

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11553088
Date: Wednesday, December 20, 2023 8:21:03 AM

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From: [REDACTED]
Sent: Sunday, December 17, 2023 5:48 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - 11553088

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I was trying to follow up on my complaint # [11553088](#), but could not get any results from your website and hence this email.

Please let me know if it was discussed with Maserati at all. Levante 2017 models have a problem of stalling on the roads the way I did, due to engine problems and that can be very dangerous. I sincerely hope that not one person should die because of this fault and in this model. Maserati and NHTSA both will be responsible!

As I mentioned in my complaint that I have no other choice but to buy a new engine from Maserati for 38k plus, to get my car running again. They are willing to pay 5k for it and should actually pay for the whole engine for getting my life in danger on the highway.

PLEASE FOLLOW UP WITH THEM AND HAVE MY MODEL RECALLED COMPLETELY, SO NO ONE WILL BE ABLE TO BUY IT OR NEED TO REPLACE FAULTY ENGINES AT 85K MILEAGE LIKE I AM DOING AS I HAVE NO MONEY AND NO OTHER CHOICE.

I am asking them to pay for the whole engine replacement however, they are paying only 5k and asked me to put up or shut up which is totally not fair.

Thank you for reading and any action on your part will be highly appreciated. We as consumers do not have too many choices.

Thank you again.

Sent from [Mail](#) for Windows