



Defect Information Report

DECEMBER 14, 2016 – AMENDMENT TO RECALL 307 (NHTSA ID, 16V424)

Maserati S.p.A. has determined that a defect that relates to motor vehicle safety exists in model year 2014 Maserati Quattroporte and Ghibli vehicles. Maserati North America, Inc. (MNA) is providing this notification to your office in accordance with **49 C.F.R. Part 573**.

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.

The information, to the extent currently available to MNA follows:

1. **Manufacturer's Name and Address.**

Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, N.J. 07632

2. **Identification of Vehicles Potentially Containing the Defect.**

The affected vehicles consist of model year 2014 Maserati Quattroporte and Ghibli vehicles. A draft bulletin which includes the affected VIN's will be supplied when available.

3. **Total Number of Vehicles.**

The total population of model year 2014 Maserati Quattroporte and Ghibli vehicles potentially in the affected VIN range is 12,631 that have been sold or leased to customers.

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4. Approximate percentage of vehicles Estimated to Contain the Defect.

Potentially 100% of all units within the affected VIN range may contain the defect.

5. Description of the Defect.

The defect has been identified as a transmission gear shift lever which may be counter intuitive and may mislead drivers in believing their vehicle is in the Park position when the vehicle's transmission is actually 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."

6. Chronology of Events leading to this Defect Determination.

PLEASE NOTE: THAT ON DECEMBER 7, 2016 THE CORRECTIVE SOFTWARE-HARDWARE REMEDY WAS VALIDATED.

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: 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.

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- 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 uploaded into the vehicle can be a viable solution to this issue.
- f. Once this solution has been verified and validated, Maserati will issue a vehicle safety recall for the affected vehicles.
- g. PLEASE NOTE: THAT ON DECEMBER 7, 2016 THE CORRECTIVE SOFTWARE-HARDWARE REMEDY WAS VALIDATED.

NOTE: As of December 14, 2016, Maserati is unaware of any accidents or injuries potentially related to this issue.

7. Test Results and Other Information.

None at this time.

8. Description of Proposed Remedy.

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. The internal number we have assigned to this action is recall 307. 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. We will also be posting it on the Maserati USA website under "Shopping-Tools" Search by VIN. Because all of the vehicles that potentially have the defect are 2014 to 2016 models, all of the affected vehicles are currently under warranty, and no customers would have incurred any costs to obtain a pre-notification remedy of this defect. Accordingly, MNA requests that it be excused from the requirements of 49 C.F.R. §§ 573.6(c)(8), 573.13, and 577.11 to provide notification to owners that they may be eligible for reimbursement of the costs of obtaining a pre-notification remedy of this defect. 49 C.F.R. § 573.13(d) permits manufacturers to "exclude reimbursement for costs incurred within the period during which the manufacturer's original or extended warranty would have provided for a free repair of the problem addressed by the recall, without any payment by the consumer."

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In addition, 49 C.F.R. § 577.11(e) contemplates that, upon written request by the manufacturer, NHTSA may determine that the manufacturer is not required to provide notification concerning reimbursement for pre-notification remedies because all covered vehicles are under warranty. Thus, MNA's request to be excused from the obligation of specifying a reimbursement program in this report, and of providing notification to owners concerning it, is consistent with the regulations governing reimbursement for pre-notification remedies.

9. Campaign Schedule and Draft Notices.

Maserati expects to launch the recall by the end of December 2016, as well as provide all additional dealer materials including a draft copy of the recall campaign instruction bulletin. MNA has assigned this campaign an internal Maserati number of **307**.

10. Representative Copies of Notifications that Relate to the Defect and Have Been Sent to More than One Manufacturer, Distributor, Dealer, or Purchaser.

There are no notices, bulletins or other communications that relate directly to the defect and have been sent by MNA to more than one manufacturer, distributor, dealer, or purchaser.

Should you have questions concerning this submission, please contact me at your earliest convenience at 201-816-2638.

Sincerely,

A handwritten signature in cursive script that reads "Daniel E. Doku".

Daniel Doku
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