

Part 573 Safety Recall Report

16V-424

Manufacturer Name : Maserati North America, Inc.

Submission Date : JUN 08, 2016

NHTSA Recall No. : 16V-424

Manufacturer Recall No. : 307



Manufacturer Information :

Manufacturer Name : Maserati North America, Inc.

Address : 270 Sylvan Avenue

Englewood Cliffs NJ 07632

Company phone : 201-816-2638

Population :

Number of potentially involved : 13,092

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2014 MASERATI QUATTROPORTE & GHIBLI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with a transmission gear shift lever which may be counter intuitive and may mislead drivers in believing their vehicle is in the Park position when actually the vehicle's transmission is in a drive gear.

Production Dates : JUN 01, 2013 - FEB 28, 2014

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Maserati S.p.A. and MNA have determined that the above described vehicles were manufactured with a transmission gear shift lever which may be counter intuitive and may mislead drivers in believing their vehicle is in the Park position when actually the vehicle's transmission is in a drive gear. If the vehicle operator attempts to exit the vehicle, while believing the vehicle is in Park (when the vehicle is actually in a drive gear), serious injury can result. However, the vehicle is equipped with a door ajar warning chime and warning content within the vehicle's instrument cluster assembly to alert the vehicle operator that the vehicle is not in Park.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle operator attempts to exit the vehicle, while believing the vehicle is in Park (when the vehicle is actually in a drive gear), serious injury can result.

Description of the Cause : NR

Identification of Any Warning that can Occur : However, the vehicle is equipped with a door ajar warning chime and warning content within the vehicle's instrument cluster assembly to alert the vehicle operator that the vehicle is not in Park.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

Please note the following chronology of events:

- a. On February 5, 2016, MNA received an email inquiry from NHTSA regarding the use and applicability of the "mono-stable shifter" used on Maserati models equipped with the ZF 8-speed transmission and whether the operation of the shifter led people to believe their vehicle is in "Park" when it is in "Reverse" (counter-intuitive) and has generated any complaints from our customers.
- b. On February 10, 2016, MNA confirmed to NHTSA via email the following as it appeared in the email: MNA confirmed that Maserati uses this type of gear shifter (mono-stable) on the MY2014 and later model year Maserati vehicles for the Quattroporte and Ghibli lines. With a thorough review of a Continuous Quality Insight Survey of Maserati Vehicles which our factory implements and utilizes, there are no complaints of vehicle roll-away. However, there are 0.5/100 customer complaints regarding a situation in using the gear shifter: where customers believe to be in P (park), however, they are actually in R (reverse). The above is based on a sample size of approximately 2000 vehicles comprising 2014 & 2015 model year Ghibli & Quattroporte models. Then we (Maserati) did a thorough search through our warranty claims records, and based on what you (NHTSA) describe, we have no (zero) complaints of people believing their vehicle is in "Park" and the vehicle is actually in "Reverse" together with zero complaints of a roll away event.
- c. On May 24, 2016, MNA contacted NHTSA regarding Maserati's contemplated action on MY2014 Quattroporte and Ghibli models equipped with the monostable shifter. NHTSA stated that it believes that Maserati should initiate a safety recall for those vehicles posing the same powered rollaway potential as the vehicles recently recalled by FCA.d. On June 1, 2016, Maserati concurred with NHTSA's opinion on this matter.
- e. Maserati is currently investigating whether a software re-flash possibility (for drive away inhibit) to be up

Description of Remedy :

Description of Remedy Program : The proposed remedy is a possible software re-flash, however this

Description of Remedy Program : solution must be verified and validated, and is currently under investigation, and in any event, will be performed free of charge to the vehicle owner.

How Remedy Component Differs from Recalled Component : Proposed new software.

Identify How/When Recall Condition was Corrected in Production : MY2015 production.

Recall Schedule :

Description of Recall Schedule : Maserati anticipates having the possible software solution remedy validated and verified by late 3rd quarter/early 4th quarter of 2016 (however, please note that we will make every attempt to ensure that the software solution is validated and verified as quickly as possible, thereby allowing us to initiate the recall sooner). An interim notification letter 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.

Planned Dealer Notification Date : JUL 01, 2016 - NR

Planned Owner Notification Date : JUL 01, 2016 - NR

* NR - Not Reported