

# Part 573 Safety Recall Report

# 16V-936

**Manufacturer Name :** Maserati North America, Inc.

**Submission Date :** DEC 21, 2016

**NHTSA Recall No. :** 16V-936

**Manufacturer Recall No. :** 338



## 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 :** 1,515

**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

## 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.

## 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.

**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.

Planned Dealer Notification Date : JAN 06, 2017 - JAN 06, 2017

Planned Owner Notification Date : JAN 06, 2017 - JAN 06, 2017

\* NR - Not Reported