



IMPORTANT SAFETY RECALL INFORMATION

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

November, 2015

[REDACTED]
[REDACTED]
[REDACTED]

This notice applies to your vehicle [REDACTED]

Dear Maserati Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Maserati S.p.A. and MNA have decided that a safety defect which relates to motor vehicle safety exist in the above described vehicles were manufactured with right-hand (passenger side) door latch components which were not heat-treated. Door latch components require heat-treatment processes to be applied to ensure all transversal door latch loads can be withstood, ensure vehicle strength integrity, and ensure door latch durability. The vehicles identified above were manufactured with passenger side door latch components that were not heat-treated.

If the vehicle's right-hand (passenger side) door is subjected to loads that are found during a vehicle crash, non-heat-treated door latch components can fail, which can lead to the door accidentally opening, thereby placing the passenger in greater risk of injury.

The remedy for the affected vehicles involves the replacement of the right-hand (passenger side) door latch assembly. The remedy procedure will take approximately 1 hour to be completed and will be performed free of charge to the vehicle owner.



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Since your vehicle is among those that may be affected by the above condition, we ask you to contact any Authorized Maserati Dealer in order to arrange for this recall action to be performed on your automobile. Please plan, however, to leave your vehicle with the dealership to allow the dealer some flexibility for scheduling your repairs. By the time you receive this letter, the Authorized Maserati Dealers will have been supplied with the necessary instructions and components to perform the recall. If the dealer fails or is unable to make the necessary repairs free of charge within a reasonable time, or if you have any problem obtaining the needed repair, you should inform the national headquarters of Maserati North America, Inc., at:

Maserati North America, Inc.
270 Sylvan Avenue
Englewood Cliffs, NJ 07632
(201) 816-2600 (Consumer Relations)

If you believe that Maserati has failed to remedy the defect described in this letter free of charge to you and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration U.S. Department of Transportation, 1200 New Jersey Avenue, S.E., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days. If you no longer own this vehicle or your address has changed, **please complete the enclosed prepaid yellow card and return it to Maserati North America, Inc.**

We urge you to comply with this notice promptly and we apologize for any inconvenience this may cause you.

Sincerely,

Daniel Doku
Manager, Certification & Compliance Department



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If the vehicle's right-hand (passenger side) door is subjected to loads that are found during a vehicle crash, non-heat-treated door latch components can fail, which can lead to the door accidentally opening, thereby placing the passenger in greater risk of injury.

The remedy for the affected vehicles involves the replacement of the right-hand (passenger side) door latch assembly. The remedy procedure will take approximately 1 hour to be completed and will be performed free of charge to the vehicle owner.



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