



Defect Information Report

Maserati S.p.A. has determined that a defect that relates to motor vehicle safety exists in model year 2014 to 2016 Maserati Quattroporte and Ghibli vehicles. Maserati North America, Inc. (MNA) is providing this notification to your office in accordance with **49 C.F.R. Part 573**. **This revised report updates the VIN count.**

Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with driver side floor mat anchors which may break over time. Broken floor mat anchors can allow the floor mat to slide forward with the potential to become trapped between the accelerator pedal and the vehicle carpet. If the floor mat has moved under the accelerator pedal, and/or loose objects are in the driver side foot-well area, the accelerator pedal could become trapped (stuck) in any operating position, including the wide open throttle position. A stuck accelerator pedal could startle the vehicle operator, thereby increasing the risk of a vehicle crash. **However, the vehicle is equipped with a brake override operating function which will disable any engine torque command requests by the accelerator pedal command.**

As noted below, a total of **28,235** vehicles with this defect have been sold or leased to customers, and thus this notification relates to those vehicles.

The information, to the extent currently available to MNA follows:

1. **Manufacturer's Name and Address.**

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

2. **Identification of Vehicles Potentially Containing the Defect.**

The affected vehicles consist of model year 2014 to 2016 Maserati Quattroporte and Ghibli vehicles. A draft bulletin which includes the affected VIN's will be supplied when available.

3. **Total Number of Vehicles.**

The total population of model year 2014 to 2016 Maserati Quattroporte and Ghibli vehicles potentially in the affected VIN range is **28,235** that have been sold or leased to customers.

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

Potentially 100% of all units within the affected VIN range may contain the defect.

5. Description of the Defect.

The defect has been identified as the driver side floor mat anchors which may break over time. Broken floor mat anchors can allow the floor mat to slide forward with the potential to become trapped between the accelerator pedal and the vehicle carpet. If the floor mat has moved under the accelerator pedal, and/or loose objects are in the driver side foot-well area, the accelerator pedal could become trapped (stuck) in any operating position, including the wide open throttle position (WOT).

6. Chronology of Events leading to this Defect Determination.

Please note the following chronology of events:

- a. In mid-February of 2015, Maserati opened an investigation as a result of four claims from the field regarding the accelerator pedal stuck in WOT position experienced by customers during normal vehicle operation.
- b. In each of the four events, the brake override system overrode, and disabled the acceleration event as designed, with no accidents or injuries reported.
- c. The first analysis of the claims performed in mid-February of 2015 indicated a potential pedal entrapment issue due to a possible driver side floor mat which was not properly attached and/or had broken anchors, which caused the mat to consequently slide forward toward the accelerator pedal.
- d. This particular failure condition, and, depending upon how much of the floor mat has been pushed forward, could potentially entrap the floor mat to the accelerator pedal over time. (especially when there are repeated exits of the driver from the car, which normally tends to force an unattached or broken floor mat attachment further forward, toward the accelerator pedal)
- e. A containment action in the plant was initiated on the 3rd of March 2015, with the following specific actions:
 1. Under carpet sealant and manual flattening in plant.
 2. A double check in production line of carpet correct assembly and installation.
 3. 100% repeat functional checks for any accelerator pedal entrapment.
 4. Check vehicle certification documentation.

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- f. Floor mats from the field arrived in Maserati between late-March and April 2015, NO floor mats exhibited any evidence of operating malfunctions (the floor mat anchors were NOT broken).
- g. On the 14th of May 2015 in production, a modification to the backing of the floor mats was implemented as a proactive measure to avoid floor mat sliding even when the anchors are broken or if the floor mat is not correctly attached to the vehicle.
- h. Then, from June through July 2015, additional field information described accelerator pedal stuck events when the floor mat was properly installed in the vehicle.
- i. During this same time, the accelerator pedal cover, together with the suspect floor mats, were ordered from the field for further analysis, and began to arrive at Maserati between mid-August and September 2015.
- j. The visual analysis of both the accelerator pedal and floor mat components evidenced a presence of scratches around the edge of the accelerator pedal cover, indicating that loose objects may have been the root cause of the event together with a loose floor mat.
- k. Field investigation and monitoring continued, and possible solutions were analyzed. On December 1, 2015 a modification to the accelerator pedal cover was analyzed, thereby allowing for an increased operating clearance potentially avoiding accelerator pedal entrapment of loose objects on the driver side foot-well.
- l. At the same time, a modified accelerator pedal cover was implemented in series production in the plant, and the investigation was continued to evaluate which of the two interventions, mat replacement or accelerator pedal cover replacement or both, would have to be performed in a potential field action.
- m. The intervention analysis concluded on February 25, 2016, with a decision to conduct a proactive vehicle safety recall.
- n. The suspect period was established as February 1st, 2013 to November 30th, 2015 at the Maserati assembly plant in Turin, Italy.
- o. As of February 25th, 2016, Maserati identified 20 field reports (world-wide) related to this issue and only four (4) were confirmed in the U.S..
- p. As of February 25th, 2016, Maserati is unaware of any accidents or injuries potentially related to this issue.

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7. Test Results and Other Information.

None at this time.

8. Description of Proposed Remedy.

The remedy for the affected vehicles involves the replacement of the driver side floor mat, a check and possibly the replacement of the accelerator pedal cover. The remedy procedure will take approximately 1 hour to be completed, and will be performed free of charge to the vehicle owner.

MNA anticipates that an adequate inventory of driver side floor mats and accelerator pedal covers will be available within 60 days. 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 certified 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 "Services" by VIN. Because all of the vehicles that potentially have the defect are 2014 to 2016 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 the regulations governing reimbursement for pre-notification remedies.

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9. Campaign Schedule and Draft Notices.

MNA expects to launch the recall within 60 days of this notification to NHTSA, as well as additional dealer materials including a draft copy of the recall campaign instruction bulletin. MNA has assigned this campaign an internal Maserati number of **301**.

10. 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 MNA to more than one manufacturer, distributor, dealer, or purchaser.

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

Sincerely,

A handwritten signature in black ink that reads "Daniel E. Doku".

Daniel Doku
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