



Defect Information Report

RECALL 338 (NHTSA I.D. No. 16V936) ADDENDUM

Maserati S.p.A. has determined that a defect that relates to motor vehicle safety exists in model year 2017 Maserati Levante and Levante S vehicles. Maserati North America, Inc. (MNA) is providing this notification to your office in accordance with **49 C.F.R. Part 573**. **Please note that we are expanding the existing recall Maserati No. 338 (NHTSA I.D. No. 16V936) to include the Levante model as well, thus this addendum.**

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.

As noted below, a total of 1515 MY2017 Levante S models and 3299 MY 2017 Levante models with this defect have been sold, leased to customers, or are located in dealer inventory, 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 2017 Maserati Levante S and Levante 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 Levante S vehicles potentially in the affected VIN range is 1515.
- The total population of model year 2017 Maserati Levante vehicles potentially in the affected VIN range is 3299.

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 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.

6. Chronology of Events leading to this Defect Determination.

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 and validated that emissions were not impacted.
- 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.

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- 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.

7. Test Results and Other Information.

No further tests performed.

8. Description of Proposed Remedy.

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. The internal number we have assigned to this action is recall 338.

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. 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.

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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. This is an addendum to the already assigned internal Maserati number of **338**.

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,

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