

Part 573 Safety Recall Report

16V-839

Manufacturer Name : Maserati North America, Inc.**Submission Date :** NOV 16, 2016**NHTSA Recall No. :** 16V-839**Manufacturer Recall No. :** 327**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 : 7,481

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 MASERATI QUATTROPORTE, GHIBLE & LEVANTE

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The entertainment and telematics module may switch to protection mode rendering the rear view camera inoperative.

Production Dates : JUL 01, 2016 - NOV 14, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with a software problem within the entertainment-telematics module (ETM) which when subjected to temperatures below 32 degrees F, may place itself into a protection mode, thereby rendering the rearview (back-up) camera inoperable. A vehicle with an inoperable rearview (back-up) camera, does not provide for the added safety to the vehicle operator during back-up vehicle movement, and increases the risk of injury to anyone who would be located behind the vehicle while the vehicle operator is in the process of a backing out movement. As noted below, a total of 7481 MY2017 vehicles (of which approximately 3000 are in customer hands or located at our dealer network with the remaining vehicles either at the Ports of entry or in route to Ports of entry) with this defect have been sold or leased to customers, and thus this notification relates to those vehicles. Please note that out of an overabundance of caution, Maserati issued an immediate STOP SALE order to our dealer network, including a Port hold order to all of the potentially affected vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vehicle with an inoperable rearview (back-up) camera, does not provide for the added safety to the vehicle operator during back-up vehicle movement, and increases the risk of injury to anyone who would be located behind the vehicle while the vehicle operator is in the process of a backing out movement.

Description of the Cause : A software problem within the entertainment and telematics module.

Identification of Any Warning that can Occur : NONE

Supplier Identification :

Component Manufacturer

Name : Harman

Address : 400 Atlantic Street
15th Floor Stanford CONNECTICUT 06901

Country : United States

Chronology :

Please note the following chronology of events:

- a. On November 7, 2016 Maserati opened an investigation as a result of one (1) claim from the field regarding an ETM switch off event.
- b. On November 9, 2016 Harman diagnosis on the issue was addressed to a software problem that provides an internal misinterpretation temperature signal of below 32 degrees F as an overheating condition. And In that condition, the system goes in protection mode switching off the display, thereby rendering the rearview camera inoperable.
- c. On November 9, 2016, Maserati decided to initiate a safety recall for the affected vehicles.
- d. On November 14, 2016, a software patch has been developed and will be available for immediate implementation.

Description of Remedy :

Description of Remedy Program : The proposed remedy is a software re-flash of the ETM unit and will be performed free of charge to the vehicle owner. The internal number we have assigned to this action is recall 327.

How Remedy Component Differs from Recalled Component : New software part number.

Identify How/When Recall Condition was Corrected in Production : On November 14, 2016, a software patch has been developed and was/is available for immediate implementation in production

Recall Schedule :

Description of Recall Schedule : Maserati anticipates having the possible software solution remedy available for implementation the week of November 14 or November 21, 2016. Customer notification letters will be sent to all affected customers within 30 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 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 : NOV 30, 2016 - NOV 30, 2016

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

* NR - Not Reported