



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

1200 New Jersey Avenue SE,
Washington, DC 20590

February 13, 2017

The Honorable Lois Frankel
Member, U.S. House of Representatives
2500 North Military Trail, Suite 490
Boca Raton, FL 33431

NEF-109 rrr
Ref. No. 10925141

Dear Congresswoman Frankel:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning his model year (MY) 2005 Maserati Quattroporte vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that on November 9, 2016, he contacted NHTSA about the frame falling apart in his MY 2005 Maserati Quattroporte, tracking number 10925141. He states that a NHTSA representative told him the matter would be looked into, but has not heard back from the agency yet. [REDACTED] asserts that the vehicle is unsafe to drive and the problem is caused by a manufacturer's defect. In addition, the problem has been confirmed by two different repair facilities. [REDACTED] requests assistance from NHTSA in urging Maserati to recall his vehicle.

NHTSA received a report from [REDACTED] through our www.safercar.gov website regarding his vehicle problem on November 9, 2016 (Ref. No. 10925141, enclosed). The information from his report was entered into our complaint database. When a motorist contacts NHTSA, their complaint does not automatically prompt a personal contact or formal investigation by our agency. All data is reviewed to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

Page 2

The Honorable Lois Frankel

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to frame, suspension, and overall structural integrity problems in MY 2005 Maserati Quattroporte vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or to initiate a recall. Our research did not reveal any complaints similar to the frame and suspension problems experienced by [REDACTED]. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We enclosed a brochure for his information explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess. We recommend that [REDACTED] continue to work with Maserati and his local dealer to resolve his vehicle problem

[REDACTED] may consider contacting his local Consumer Protection Agency or the Florida Office of the Attorney General regarding his problem and rights under the State laws. He may also ask his dealer for a meeting with a Maserati district manager regarding his problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty, dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

[REDACTED] may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. [REDACTED] visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please contact me or Mr. Jeffrey M. Giuseppe, Acting Associate Administrator for Enforcement, at 202-493-2631.

Sincerely yours,



Essie Wagner
Deputy Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

09-NOV-2016

Repository Reference No.
10925141**OWNER INFORMATION (Type or Print)**

Name

Address

City

FORT LAUDERDALE

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
ZAMCE39A450Make
MASERATIModel
QUATTROPORTEModel Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders 8Fuel Type:
GasOriginal Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

03-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage
15000Failure Speed
25**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TAKATA RECALL.... THE SUSPENSION ON MY 2005 MASERATI, MODEL IS A QUADROPORTE, IS GIVING WAY. WHEN I GO OVER ANY BUMPS ON THE ROAD, THE SUSPENSION IS GIVING AWAY. YOU CAN HEAR IT RATTLE, AND ALMOST SOUNDS AS THOUGH, IT'S GOING TO BREAK IN HALF. THE CAR WAS TAKEN TO MASERATI AND THEY "STONE WALLED ME A BIT, BUT SAID THAT IT HAS SOMETHING TO DO WITH THE STRUT BAR, AND OR THE SUSPENSION. THIS CAR HAS BECOME VERY DANGEROUS TO DRIVE AND I WANT TO ALERT THE FEDERAL AUTHORITIES. I WOULD WANT MASERATI TO RECALL THIS CAR TO STRAIGHTEN OUT THE PROBLEM AND PREVENT LOSS OF LIFE. THE SUSPENSION PROBLEM IS ON THE RIGHT HALF OF THE MASERATI SOMEWHERE BETWEEN THE MIDDLE AND BACK. WE HAVE HAD THREE TECHNICIANS EVALUATE THIS PROBLEM AND ALL SAY THAT MASERATI NEEDS TO RECALL THE CAR. THIS IS A MANUFACTURERS DEFECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.