



## **Defect Information Report**

Maserati S.p.A. has determined that a defect that relates to motor vehicle safety exists in model years 2014 through 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. has determined that the above described vehicles may have been manufactured with an incorrect seat wiring harness layout, which can cause the seat wiring harness to rub against metal points on the seat/seat frame assembly. Through normal seat adjustment operation, and over time, this can lead to an inoperative seat adjustment system, and in rare cases, a potential risk of fire due to an electrical short to ground between the seat wiring harness and the seat adjustment motor assembly.

As noted below, a total of 39,381 model year 2014, 2015, 2016 and 2017 Quattroporte, Ghibli and Levante vehicles with this defect have been sold and 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, 2015, 2016 and 2017 Maserati Quattroporte, Ghibli 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 2014, 2015, 2016 and 2017 Maserati Quattroporte, Ghibli and Levante vehicles potentially in the affected VIN range is 39,381.

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 incorrect design of the seat wiring harness layout with potential interference with the seat adjustment motor housing (seat wiring harness rubbing against metal points on seat/seat frame assembly). This condition with normal use of the seat adjustment system, over time, can lead to cable damage, and consequential seat adjustment malfunction, and in rare cases, a potential short to ground and a risk of fire.

6. Chronology of Events leading to this Defect Determination.

Please note the following chronology of events:

- a. On December 21, 2015, Maserati opened an investigation (involving the supplier, Lear) as a result of one (1) field report from the Korean market regarding a case of left-hand seat harness damage, due to contact with the seat motor assembly. The stated claim symptom was the inability to adjust the seat in the vertical position.
- b. On January 11, 2016, Lear, the supplier, confirmed its first hypothesis of root cause, in which the problem is caused by a possible contact between the seat wiring harness and seat tilt motor assembly.
- c. On January 13, 2016, Maserati communicated to Lear the increasing number of claimed cases involving damage to nine (9) front seat harnesses.
- d. On January 18, 2016, Lear, based on the above data, introduced at its own cost, a possible step 1 solution (adhesive felt onto the seat motor housing).
- e. On February 01, 2016, Maserati communicated to Lear one additional failure. This failure involved a fire occurrence.
- f. As a result, Lear and Maserati performed an immediate joint analysis and prepared a shared report confirming the root cause emanating from the seat wiring harness damage (same root cause as the warranty cases).

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- g. On April 4, 2016, Lear, based on the above data, introduced at its cost a possible step 2 solution (introducing a clamping strip to avoid direct contact between the seat motor and seat wiring harness).
- h. Based on reliability and durability growth testing, Maserati introduced the clamping strip provided by Lear onto vehicles to test and validate the possible solution. In the meantime, on September 27, 2016, Maserati received an additional warranty case of a seat malfunction on a Levante vehicle that had already been equipped with the latest wiring harness layout positioning.
- i. On October 19, 2016, following the seat malfunction on the Levante vehicle equipped with the step 2 solution, Maserati ordered a second level analysis to be performed at Lear. In that Levante vehicle, the wiring harness was still in contact with the seat adjustment actuator.
- j. On October 19, 2016, Lear defined a new technical solution using additional felt material and seat wiring harness housing modification. This new technical solution was developed in order to avoid the potential for process errors that could lead to a defective seat wiring harness layout.
- k. Between October and December 2016, Maserati conducted further analysis and tests in order to define, evaluate and validate the solution based on the latest layout proposed by Lear.
- l. On January 12, 2017, Maserati approved the final solution (based on positive test results) and decided to proceed with a safety recall action.

7. Test Results and Other Information.

No further tests performed.

8. Description of Proposed Remedy.

The proposed remedy is a check and if necessary, install a new seat wiring harness layout (routing and securing and protecting the seat wiring harness sufficiently) on the affected vehicles. The remedy will be performed free of charge to the vehicle owner. The internal number we have assigned to this action is recall 342. Maserati anticipates having the parts available for implementation approximately 90 days of the customer notice, and customer notification letters will be sent to all affected customers within 60 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 "Shopping Tools" recall by VIN.

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Because all of the vehicles that potentially have the defect are 2014, 2015, 2016 and 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 customer notification within 60 days of this notification to NHTSA, and launch the recall approximately 90 days after the customer notification, 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 **342**.

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 black ink that reads "Daniel E. Doku".

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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](mailto:ddoku@maseratiusa.com)