



## IMPORTANT SAFETY RECALL INFORMATION

May 18, 2018

NHTSA Recall#: 18V-173

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This Notice Applies To Your Vehicle, Vehicle Identification Number:

Dear Maserati Customer:

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

Maserati S.p.A. and Maserati North America, Inc., (“MNA”) have decided that a defect that relates to motor vehicle safety exists in MY 2017 Maserati Quattroporte vehicles, equipped with the V6 engine, as well as MY 2017 Maserati Ghibli vehicles.

Maserati S.p.A. and MNA have decided that the suspect vehicles are included in this safety recall due to 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. If the engine software defect causes the transmission to shift into neutral or park or the engine shuts down unexpectedly, it can increase the risk of a vehicle crash without prior warning.

Your Maserati Dealer will “re-flash” or upload a new software version into your engine control module, free of charge. 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 to your automobile. The remedy will take approximately one (1) hour to complete. Please prepare to leave your vehicle with the dealership to allow the dealer to complete your repairs.

**By the time you receive this recall notification letter, Authorized Maserati Dealers will have been supplied with the necessary instructions and components to perform the recall.**

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The State of California requires the completion of emissions recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

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.  
1 Chrysler Drive  
Auburn Hills, MI 49326  
(877) 696-2737 (Customer Care)

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 apologize for any inconvenience this may cause you.

Sincerely,

Maserati Vehicle Safety and Regulatory Compliance