

# Part 573 Safety Recall Report

# 16V-936

**Manufacturer Name :** Maserati North America, Inc.**Submission Date :** MAR 02, 2017**NHTSA Recall No. :** 16V-936**Manufacturer Recall No. :** 338**Manufacturer Information :**

Manufacturer Name : Maserati North America, Inc.

Address : One Chrysler Drive

Auburn Hills MI 48326

Company phone : 201-510-2369

**Population :**

Number of potentially involved : 3,299

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 MASERATI LEVANTE S MODELS

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with an engine software issue. Specifically, if the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), which can be encountered during heavy stop and go (bumper to bumper) traffic conditions, the transmission may shift into neutral or possibly have an engine shut down condition, thereby increasing the risk of a vehicle crash.

**Production Dates :** JUL 01, 2016 - DEC 13, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2017 MASERATI Levante

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** We are expanding the existing Recall 338 to include the 2017 Levante models.

**Production Dates :** JUL 01, 2016 - FEB 20, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : The defect has been identified as an engine software issue; specifically, if the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), which can be encountered during heavy stop and go (bumper to bumper) traffic conditions, the transmission may shift into neutral or possibly have an engine shut down condition, thereby increasing the risk of a vehicle crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle is being operated at speeds of approximately 2 miles per hour (low engine RPM), which can be encountered during heavy stop and go (bumper to bumper) traffic conditions, the transmission may shift into neutral or possibly have an engine shut down condition, thereby increasing the risk of a vehicle crash.

Description of the Cause : A software issue with the engine control module.

Identification of Any Warning that can Occur : None

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Please note the following chronology of events: a. On October 18, 2016, Maserati opened an investigation as a result of one (1) claim from China regarding a transmission shift to Neutral during low engine RPM operation (in heavy traffic) experienced by customer during deceleration. b. From October 18 through November 9, 2016 extensive tests were performed on developmental vehicles at the factory to replicate the claimed phenomena. c. On November 9, 2016 reproduction of the phenomena was completed, and follow-up tests were ordered. The follow-up tests indicated a software problem. d. From November 9 to December 9, 2016 a software re-flash solution was developed, tested and validated. e. From December 9 through December 14, 2016 the software re-flash solution underwent extensive test rig laboratory testing to confirm that old (original) and new (software re-flash solution) calibration was not affecting overall emissions. The laboratory tests conducted proved positive results. f. On December 14, 2016, Maserati decided to issue a vehicle safety recall.

Please note the following recent additional chronology of events:

g. On December 11, 2016, a similar occurrence was observed on the Levante model, from the field, although attempting to reproduce the exact condition was extremely difficult. However, investigation and

analysis continued on this issue through the month of December 2016 and into January 2017.

h. Work continued on replicating and verifying the anomaly into January 2017, and on January 20 2017, Maserati developed and validated the new software for the Levante model, with the software being made available in production on February 21, 2017.

i. On February 24, 2017, Maserati decided to issue an Addendum to recall 338, thereby expanding and including all Levante models into safety recall 338.

## Description of Remedy :

Description of Remedy Program : The proposed remedy is a software re-flash uploaded into the engine control module. The remedy will be performed free of charge to the vehicle owner.

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

Identify How/When Recall Condition was Corrected in Production : From November 9 to December 9, 2016 a software re-flash solution was developed, tested and validated and incorporated into production on December 14, 2016. For the Levante model Maserati developed and validated the new software and was made available in production on February 21, 2017.

## Recall Schedule :

Description of Recall Schedule : Maserati anticipates having the software available for implementation in December, 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. For the Levante model letters will be mailed within 30 days of this notification.

Planned Dealer Notification Date : MAR 02, 2017 - MAR 02, 2017

Planned Owner Notification Date : MAR 31, 2017 - MAR 31, 2017

\* NR - Not Reported