



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 22, 2018

Mr. John McDonald  
Maserati North America, Inc.  
1 Chrysler Dr.  
Auburn Hills, MI 48326

NEF-150JK  
18V-173

**Subject:** Software error may cause Shift to Neutral or Stall

Dear Mr. McDonald:

This letter serves to acknowledge Maserati North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MASERATI/GHIBLI/2017  
MASERATI/QUATTROPORTE/2017

**Mfr's Report Date:** March 14, 2018

**NHTSA Campaign Number:** 18V-173

**Components:**

ELECTRICAL SYSTEM: SOFTWARE  
ENGINE AND ENGINE COOLING:ENGINE

**Potential Number of Units Affected:** 9,044

**Problem Description:**

Maserati North America, Inc. (Maserati) is recalling certain 2017 Quattroporte vehicles equipped with V6 engines and Maserati Ghibli vehicles. Due to an engine software problem, at slow speeds such as stop-and-go traffic, the transmission may unexpectedly shift into neutral or park, or the engine may shut off.

**Consequence:**

If the transmission shifts into neutral or park unexpectedly, or if the engine shuts down without warning, it can increase the risk of a crash.

**Remedy:**

Maserati will notify owners, and dealers will re-flash the software for the engine control module, free of charge. The recall is expected to begin May 3, 2018. Owners may contact Maserati customer service at 1-877-696-2737. Maserati's number for this recall is 365.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

The information in your report suggests that Maserati may have been aware of this issue more than five business days before filing a report with NHTSA. Furthermore, this recall is the third filing in less than three years for this issue, each time adding additional models from the same production timeframe. Please provide an explanation as to why these vehicles and the 2017 Levante vehicles were not initially identified when scoping the 2016 recall.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement