

FERRARI NORTH AMERICA, INC.



CONTAINS CONFIDENTIAL BUSINESS INFORMATION

March 24, 2022

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Re: NHTSA Preliminary Evaluation PE21-012

Dear Sir or Madam,

Reference is made to your letter dated January 28, 2022 to Ferrari regarding the opening of the preliminary evaluation (PE21-012) concerning allegations of fuel loss from the capless fuel filler (the "Information Request Letter").

Please be informed that Ferrari has reviewed all of the requests listed within the Information Request Letter and herein provides its reply. Additionally, please note that in certain instances, Ferrari has marked documents, "Contains Confidential Business Information", and in those instances, Ferrari is providing both a "Confidential" and "Redacted" version of the subject document. We have also filed a letter and Certificate to Ann Carlson dated March 24, 2022 requesting confidential treatment of this information.

REQUEST 1. State, by model and model year, the number of subject and peer vehicles Ferrari has manufactured for sale or lease in the United States. Separately, for each subject vehicle and peer manufactured to date by Ferrari, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Subject component part numbers installed as original equipment;
- f. Date of manufacture;
- g. Date warranty coverage commenced; and
- h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

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Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA".

RESPONSE: *See folder named Request 1- PRODUCTION DATA containing relevant Access files named PRODUCTION DATA. Confidential and Redacted versions are being provided.*

REQUEST 2. State the number of each of the following, received by Ferrari, or of which Ferrari is otherwise aware, which relate to, or may relate to the alleged defect or damage to the subject components:

- a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a fire, crash, injury or fatality;
 - d. Property damage claims; and
 - e. Third-party arbitration proceedings where Ferrari is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Ferrari is or was a defendant or codefendant.
- For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Ferrari's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g" identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

RESPONSE: [REDACTED]

REQUEST 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Ferrari's file number or another identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether a fire is alleged;
- k. Whether property damage is alleged;
- l. Number of alleged injuries, if any; and



m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA".

RESPONSE: [REDACTED]

REQUEST 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ferrari used for organizing the documents. Describe in detail the search methods and search criteria used by Ferrari to identify the items in response to Request No. 2.

RESPONSE: [REDACTED]

REQUEST 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ferrari to date that relate to, or may relate to, the alleged defect or damaged subject components in the subject and peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Ferrari's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number(s);
- h. Problem code(s);
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer;
- k. Cause as stated on the repair order;
- l. Correction as stated on the repair order; and
- m. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

RESPONSE: *See folder named Request 5 - WARRANTY DATA containing relevant Access files named WARRANTY DATA. Confidential and Redacted versions are being provided.*



Please note that Ferrari is not able to provide the street address, email address and telephone number as this data is not collected within this report.

REQUEST 6. Describe in detail the search methods and search criteria used by Ferrari to identify the claims in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes applicable to the alleged defect in the subject and peer vehicles.

RESPONSE: *See folder named Request 6 – SEARCH METHODOLOGY and subfolder named Table Extractions _Component codes-Part Numbers containing Excel files. Confidential and Redacted versions are being provided.*

REQUEST 7. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ferrari on the subject and peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ferrari offered for the subject and peer vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

RESPONSE: *The Subject Vehicle and the Peer Vehicles were all sold at retail with a three year, unlimited mileage express limited warranty included. See folder named Request 7 – WARRANTY INFORMATION; See PDF file named Warranty Booklet – Applies to All Models. Consumers may also purchase additional extended service coverage. See 3 PDFs filed named New Power 2020, Power _ Brochure – Prior Program and MY 2010 Owner's Manual – 458. See also Excel file named Vehicles with Extended Warranty. Also, see attached Microsoft Excel files named Request 7 - Vehicles with Extended Warranty showing the number of Subject and Peer Vehicles that are/were covered by such additional extended service coverage, set forth by model, and model year. Confidential and Redacted versions are being provided.*

REQUEST 8. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect or subject components in the subject and peer vehicles, that Ferrari has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, replacement procedures for the capless fuel fill neck, external documentation or communication to aftermarket repair or service, bulletins, advisories, informational documents, training documents, and other documents or communications. Also include the latest draft copy of any communication that Ferrari is planning to issue within the next 120 days.

RESPONSE: *See File Folder named Request 8 – REPAIR PROCEDURES that contains PDF documents that are responsive to this request. Confidential and Redacted versions are being provided.* [REDACTED]

[REDACTED] *A copy of the 2010 458 Italia Owner's Manual is also being provided. See the section explaining the capless fuel filler neck at page 103, including warnings.*



REQUEST 9. Describe all assessments, analyses, tests, test results, studies (including serviceability studies/issues), surveys, simulations, investigations, inquiries and/or evaluations (collectively, “actions”) that relate to, or may relate to, the alleged defect or damage to the subject components in the subject and peer vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ferrari.

For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

RESPONSE: *See folder named Request 9 – 13 – POWERPOINT SLIDES; see slides 3 – 6 of the PowerPoint presentation named 2022-3-18 PE21-012_IR__requests_9-10-11-12-13. Confidential and Redacted versions are being provided.*

REQUEST 10. Describe all modifications or changes made by, or on behalf of, Ferrari in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect or damaged subject components in the subject and peer vehicles.

For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ferrari is aware of which may be incorporated into vehicle production within the next 120 days.



RESPONSE: See folder named Request 9 - 13 - POWERPOINT SLIDES; See slides 7 - 9 of the PowerPoint presentation named 2022-3-18 PE21-012_IR_requests_9-10-11-12-13. Confidential and Redacted versions are being provided.

REQUEST 11. State the number of each of the following that Ferrari has sold that may be used in the subject and peer vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale:

- a. Subject components;
- b. Any kits that have been released, or developed, by Ferrari for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ferrari is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

RESPONSE: See folder named Request 11 – PARTS SALES containing Excel files; and slide 10 of the PowerPoint presentation named 2022-3-18 PE21-012_IR_requests_9-10-11-12-13 found in folder named Request 9 – 13 – POWERPOINT SLIDES. Confidential and Redacted versions are being provided.

REQUEST 12. Produce each of the following:

- a. Parts schematics of the fuel system for the subject components;
- b. A diagram of the capless fuel filling system, identifying each internal component and how it interacts with a fuel fill nozzle to refuel the vehicle.

RESPONSE: See folder named Request 9 - 13 - POWERPOINT SLIDES; see slides 11 – 16 of the PowerPoint presentation named 2022-3-18 PE21-012_IR_requests_9-10-11-12-13. Confidential and Redacted versions are being provided.

REQUEST 13. Furnish Ferrari's assessment of the alleged defect or damage to the subject components in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The expected service life of the supplied capless fuel fill system;
- d. The failure mode(s);
- e. The risk to motor vehicle safety that it poses; and
- f. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject components were malfunctioning; and
- g. The reports included with this inquiry.



RESPONSE: *See folder named Request 9 - 13 - POWERPOINT SLIDES; see slides 16 - 17 of the PowerPoint presentation named 2022-3-18 PE21-012_IR_requests_9-10-11-12-13. See also supplier testing documentation containing in seven PDFs. Confidential and Redacted versions are being provided.
Please note that PPT slide 17 makes reference to technical tests, which have been enclosed in the folder named Request 13 – TEST DATA.*

[REDACTED]

[REDACTED] In the meantime, we remain available to provide you with further information on the already provided responses, should you deem it necessary for the purposes of your evaluation.

Sincerely,

[REDACTED]

Enzo Francesconi
Head of Americas Aftersales
Ferrari North America, Inc.