Part 573 Safety Recall Report

16V-264

Manufacturer Name : Maserati North America, Inc.
Submission Date : MAY 02, 2016
NHTSA Recall No. : 16V-264
Manufacturer Recall No. : 303

Manufacturer Information :

Manufacturer Name : Maserati North America, Inc.
Address : 270 Sylvan Avenue
Englewood Cliffs NJ 07632
Company phone : 201-816-2638

Population :

Number of potentially involved : 27,324
Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2014-2016 QUATTROPORTE & GHILBI MASERATI
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with an incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt. An incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt can gradually lessen its clamping force, which will lead to noise emanating from the rear of the vehicle during driving conditions. Over time, and under extreme driving conditions (very hard acceleration or deceleration cornering events), a rear tie-rod to hub carrier assembly attaching bolt which has lost its clamping force, can fail, leading to separation of the tie-rod from the hub carrier assembly. A tie-rod which has separated from the hub carrier assembly can lead to a rear over-steer condition (vehicle pulling from the rear to one side), thereby increasing the risk of a vehicle crash.
Production Dates : FEB 01, 2013 - SEP 18, 2015

VIN (Vehicle Identification Number) Range

Begin : NR End : NR ☐ Not sequential VINs

Description of Defect :

Description of the Defect : vehicles were manufactured with an incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt. An incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt can gradually lessen its clamping force, which will lead to noise emanating from the rear of the vehicle during driving conditions. Over time, and under extreme driving conditions (very hard acceleration or deceleration cornering events), a rear tie-rod to hub carrier assembly attaching bolt which has lost its

clamping force, can fail, leading to separation of the tie-rod from the hub carrier assembly. A tie-rod which has separated from the hub carrier assembly can lead to a rear over-steer condition (vehicle pulling from the rear to one side), thereby increasing the risk of a vehicle crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt can gradually lessen its clamping force, which will lead to noise emanating from the rear of the vehicle during driving conditions. Over time, and under extreme driving conditions (very hard acceleration or deceleration cornering events), a rear tie-rod to hub carrier assembly attaching bolt which has lost its clamping force, can fail, leading to separation of the tie-rod from the hub carrier assembly. A tie-rod which has separated from the hub carrier assembly can lead to a rear over-steer condition (vehicle pulling from the rear to one side), thereby increasing the risk of a vehicle crash.

Description of the Cause : Incorrectly torqued attaching bolt.

Identification of Any Warning that can Occur : An incorrectly torqued rear tie-rod to hub carrier assembly attaching bolt can gradually lessen its clamping force, which will lead to noise emanating from the rear of the vehicle during driving conditions.

Supplier Identification :

Component Manufacturer

Name : Maserati SpA

Address : AGAP - Plant
Grugliasco FOREIGN STATES 10096

Country : Italy

Chronology :

Please note the following chronology of events:

a. In early July 2014, Maserati opened an investigation as a result of 4 claims from the field regarding noise issues experienced by customers during driving conditions. The analysis revealed a torque decay of the bolt attaching the rear tie rod to the hub carrier assembly.

b. The four claims indicated a vehicle mileage of below 5000 km (approximately 3100 miles) on all four claims. With this, the issue was addressed to the component assembly process at the assembly-line.

c. On July 27th, 2014 the containment action at the plant began with a manual torque application of the tie-rod to hub carrier attaching bolt with a torque applied of 100Nm (74 ft. lbs.), and the addition of a yellow paint mark on the attaching bolt to indicate that the containment was performed on the vehicle.

d. On the same date (July 27, 2014), all the vehicles in stock (at the factory) were checked, and all of the vehicles were found to be within specification (tie-rod to hub carrier attaching bolt with the correct torque).

e. An extensive analysis of the manufacturing process at the plant was performed between August and September, 2014. The analysis indicated a possible torque process failure due to an incorrect initial torque phase of the bolt, which could lead to a jammed or seized connection of the tie-rod to hub carrier assembly.

f. On September and continuing through to November 2014, a complete design review of the manufacturing torque process was implemented which lead to the modification of the torque procedure, with new a range definition for torque and control angles. The containment action was stopped following the process modification and extensive tests were conducted at the plant.

Please Attached report as I have run out of space.

Description of Remedy :

Description of Remedy Program : The remedy for the affected vehicles involves the check of both the rear right and left-hand tie-rod to hub carrier attaching bolt torque in all the affected vehicles:

A. If the tie-rod joint(s) are loose and/or damaged, the rear hub carrier, rear tie rod with its attaching bolt will be replaced.

B. If the tie-rod joint(s) are not loose, only the bolt will be replaced.

The remedy procedure depending on which procedure will be needed (8A or 8B) can take up to approximately 1 day to be completed, and will be performed free of charge to the vehicle owner.

How Remedy Component Differs from Recalled Component : New Parts and New Part Numbers.

Identify How/When Recall Condition was Corrected in Production : Identified through testing. Please see attached report.

Recall Schedule :

Description of Recall Schedule : MNA anticipates that an adequate inventory of required parts will be available within 60 days. All customers for whom this remedy is required, and our dealers, will receive notification of the remedy campaign.

Planned Dealer Notification Date : JUL 01, 2016 - JUL 01, 2016

Planned Owner Notification Date : JUL 01, 2016 - JUL 01, 2016

* NR - Not Reported