 may have tail lamps installed in the rear part of the vehicle causing the stop lamps to flicker under certain conditions that may cause confusion to drivers following the vehicle, increasing the risk of a crash.
<b>Responsibility:</b>	Maserati S.p.A., MNA and Maserati Canada
<b>Repair action:</b>	Maserati North America will inspect, and if necessary, replace, the tail lamp assemblies.
<b>Repair Time:</b>	Between 0.55 – 1.6 hours depending on how many parts have to be replaced.
<b>Vehicles Involved:</b>	56 in U.S. and 10 Canadian vehicles
<b>Production Period:</b>	11/05/2021 through 02/08/2022
<b>Accidents/Injuries:</b>	None reported
<b>Customer Contact:</b>	Customers will be notified by first class mail.

**Q1. Which models are affected by this recall?**



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**A. Some 2022 Model Year Maserati MC20 vehicles only.**

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

**A. Other MC20 Model Year 2022 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 56 U.S. vehicles and 10 Canadian vehicles potentially affected.**

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

**A. The tail lamps may flicker under certain braking conditions.**

**Q5. What can happen?**

**A brake lamp that flicker during braking may cause confusion to drivers following the vehicle, which can cause a vehicle crash without prior warning.**

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

**A. No**

**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. Maserati will check the labels on the component for the affected vehicle and replace the tail lamp if needed.**

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

**A. Maserati S.p.A discovered the issue during a plant test drive.**

**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:**



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<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 label on the tail lamp and replace the affected component as needed.**

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

**A. To inspect and replace the tail lamp assemblies, it can take between 0.55 to 1.6 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.**

**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.**

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**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.**