



Defect Information Report

Maserati S.p.A. has determined that a defect that relates to motor vehicle safety exists in model year 2017 Maserati Quattroporte, Ghibli and Levante 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 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.**

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 2017 Maserati Quattroporte, Ghibli and Levante vehicles. A draft bulletin which includes the affected VIN's will be supplied when available.

Continued on next page



3. Total Number of Vehicles.

The total population of model year 2017 Maserati Quattroporte, Ghibli and Levante vehicles potentially in the affected VIN range is 7481, of which approximately 3000 that have been sold or leased to customers or located at our dealer network.

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 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.

6. Chronology of Events leading to this Defect Determination.

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.

7. Test Results and Other Information.

None at this time.

Continued on next page



8. Description of Proposed Remedy.

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.

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. We will also be posting it on the Maserati USA website under "Services" by VIN. Because all of the vehicles that potentially have the defect are 2017 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." 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 within 30 days of this notification to NHTSA, as well as additional dealer materials including a draft copy of the recall campaign instruction bulletin. MNA has assigned this campaign an internal Maserati number of **327**.

Continued on next page



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
Manager, Certification & Compliance
Maserati North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, N.J. 07632
Tel: 201-816-2638
Email: ddoku@maseratiusa.com