

# Part 573 Safety Recall Report

# 18V-173

**Manufacturer Name :** Maserati North America, Inc.**Submission Date :** MAR 14, 2018**NHTSA Recall No. :** 18V-173**Manufacturer Recall No. :** 365**Manufacturer Information :**

Manufacturer Name : Maserati North America, Inc.

Address : One Chrysler Drive

Auburn Hills MI 48326

Company phone : 877-969-2737

**Population :**

Number of potentially involved : 9,044

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Maserati Quattroporte

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Certain MY 2017 Maserati Quattroporte vehicles with V6 engines may have a defect in the engine control software. If the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), the transmission may shift into neutral or park or the engine may shut down. The population affected includes all MY 2017 Maserati Quattroporte vehicles with V6 engines produced with the specific engine control software calibration.

MY 2016 and older Maserati Quattroporte vehicles, MY 2017 Maserati Quattroporte vehicles with V8 engines, and MY 2018 Maserati Quattroporte vehicles are not included in this campaign because the software calibration was different from the MY 2017 Maserati Quattroporte vehicles with V6 engine software calibration.

Production Dates : MAY 19, 2016 - JUL 31, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2017 Maserati Ghibli

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Certain MY 2017 Maserati Ghibli vehicles may have a defect in the engine control software. If the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), the transmission may shift into neutral or park or the engine may shut down. The population affected includes all 2017 model year Maserati Ghibli vehicles with the base produced with the specific engine control software calibration.

MY 2016 and older Maserati Ghibli vehicles and MY 2018 Maserati Ghibli vehicles are not included in this campaign because the software calibration was different from the

MY 2017 Maserati Ghibli software calibration.

Production Dates : MAY 19, 2016 - JUL 19, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The suspect vehicles may have an engine software defect. If the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), which can be encountered during heavy stop-and-go (bumper-to-bumper) traffic conditions, the transmission may shift into neutral or park or the engine may shut down.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the engine software defect causes the transmission to shift into neutral or park or the engine shuts down unexpectedly, there could be an increased risk of a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

November 13, 2017, Maserati S.p.A. ("Maserati") received field report from the U.S. market that a MY 2017 Maserati Ghibli experienced an unexpected transmission shift to NEUTRAL during low engine RPM operation in heavy traffic.

November 13, 2017, to January 8, 2017, Maserati investigated the issue and attempted to reproduce the condition.

On January 8, 2018, Maserati was able to reproduce the event in one vehicle in its internal Fleet.

Between January 8, 2018, and February 27, 2018, Maserati continued testing to better understand the event.

Software bench testing was completed to verify the issue. Further additional testing was conducted on four vehicles within the reliability growth program to better identify if a recurring defect was present and to assess the scope and type of vehicles affected.

On March 7, 2018, Maserati decided to issue a voluntary safety recall action including all MY 2017 Maserati Quattroporte and Maserati Ghibli vehicles with the base engine.

As of March 14, 2018, Maserati identified 0 Customer Care Records, 0 VOQs and 7 field reports potentially related to this issue.

As of March 14, 2018, total warranty claims potentially related to this issue is zero.

As of March 14, 2018, Maserati is not aware of any accidents or injuries potentially related to this issue.

## Description of Remedy :

**Description of Remedy Program :** The proposed remedy is a software re-flash uploaded into the engine control module in affected vehicles. The remedy will be performed free of charge to the vehicle owner. Maserati plans to notify dealers and customers on or before 05/03/2018. All customers for whom this remedy is required, and our dealers, will receive notification of the remedy campaign. MNA intends to send customer notification letters to each owner of an affected vehicle by first-class mail to inform the customer of the problem, and advise the customer to contact their local Authorized Maserati Dealer to schedule an appointment to repair the affected vehicle. We will also be posting it on the Maserati USA website under "Recalls by VIN" by VIN. Because all of the vehicles that potentially have the defect are 2017 models, all of the affected vehicles are currently under warranty, and no customers would have incurred any costs to obtain a pre-notification remedy of this defect. Accordingly, MNA requests that it be excused from the requirements of 49 C.F.R. §§ 573.6(c)(8), 573.13, and 577.11 to provide notification to owners that they may be eligible for reimbursement of the costs of obtaining a pre-notification remedy of this defect. 49 C.F.R. § 573.13(d) permits manufacturers to "exclude reimbursement for costs incurred within the period during which the manufacturer's original or extended warranty would have provided for a free repair of the problem addressed by the recall, without any payment by the consumer." In addition, 49 C.F.R. § 577.11(e) contemplates that, upon written request by the manufacturer, NHTSA may determine that the manufacturer is not required to provide notification concerning reimbursement for pre-notification remedies because all covered vehicles are under warranty. Thus, MNA's request to be excused from the obligation of specifying a reimbursement program in this report, and of providing notification to owners concerning it, is consistent with regulations.

How Remedy Component Differs from Recalled Component :

Part Name: NAFTA Software Update

Part Description: New Release software for NAFTA Sedan

Part Number:

670106994 MY17 M157/M156 430 AWD NAFTA

670107110 MY17 M157/M156 430 RWD NAFTA

670107145 MY17 M157/M156 350 NAFTA

Comment: The substitute part (software) used in the remedy is an updated version of the recalled part (software).

Identify How/When Recall Condition was Corrected in Production :

All MY18 Maserati vehicles under production receive the updated software remedy.

## Recall Schedule :

Description of Recall Schedule : 03/14/2018: Maserati North America, Inc., will notify dealers and begin notifying owners on or about 05/03/2018.

Planned Dealer Notification Date : MAY 03, 2018 - MAY 03, 2018

Planned Owner Notification Date : MAY 03, 2018 - MAY 03, 2018

\* NR - Not Reported