

Part 573 Safety Recall Report

16V-424

Manufacturer Name : Maserati North America, Inc.**Submission Date :** DEC 14, 2016**NHTSA Recall No. :** 16V-424**Manufacturer Recall No. :** 307**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 : 12,631

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2014 MASERATI QUATTROPORTE & GHIBLI

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 a transmission gear shift lever which may be counter intuitive and may mislead drivers in believing their vehicle is in the Park position when actually the vehicle's transmission is in a drive gear.

Production Dates : JUN 01, 2013 - FEB 28, 2014

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : DECEMBER 14, 2016 – AMENDMENT TO RECALL 307 (NHTSA ID, 16V424) Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with a transmission gear shift lever which may be counter intuitive and may mislead drivers in believing the vehicle is in the Park position when actually the vehicle's transmission is in a drive gear. If the vehicle operator attempts to exit the vehicle, while believing the vehicle is in Park (when the vehicle is actually in a drive gear), serious injury can result. However, the vehicle is equipped with a door ajar warning chime and warning content within the vehicle's instrument cluster assembly to alert the vehicle operator that the vehicle is not in Park. In addition, the Owner's Manual provides the following instructions: "Before leaving the vehicle, make sure that the parking brake is fully applied and place the shift lever in the P (Park) position." As noted below, a total of 12,631 MY2014 vehicles with this defect have been sold or leased to customers, and thus this notification relates to those vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle operator attempts to exit the vehicle, while believing the vehicle is in Park (when the vehicle is actually in a drive gear), serious injury can result.

Description of the Cause : NR

Identification of Any Warning that can Occur : However, the vehicle is equipped with a door ajar warning chime and warning content within the vehicle's instrument cluster assembly to alert the vehicle operator that the vehicle is not in Park.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Please note the following chronology of events:

- a. On February 5, 2016, MNA received an email inquiry from NHTSA regarding the use and applicability of the “mono-stable shifter” used on Maserati models equipped with the ZF 8-speed transmission and whether the operation of the shifter led people to believe their vehicle is in “Park” when it is in “Reverse” (counter-intuitive) and has generated any complaints from our customers.
- b. On February 10, 2016, MNA confirmed to NHTSA via email the following as it appeared in the email: MNA confirmed that Maserati uses this type of gear shifter (mono-stable) on the MY2014 and later model year Maserati vehicles for the Quattroporte and Ghibli lines. With a thorough review of a Continuous Quality Insight Survey of Maserati Vehicles which our factory implements and utilizes, there are no complaints of vehicle roll-away. However, there are 0.5/100 customer complaints regarding a situation in using the gear shifter: where customers believe to be in P (park), however, they are actually in R (reverse). The above is based on a sample size of approximately 2000 vehicles comprising 2014 & 2015 model year Ghibli & Quattroporte models. Then we (Maserati) did a thorough search through our warranty claims records, and based on what you (NHTSA) describe, we have no (zero) complaints of people believing their vehicle in is “Park” and the vehicle is actually in “Reverse” together with zero complaints of a roll away event.
- c. On May 24, 2016, MNA contacted NHTSA regarding Maserati’s contemplated action on MY2014 Quattroporte and Ghibli models equipped with the monostable shifter. NHTSA stated that it believes that Maserati should initiate a safety recall for those vehicles posing the same powered rollaway potential as the vehicles recently recalled by FCA.d. On June 1, 2016, Maserati concurred with NHTSA’s opinion on this matter.
- e. Maserati is currently investigating whether a software re-flash possibility (for drive away inhibit) to be up

Description of Remedy :

Description of Remedy Program :	PLEASE NOTE: THAT ON DECEMBER 7, 2016 THE CORRECTIVE SOFTWARE-HARDWARE REMEDY WAS VALIDATED. The remedy is a complete vehicle software re-flashing event, and the installation of a new driver’s side door lock mechanism, that will be performed free of charge to the vehicle owner.
How Remedy Component Differs from Recalled Component :	New software and a new door lock mechanism.
Identify How/When Recall Condition was Corrected in Production :	MY2015 production.

Recall Schedule :

Description of Recall Schedule : Maserati anticipates having the new software and door lock mechanism solution remedy available by the time all notifications have been mailed. Maserati will have the new software and door lock mechanism available by the time our affected customers receive their recall notification. All customers for whom this remedy is required, and our dealers, will receive notification of the remedy campaign by the end of December 2016. MNA intends to send customer notification letters to each owner of an affected vehicle by first-class 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.

Planned Dealer Notification Date : DEC 23, 2016 - DEC 23, 2016

Planned Owner Notification Date : DEC 28, 2016 - DEC 28, 2016

* NR - Not Reported