

Part 573 Safety Recall Report

24V-679

Manufacturer Name : Maserati North America, Inc.

Submission Date : SEP 12, 2024

NHTSA Recall No. : 24V-679

Manufacturer Recall No. : 749



Manufacturer Information :

Manufacturer Name : Maserati North America, Inc.

Address : One Chrysler Drive

Auburn Hills MI 48326

Company phone : 877-969-2737

Population :

Number of potentially involved : 524

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Maserati GranTurismo

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Some 2024 MY Maserati GranTurismo vehicles may have been built with a Body Control Module ("BCM") software indicating an incorrect fuel level on the dashboard cluster.

The suspect period was determined, using vehicle production records, to be some 2024 MY Maserati GranTurismo vehicles built from November 20, 2022, when suspect software was introduced into vehicle production, through July 4, 2024, when the vehicle assembly plant corrected the issue on the production line.

Similar vehicles that are not included in the recall were built before or after the suspect period or were built with the updated BCM software.

The total affected vehicles for this model are 454

Production Dates : NOV 20, 2022 - JUL 04, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2024-2024 Maserati GranCabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Some 2024 MY Maserati GranCabrio vehicles may have been built with a BCM software indicating an incorrect fuel level on the instrument panel cluster.

The suspect period was determined, using vehicle production records, to be some 2024 MY Maserati GranCabrio vehicles built from November 20, 2022, when suspect software was introduced into vehicle production, through July 4, 2024, when the vehicle assembly plant corrected the issue on the production line.

Similar vehicles that are not included in the recall were built before or after the suspect period or were built with the updated BCM software.

The total affected vehicles for this model are 70.

Production Dates : NOV 20, 2022 - JUL 04, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : BCM software that indicates an incorrect fuel level can result in an unexpected engine stall if the vehicle runs out of fuel while indicating some fuel remains.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unexpected vehicle stall while driving can cause a crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : BCM Software

Component Description : BCM Software Update

Component Part Number : 670353397

Supplier Identification :

Component Manufacturer

Name : Continental Automotive System, Inc.
Address : 1 Continental Drive
Auburn Hills Michigan 48326
Country : United States

Chronology :

On July 28, 2023, Maserati received a claim related to fuel tank with wrong fuel level indication, the fuel indicator on the instrument panel showed $\frac{1}{4}$ of a tank, but the fuel tank was empty, Maserati immediately opened an internal investigation.

From August 2023 through July 2024, Maserati Engineering and Manufacturing reviewed the issue to understand all potential failure modes and to determine the suspect population.

On July 17, 2024, Maserati S.p.A recognized, through the Regional Technical Meeting, that a BCM software issue existed on certain vehicles.

As of September 5, 2024, FCA US is aware of 4 customer assistance records, 4 warranty claim, and 2 field reports potentially relating to this issue for all markets with dates of receipt ranging from July 28, 2023, to June 17, 2024.

As of September 5, 2024, FCA US is aware of zero accidents and zero injury potentially related to this issue for all markets.

On September 5, 2024, Maserati S.p.A determined, through the Vehicle Regulation Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program : Maserati will conduct a Voluntary Safety Recall to reflash the BCM software to prevent the wrong fuel level indication on the instrument cluster. Maserati North America has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Maserati North America, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : Remedy components are built with updated BCM software.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : **09/12/2024: Maserati North America, Inc., will notify dealers and begin notifying owners on or about 10/28/2024.
Planned Dealer Notification Date : OCT 28, 2024 - OCT 28, 2024
Planned Owner Notification Date : OCT 28, 2024 - OCT 28, 2024

* NR - Not Reported