



Ferrari North America, Inc.

Submitted by Fax and Regular Mail

April 12, 2004



Ms. Kathleen C. DeMeter, Director  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W. – NSA 01 – Room 5321  
Washington, D.C. 20590

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OFFICE OF DEFECTS INVESTIGATION

Dear Ms. DeMeter:

Ferrari North America, Inc. (FNA) has determined that a defect that relates to motor vehicle safety exists in Model Year 2004 Ferrari 360 Challenge Stradales. FNA is providing this notification to your office in accordance with 49 C.F.R. Part 573.

FNA believes that wheel securing bolts or lug bolts, may have been improperly manufactured. Therefore, the affected bolts may break if the vehicle is driven aggressively for an extended period of time. Such circumstances could lead to a loss of vehicle control and could result in a crash.

The information – to the extent currently available to FNA – that is required by your regulation follows:

**1. *Manufacturer's Name and Address***

Ferrari North America, Inc.  
250 Sylvan Avenue  
Englewood Cliffs, N.J. 07632

**2. *Vehicles Involved in this Notification***

The affected vehicles consist of all Model Year 2004 Ferrari 360 Challenge Stradale up to and including Vehicle Identification Number (VIN) ZFF0U57A240135375.



### **3. *Total Number of Vehicles***

The total number of Model Year 2004 Ferrari 360 Challenge Stradale is 27.

### **4. *Approximate Percentage of Vehicles Estimated to Contain the Defect***

FNA has been unable to define precisely the Model Year 2004 360 Challenge Stradale population that may be subject to this defect. Therefore, FNA has decided to include the entire population of vehicles up to and including VIN ZFFDU57A240135375. Please notice that the vehicles produced after this VIN have adopted the proposed remedy as part of the assembly process at the Ferrari factory.

### **5. *Description of the Defect***

The manufacturer of the bolts informed Ferrari that the wheel securing bolts or lug bolts did not meet vehicle specification after determining that the material used during the manufacturing process was contaminated or tainted with other unwanted materials. Based on the information, Ferrari has determined that the wheel securing bolts or lug bolts may fracture if the vehicle is driven aggressively for an extended period of time. Such circumstances could lead to a loss of vehicle control and could result in a crash.

### **6. *Chronology of Events Leading to this Defect Determination***

FNA received this information from the Ferrari factory. There have been no instances of broken/fracture wheel securing bolts or lug bolts reported to FNA in the United States or Canada.

### **7. *Description of Proposed Remedy***

All affected wheel securing bolts or lug bolts will be replaced. The affected bolts that are out of specification will be replaced and tightened to the proper specification with the new bolts that are manufactured to meet the recommended specifications. The operation will be performed free of charge to the vehicle owner, and will require approximately 30 minutes (0.5 hour) to complete. All customers and dealers will receive notification of the remedy campaign. FNA anticipates that an adequate inventory of replacement parts will be available in approximately 20 days.

Pursuant to 49 C.F.R. §§ 573.6(c) (8), 573.13(c), and 577.11, the owner notification letter will inform owners that they may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this defect. Specifically, as required by 49 C.F.R. § 577.11(d), the notification letter will inform owners that they may be entitled to reimbursement for any out-of-pocket costs that they incurred for the repair or replacement of the affected wheel securing bolts or lug bolts during the following period: *from* any time before the date of this notification to



NHTSA pursuant to 49 C.F.R. § 573.6, to up to ten days after the date on which the last of the owner notifications pursuant to 49 C.F.R. Part 577 is mailed.

In addition, owners will be instructed to submit to "Ferrari North America, Inc., 250 Sylvan Avenue, Englewood Cliffs, New Jersey 07632 Attention: Service Department" documentation that provides (a) the name and address of the claimant; (b) identification of their vehicle's make, model, model year, and vehicle identification number; (c) identification of the recall by reference to NHTSA's recall number or the recall number assigned by Ferrari; (d) identification of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained; (e) a receipt, which may be an original or copy, for the pre-notification remedy, identifying the equipment replaced; and (f), if the pre-notification remedy was obtained at a time when the vehicle was covered under the original warranty program, documentation indicating that the manufacturer's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

Under the reimbursement plan, reimbursement shall not be provided for repairs made within the period during which the original warranty would have provided for a free repair of the problem addressed by this recall, unless (i) a franchised dealer or authorized representative of Ferrari denied warranty coverage or (ii) the repair made under the warranty did not remedy the problem. Reimbursement also will not be provided if the pre-notification remedy was not of the same type as the recall remedy provided herein, did not address the defect that led to this recall, or was not reasonably necessary to correct the defect.

#### **8. *Campaign Schedule and Draft Notices***

FNA expects to begin customer notification within 30 days. FNA will submit customer notifications to NHTSA for review under separate cover. FNA has assigned this campaign an internal campaign number: 40. FNA also expects to send letters to all Authorized Ferrari Dealers, as well as a draft of the technical instructions.

#### **9. *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 FNA to more than one manufacturer, distributor, dealer, or purchaser.



If you have any questions, please contact me at (201) 816-2706.

Best Regards,

Enzo Francesconi /s/

Enzo Francesconi

Vice President of Technical Services

Ferrari North America Inc

Technical Department