



MASERATI

Defect Information Report

Maserati SpA ("Maserati") has determined that a defect that relates to motor vehicle safety exists in certain Model Year Maserati GranTurismo, Quattroporte and Alfa Romeo 8C Competizione vehicles. Maserati is providing this notification to your office in accordance with 49 C.F.R. Part 573.

Maserati has determined that certain GranTurismo (VIN ZAMGJ45A380033926; Assembly No. 35656 to VIN ZAMGH45F580041470; Assembly No. 42056), Quattroporte (VIN ZAMCE39A550014216; Assembly No. 15140 to VIN ZAMFE39A880040407; Assembly No. 41331), and Alfa Romeo 8C Competizione models (VIN ZARJA181380038487; Assembly No. 39737 to VIN ZARJA181380039686; Assembly No. 42142) were manufactured with front and rear suspension upper and lower ball joint nuts which may have not been correctly torqued.

The VIN ranges represent all vehicles produced up to June 2008, when, as explained in the chronology set forth below, Maserati took certain additional steps to ensure that the ball joint nuts were torqued to specifications.

Incorrectly torqued upper and lower ball joint nuts may cause the ball joint nuts to loosen, and in time, can lead to noise, steering wheel vibration, and, through continued vehicle use, the failure of the ball joint stud which, in turn, can lead to damage or separation of the suspension arm, resulting in a loss of steering capability, and possibly a crash.

To the extent currently available to Maserati, the information that is required by your regulation follows:

1. Manufacturer's Name and Address.

Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, N.J. 07632

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RECEIVED

2009 JAN -6 10:35 AM

DEFECTS INVESTIGATION
RECALL MGMT DIV.



2. Vehicle Involved in this Notification.

The affected vehicles consist of certain Model Year GranTurismo (VIN ZAMGJ45A380033926; Assembly No. 35656 to VIN ZAMGH45F580041470; Assembly No. 42056), Quattroporte (VIN ZAMCE39A550014216; Assembly No. 15140 to VIN ZAMFE39A880040407; Assembly No. 41331), and Alfa Romeo models (VIN ZARJA181380038487; Assembly No. 39737 to VIN ZARJA181380039686; Assembly No. 42142). The VIN ranges represent all vehicles produced up to June 2008.

3. Total Number of Vehicles.

The total population of Model Year Maserati GranTurismo, Quattroporte and Alfa Romeo vehicles in the affected VIN range is 7912.

4. Approximate percentage of vehicles Estimated to Contain the Defect.

Within the affected VIN range all units potentially contain the defect.

5. Description of the Defect.

The defect involves the front and rear upper and lower ball joint nuts which may have not been correctly torqued.

6. Chronology of Events leading to this Defect Determination.

In mid-June 2008, Maserati received information regarding a broken ball joint stud on a single 2006 model year Maserati Quattroporte vehicle. Despite the fact that the information at that time involved only a single car, and even though Maserati had only just begun an investigation of the issue, Maserati, out of an abundance of caution, nonetheless took steps to ensure that the torque specification for the subject ball joint nuts was adhered to during assembly. Subsequent to investigating the initial incident, Maserati began to investigate whether other customer complaints regarding front end noise and/or broken ball joint studs might be related.

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Because of the low volume of Maserati vehicles in general, and the even lower number of complaints concerning front end noise and/or broken ball joint studs, it took a number of months to perform the appropriate investigation, and, in early January, 2009, Maserati concluded that the ball joint nuts used to secure the ball joint assembly to the control arms might not, in all cases, be correctly torqued to the proper specification.

Accordingly, Maserati decided to file this report, and has decided to include in its proposed campaign all Maserati Quattroporte and GranTurismo vehicles, and all Alfa Romeo 8C Competizione vehicles, manufactured up to June 2008, when, as noted above, Maserati took additional steps to assure that all ball joint nuts met torquing specifications.

7. Description of Proposed Remedy.

The remedy for the affected front and rear upper and lower ball joint nuts is to check the torque of the ball joints nuts and if the ball joint nuts are found to be incorrectly torqued, replace both the upper and lower suspension arm, ball joint and hub carrier of that particular corner of the vehicle. The torque check will require approximately 1 hour to perform while replacement of the front right/front left suspension arm/hub carrier will require 2.65 hours, replacement of the rear right/rear left suspension arm/hub carrier will require 4 hours, and subsequent wheel alignment an additional 2.1 hours to complete. The torque check and suspension arm replacement and wheel alignment will be performed free of charge to the vehicle owner. Maserati anticipates that an adequate inventory of replacement components will be available in approximately 30 days. All customers for whom this remedy is required and our dealers will receive notification of the remedy campaign to inform the customers and our dealers of the problem and advise the customers to contact their local authorized Maserati Dealer to schedule an appointment to repair the affected vehicle.

Pursuant to 49 C.F.R. §§ 573.6(c) (8), 573.13(c), and 577.11, the owner notification letter will inform owners that they may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this defect. Specifically, as required by 49 C.F.R. § 577.11(d), the notification letter will inform owners that they may be entitled to reimbursement for any out-of-pocket costs that they incurred for the repair or replacement of the front and rear ball joint nuts/upper/lower suspension arm/ball joint and hub carrier during the following period: *from* any time before the date of this notification to NHTSA pursuant to 49 C.F.R. § 573.6, *to* up to ten days after the date on which the last of the owner notifications pursuant to 49 C.F.R. Part 577 is mailed.

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In addition, owners will be instructed to submit to “Maserati North America, Inc., 250 Sylvan Avenue, Englewood Cliffs, New Jersey 07632 Attention: Service Department” documentation that provides (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 recall by reference to NHTSA’s recall number or the recall number assigned by Maserati; (d) identification of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained; (e) a receipt, which may be an original or copy, for the pre-notification remedy, identifying the equipment replaced; and (f), 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.

Under the reimbursement plan, reimbursement shall not be provided for repairs 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.

8. Campaign Schedule and Draft Notices.

Maserati expects to begin customer notification within 30 days as well as additional dealer materials including a draft copy of the recall campaign instruction and information bulletin in the attached Recall Campaign document. Maserati has assigned this campaign an internal number: **183**.

9. Representative Copies of Notifications that Relate to the Defect and Have Been Sent to More than One Manufacturer, Distributor, Dealer, or Purchaser.

There are no notices, bulletins or other communications that relate directly to the defect and have been sent by Maserati to more than one manufacturer, distributor, dealer, or purchaser.

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Should you have questions concerning this submission, please contact me at your earliest convenience at 201-816-2638.

Sincerely,

Daniel Doku
Certification & Compliance
Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, N.J. 07632
Tel: 201-816-2638
Fax: 201-816-0359
Email: ddoku@maseratiusa.com

enclosures



MASERATI

January XX, 2009

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

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

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., the manufacturer of Maserati automobiles and Maserati North America, Inc., have decided that a defect, which relates to motor vehicle safety, exists in certain Model Year Maserati Granturismos, Quattroportes and 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:

Maserati Quattroporte Vehicle identification Numbers from ZAMCE39A550014216 to ZAMFE39A880040407 which have an Assembly Number from 15140 to 41331, Maserati Granturismo Vehicle Identification Numbers from ZAMGJ45A380033926 to ZAMGH45F580041470 which have an Assembly Number from 35656 to 42056 and the 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 Maserati 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 Maserati 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 Maserati North America, Inc., at:

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.



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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,

Massimo Guaraldi
Director, Aftersales Department



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:

- Maserati Quattroporte Vehicle identification Numbers from ZAMCE39A550014216 to ZAMFE39A880040407 which have an Assembly Number from 15140 to 41331.
- Maserati Granturismo Vehicle Identification Numbers from ZAMGJ45A380033926 to ZAMGH45F580041470 which have an Assembly Number from 35656 to 42056.
- 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.

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MASERATI

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



January XX, 2009

Dear Maserati Dealer:

Maserati S.p.A., the manufacturer of Maserati automobiles and Maserati North America, Inc., have decided that a defect, which relates to motor vehicle safety, exists in certain Model Year Maserati Granturismos, Quattroportes and 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:

Maserati Quattroporte Vehicle Identification Numbers from ZAMCE39A550014216 to ZAMFE39A880040407 which have an Assembly Number from 15140 to 41331, Maserati Granturismo Vehicle Identification Numbers from ZAMGJ45A380033926 to ZAMGH45F580041470 which have an Assembly Number from 35656 to 42056 and the 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.

The corrective action for the above listed repair, will be performed free of charge to the vehicle owner, 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. We have accordingly notified all owners of the affected vehicles, advising the owner of this problem and requesting that he or she contact any Authorized Maserati Dealer for the repair.

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Vehicles requiring a replacement of the front/rear ball joint nuts/upper/lower suspension arm(s)/ball joint and hub carrier must be ordered as a critical VOR. Upon transmittal of the repair under the normal warranty system, we will of course reimburse you for the parts and the labor necessary to carry out this recall campaign.

Obviously, if you have any of the affected vehicles in your stock, you must not sell them until you have checked and that vehicle's ball joint nuts are tightened to the correct torque specifications.

If you have already sold any of the vehicles with the chassis numbers specified (VIN and Assembly numbers) in the enclosed instructions and have not yet sent in the new owner information to MNA, please do so at once so we may notify these owners.

Thank you for your cooperation.

Sincerely,

Massimo Guaraldi
Director, Aftersales Operations



**MASERATI NORTH AMERICA, INC.
TECHNICAL SERVICE DEPARTMENT
DRAFT**

RECALL CAMPAIGN INSTRUCTIONS & INFORMATION BULLETIN

Section	Section serial n°	Bulletin n°	Date	Pages
Compliance		Recall Campaign 183	January 2008	6

MODEL: Granturismo, Quattroporte & Alfa Romeo 8C Competizione

SUBJECT: Recall 183, Front/Rear Upper & Lower Ball Joint Nut Tightening

The **Maserati Quattroporte** VIN ZAMCE39A550014216 to ZAMFE39A880040407; Assembly No. 15140 to 41331, **Maserati GranTurismo** VIN ZAMGJ45A380033926 to ZAMGH45F580041470; Assembly No. 35656 to 42056, and the **Alfa Romeo 8C Competizione** VIN ZARJA181380038487 to ZARJA181380039686; Assembly No. 39737 to 42142 are involved in a **Recall Campaign consisting of checking the tightness of the ball joint fastening nuts on the upper and lower levers of the front and rear suspension arms.**

This check is required since the ball joint fastening nuts of the suspension arms may not have been correctly tightened to the correct nominal torque. This may have caused the nuts to loosen with consequent steering wheel vibration, a growing metallic noise and progressive loss of driving precision in the transients. **Continued use of the vehicle in these conditions may lead to damage of the suspension lever, which in the long term and depending on vehicle usage, may cause the ball joint/suspension arm to break.**

Please inform your Area Technical Managers of the vehicles eliminated from the official register of circulating vehicles, subject to documentation confirming their actual elimination.



Recall Campaign Instructions & Information Bulletin

INSPECTION PROCEDURE

- Check on MODIS that the vehicle is involved in the campaign and that the services in question have not yet been performed previously.
- Protect the exposed parts against possible damage.
- Remove the air flaps from the rear lower levers.
- Check tightness of the pin fastening nuts of the suspension levers.

To check tightness of the pin fastening nuts of the front right and left upper levers (see Figure 1), the front right and left lower levers (see Figure 2) and the rear right and left upper levers (see Figure 3), proceed as follows:

- Calibrate the torque wrench to **25 Nm**.
- With reference to the corresponding figure, check that the torque wrench immediately locks without turning when you try to tighten the nut. This means that the nuts are correctly tightened.



Figure 1 – Front upper levers



Recall Campaign Instructions & Information Bulletin



Figure 2 – Front lower levers



Figure 3 – Rear upper levers



Recall Campaign Instructions & Information Bulletin

To check tightness of the pin fastening nuts of the rear right and left lower levers, proceed as follows:

- In this case, to access the nut, you need to use the special tool “**Tightening torque adapter**” (part number **900027696**).
- As you need to check that the nut is tightened to a torque of **25 Nm**, the torque to which the torque wrench must be calibrated is given by the following formula:

$$\text{Torque} = \frac{25\text{Nm}}{A + B} \cdot A$$

where:

- A is the length of your torque wrench expressed in metres and measured as shown in **Figure 4**
- B is the length of the tool “Tightening torque adapter” (length = 0.07 m).

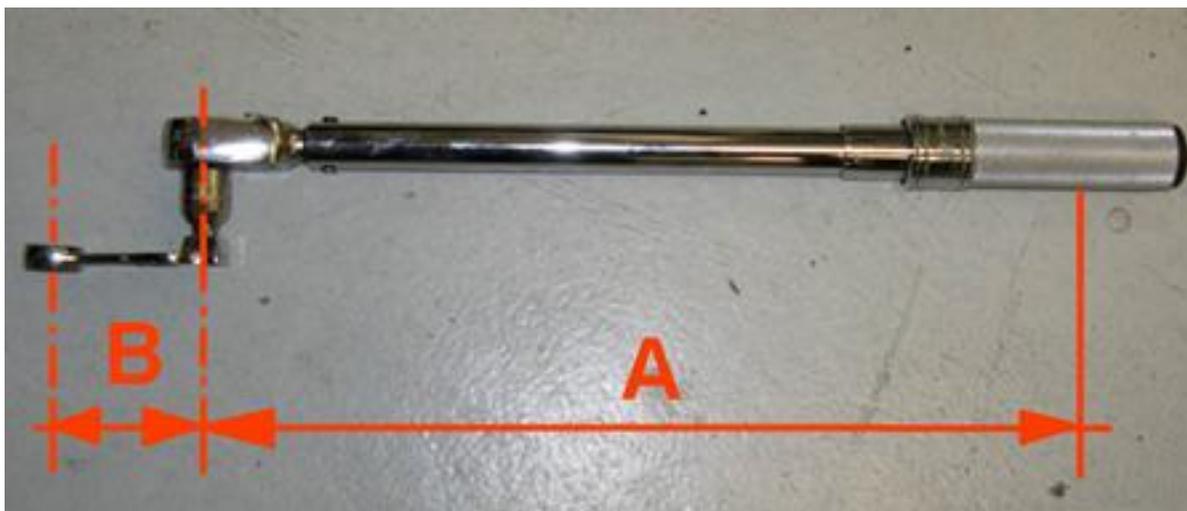


Figure 4 – Length of the torque wrench and the special tool

The torque to calibrate torque wrench depends on the torque wrench length itself and the value is reported in the Table A of the following page.



Recall Campaign Instructions & Information Bulletin

Torque wrench length	Torque to calibrate the torque wrench to obtain 25 Nm
0,30 m	20,3 Nm
0,35 m	20,8 Nm
0,40 m	21,3 Nm
0,45 m	21,6 Nm
0,50 m	21,9 Nm
0,55 m	22,2 Nm
0,60 m	22,4 Nm
0,65 m	22,6 Nm
0,70 m	22,7 Nm
0,75 m	22,9 Nm
0,80 m	23,0 Nm

- Calibrate the torque wrench to the torque as determined above.
- With reference to Figure 5, check that the nut is tightened correctly, i.e. that the torque wrench locks immediately without turning when you try to tighten the nut. This means that the nuts are correctly tightened.



Figure 5 – Rear lower levers



Recall Campaign Instructions & Information Bulletin

OPERATION FOR CORRECT TIGHTENING

- If all the nuts are correctly tightened , i.e. the torque wrench will have immediately lock every time without turning, the vehicle is in conformance.
- In this case, complete the operation by tightening the pin fastening nuts of the suspension levers to the following torques:
 - 52 Nm for the pins of the front and rear upper levers.
 - 63 Nm for the front and rear lower levers.

As you need to use the special tool “Tightening torque adapter” for the pins of the rear lower levers, the same considerations as made above are valid and you therefore need to use the formula:

$$\text{Torque} = \frac{63Nm}{A + B} \cdot A$$

The torque to calibrate torque wrench depends on the torque wrench length itself and the value is reported in the Table B.

Torque wrench length	Torque to calibrate the torque wrench to obtain 63 Nm
0,30 m	51,1 Nm
0,35 m	52,5 Nm
0,40 m	53,6 Nm
0,45 m	54,5 Nm
0,50 m	55,3 Nm
0,55 m	55,9 Nm
0,60 m	56,4 Nm
0,65 m	56,9 Nm
0,70 m	57,3 Nm
0,75 m	57,6 Nm
0,80 m	57,9 Nm

- Refit the two air flaps previously removed.
- The operation has now been completed.



Recall Campaign Instructions & Information Bulletin

OPERATION FOR INCORRECT TIGHTENING

- If you find that one or both nuts of a single suspension unit are not tightened correctly (lower lever pin and upper lever pin of the same corner), you need to replace both levers and the relative hub carrier.
- Before proceeding with replacing the unit, open a BOL report as Request for Authorisation of Repair under Warranty to obtain authorisation to perform the operation.
- For replacement of the lever unit and the hub carrier, refer to the relative Maserati Technical Documentation.

ENTERING A WARRANTY CLAIM

Fill in the relative Warranty Claims as follows:

- | | |
|--|-----------------------|
| • Campaign number | 183 |
| • Warranty code | 24 |
| • Defect code | 031(Loose tightening) |
| • Defective component code | 6.10.000 |
| • Operation code Checking and tightening | 6.10.000.9 (1.0 h) |
| • Operation code Front right suspension unit replacement | 6.10.000.8 (2.65 h) |
| • Operation code Front left suspension unit replacement | 6.10.000.7 (2.65 h) |
| • Operation code Rear right suspension unit replacement | 6.20.000.8 (4.0 h) |
| • Operation code Rear left suspension unit replacement | 6.20.000.7 (4.0 h) |
| • Operation code Wheel alignment | 6.90.000.0 (2.1 h) |

Ensure your staff is properly informed regarding this information.