

8C *Competizione*



_____, 2009

<<First>> <<Last>>
<<ADD1>>
<<ADD2>>
<<CITY>>, <<ST>> <<ZIP>>

Serial Number: <<VIN>> <<ASSY>>

Dear Alfa Romeo 8C 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., the manufacturer of Alfa Romeo 8C automobiles and Maserati North America, Inc., have decided that a defect, which relates to motor vehicle safety, exists in certain Model Year Alfa Romeo 8C Competizione vehicles which were manufactured with incorrectly torqued front and rear suspension upper and lower ball joint nuts.

The remedy involves a check of tightening torque of front/rear upper and lower ball joint nuts and if necessary, the replacement of the suspension arms and hub carrier. Incorrect ball joint nut torque can lead to noise and the possibility that the suspension arm will break. A broken suspension arm will lead to a loss of steering function and could result in a crash.

The vehicles affected are as follows:

Alfa Romeo 8C Competizione Vehicle Identification Numbers ZARJA181380038487 to ZARJA181380039686 which have an Assembly Number 39737 to 42142. The affected vehicles mentioned above will have the ball joint nuts checked for correct tightening torque and if necessary have the front/rear left/right upper and lower suspension arm/hub carrier replaced and a wheel alignment performed. All customers will receive notification of the remedy campaign. Since your vehicle is among those that may be affected by the above condition, we ask you to contact any Authorized Alfa 8C Dealer in order to arrange an inspection of your automobile and to have the corrective action performed.

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The corrective action for the above listed repair will be performed free of charge to you and will require up to approximately 1 hour to complete the tightening torque check or up to approximately 2.65 hours for replacement of the front suspension arm (if required), and up to approximately 4 hours for replacement of the rear suspension arm (if required). If the suspension arm requires replacement, a wheel alignment will be performed as well on your vehicle. 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 Alfa 8C Dealers will have been supplied with the instructions, components and any special tools to perform the repair. 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 Alfa 8C c/o Maserati North America, Inc., at:

Alfa Romeo 8C
c/o Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
(201) 816-2600 (Aftersales Department)

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 (NHTSA/ODI/NVS-217) 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>.

You may be eligible to receive reimbursement for the cost you incurred if you already have obtained a remedy for a problem associated with the defect described in this letter. However, you still must have this corrective action performed, regardless of any previous repairs that may have been performed. Information about the reimbursement program for pre-notification repairs is provided in the enclosure to this letter.

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 Alfa 8C c/o Maserati North America, Inc.**

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

Sincerely,

Victor Soriano
National Aftersales Operations Manager



ENCLOSURE

Pre-Notification Reimbursement Program

You may be eligible for reimbursement if you previously incurred out-of-pocket costs for repairs or replacements associated with the front or rear ball joint nuts covered by this recall campaign number 183.

1. This reimbursement program applies to the vehicles listed below and in the attached letter:
 - Alfa Romeo 8C Competizione Vehicle Identification Numbers ZARJA181380038487 to ZARJA181380039686 which have an Assembly Number 39737 to 42142.
2. This reimbursement program applies to repairs or replacements of the front and rear ball joint nuts/upper/lower suspension arm/ball joint and hub carrier.
3. This reimbursement program applies to repairs or replacements of the front and rear ball joint nuts/upper/lower suspension arm/ball joint and hub carrier for the vehicles listed above, if such repair or replacement was made at any time up to ten days following the mailing of the attached notification letter.
4. This reimbursement program does not apply to repairs or replacements that were made within the period during which the original warranty would have provided for a free repair of the problem addressed by this recall, unless (i) a franchised dealer or authorized representative of Maserati denied warranty coverage or (ii) the repair made under the warranty did not remedy the problem. Reimbursement also will not be provided if the pre-notification remedy was not of the same type as the recall remedy provided herein, did not address the defect that led to this recall, or was not reasonably necessary to correct the defect.
5. To obtain reimbursement for pre-notification remedies, you will need to provide a receipt, which may be an original or copy, identifying the equipment replaced; and, if the pre-notification remedy was obtained at a time when the vehicle was covered under the original warranty program, documentation indicating that the manufacturer's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall. In addition, you will need to submit a written and signed claim for reimbursement that contains the information required in paragraph 6, below.
6. The claim for reimbursement should include the following information. (a) the name and address of the claimant; (b) identification of their vehicle's make, model, model year, and vehicle identification number; (c) identification of the Maserati

Campaign number (Campaign No. 183) or identification of the recall by reference to NHTSA's recall number; and (d) identification of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained.

7. If you have any questions about the reimbursement program or need help in making a claim for reimbursement, please write or call Maserati North America, Inc., at the following address and telephone number:

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