



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 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 rear differential unit pinion nut that was not torqued correctly. The function of the pinion nut is to provide the axial force required for proper location of the pinion within the differential unit bearing assemblies. A loose pinion nut will result in a reduction or total loss of axial force, as well as, insufficient orientation of the pinion itself. A loose pinion nut will potentially have an adverse effect on noise, vibration and harshness (NVH) performance, reduced gear, and bearing life, and can cause a differential fluid leak at the pinion seal. In the most severe cases of a loose pinion nut, axial loads could force the pinion into a differential gear binding condition, which can result in blocking the rotation of the ring gear, and potentially locking the rear wheels, thereby increasing the risk of a vehicle crash.

As noted below, a total of 326 MY2017 vehicles with this defect have been sold, leased to customers, or are located in dealer inventory, 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 and Ghibli vehicles. A draft bulletin which includes the affected VIN's will be supplied when available.

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3. Total Number of Vehicles.

The total population of model year 2017 Maserati Quattroporte and Ghibli vehicles potentially in the affected VIN range is 326.

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 rear differential unit pinion nut which was not torqued correctly. A loose pinion nut will result in a reduction or total loss of axial force, as well as, insufficient orientation of the pinion itself. A loose pinion nut will potentially have an adverse effect on noise, vibration and harshness (NVH) performance, reduced gear, and bearing life, and can cause a differential fluid leak at the pinion seal. In the most severe cases of a loose pinion nut, axial loads could force the pinion into a differential gear binding condition, which can result in blocking the rotation of the ring gear, and potentially locking the rear wheels, thereby increasing the risk of a vehicle crash.

6. Chronology of Events leading to this Defect Determination.

Please note the following chronology of events:

- a. On September 1, 2016, the Maserati production plant in Grugliasco, Italy experienced a rear differential unit noise issue on two vehicles during standard on- road testing before delivery. All components were disassembled, and delivered to the supplier, GKN, for their second level inspection and analysis.
- b. On September 20, 2016, GKN received the defective parts in the US, and commenced their inspection and analysis. .
- c. On October 4, 2016, GKN completed their second level analysis, and communicated to Maserati that the root cause of the defect was incorrect torque of both pinion flange nuts, due to incorrect assembly of the component in its plant. GKN identified a potential defective batch involving approximately 1,179 parts manufactured between February 1, 2016 and July 1, 2016, and then corrected the assembly in production line. Only 948 parts were shipped to Maserati and assembled on vehicles. The Risk assessment performed by GKN on all stock parts identified a 10% failure rate within the suspected batch.

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- d. On October 5, 2016, Maserati placed vehicle delivery on hold (at the factory) and identified 6 vehicles that were still at the factory yard, and 942 shipped to the dealer network.
- e. On October 13, 2016, Maserati established a clean point in production with a known satisfactory (certified) rear differential unit provided by GKN.
- f. From October 6, 2016 through November 15, 2016, it was defined and validated a proper in-vehicle check cycle to ensure known good components from faulty components.
- g. Once validated, Maserati decided to launch a safety recall on November 15, 2016.

7. Test Results and Other Information.

None at this time.

8. Description of Proposed Remedy.

The proposed remedy is a check of the rear differential unit pinion nut torque and, if necessary, the replacement of the rear differential unit. The remedy will be performed free of charge to the vehicle owner. The internal number we have assigned to this action is recall 328.

Maserati anticipates having the parts 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. 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,

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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 **328**.

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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