

Ferrari

Ferrari North America, Inc.
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Submitted by Fax and Regular Mail

OFFICE OF DEFECTS
INVESTIGATION

June 21, 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



04V-294
(10 pages)

Dear Ms. DeMeter:

Ferrari North America, Inc. (FNA) has determined that a defect that relates to motor vehicle safety exists in Model Year 2003 Ferrari 360 Modenas, 360 Spiders & Model Year 2004 360 Challenge Stradales. FNA is providing this notification to your office in accordance with 49 C.F.R. Part 573.

FNA has detected a malfunction in some vehicles mentioned above where a slight oil leak in the hydraulic steering delivery pipe from the pump to the steering rack may occur which could lead to a gradual reduction of the assisted steering function. Please notice that 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 some Model Year 2003 Ferrari 360 Modenas, 360 Spiders & some Model Year 2004 360 Challenge Stradales up to and including Vehicle Identification Number (VIN) ZFFYT53A930133549.

3. *Total Number of Vehicles*

The total number of Model Year 2003 Ferrari 360 Modenas, & 360 Spiders combined is 548 & Model Year 2004 Ferrari 360 Challenge Stradale is 8.

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

FNA has been able to define precisely the Model Year 2003 Ferrari 360 Modenas, 360 Spiders & Model Year 2004 360 Challenge Stradale population that may be subject to this defect. Therefore, FNA has decided to include the population of vehicles up to and including VIN ZFFYT53A930133549. 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 hydraulic steering delivery pipe informed Ferrari that a fault was found in the pipe in question. Based on the information, Ferrari has decided to replace them on the affected vehicles with new and improved ones. Please notice that 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 33 warranty instances of steering oil leakage reported to FNA in the United States and 2 warranty instances reported in Canada.

7. *Description of Proposed Remedy*

All affected hydraulic steering delivery pipes from the pump to the steering rack will be replaced. The operation will be performed free of charge to the vehicle owner, and will require approximately 3.5 hours for the 360 Coupes & 360 Challenge Stradales to complete. On the 360 Spiders, it will require 5.1 hours 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: 41. 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,

A handwritten signature in black ink, appearing to read 'Enzo Francesconi', with a long horizontal flourish extending to the right.

Enzo Francesconi

Vice President of Technical Services

Ferrari North America Inc

Technical Department



Ferrari North America, Inc.

June XX, 2004

«FIRST» «LAST»
«ADD1»
«ADD2»
«CITY», «ST» «ZIP»

Serial Number: «VIN» «ASSY»



Dear Ferrari Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ferrari S.p.A., the manufacturer of Ferrari automobiles, has decided that a defect which relates to motor vehicle safety exists in certain 2003 & 2004 model year Ferrari vehicles.

The defect involves a slight oil leak in the hydraulic steering delivery pipe from the pump to the steering rack. This minor leakage may cause or could lead to a gradual reduction of the assisted steering function. Such circumstances could lead to a loss of vehicle control and could result in a crash.

The breakdown of possibly affected vehicles is as follows:

- Starting with VIN: ZFFYT33A830130383 & Vehicle Assembly No. 48057
- Ending with VIN: ZFFYT33A930133549 & Vehicle Assembly No. 50593

All affected hydraulic steering delivery pipes from the pump to the steering rack will be replaced. The operation will be performed free of charge to the vehicle owner, and will require approximately 3.5 hours for the 360 Coupes & 360 Challenge Stradales to complete. On the 360 Spydors, it will require approximately 5.1 hours to complete. We ask you to immediately contact any Authorized Ferrari Dealer in order to arrange an inspection of your automobile and to have the corrective action performed. Please plan to leave your vehicle with the dealership to allow the dealer some flexibility for scheduling your repairs.

By the time you receive this letter, the Authorized Ferrari Dealers will have been supplied with the parts and the instructions to perform the repair. If the Dealer fails or is unable to make the necessary repairs free of charge within a reasonable

time, or if you have any problem obtaining the needed repair, you should inform the national headquarters of Ferrari North America, Inc. at:

Ferrari North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
(201) 816-2651 (National Technical Office)

If the affected vehicle is not repaired free of charge to you and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, (NHTSA), 400 Seventh Street, SW, Washington, DC 20590. You may also telephone the toll free Auto Safety Hotline at 888-327-4236.

You may be eligible to receive reimbursement for the cost you incurred if you already have obtained a remedy for a problem associated with the defect described in this letter. However, you still must have this corrective action performed, regardless of any previous repairs that may have been performed. Information about the reimbursement program for pre-notification repairs is provided in the enclosure to this letter. Federal regulation requires that any vehicle lessee receiving this recall notice must forward a copy of this notice to the lessee within ten working days.

If you no longer own this vehicle or your address has changed, please complete the enclosed prepaid yellow card and return it to Ferrari North America, Inc.

We urge you to comply with this notice promptly and we apologize for any inconvenience this may cause you.

Best Regards,

Enzo Francesconi
Vice President of Technical Services
Ferrari North America, Inc.
Technical Department

ENCLOSURE

Pre-Notification Reimbursement Program

You may be eligible for reimbursement if you previously incurred out-of-pocket costs for repairs or replacements of the Hydraulic steering delivery pipe covered by this recall campaign number 41.

- 1. This reimbursement program applies to the vehicles listed below and in the attached letter:**
 - Model year 2003 Ferrari 360 Modenas, Spydors and MY 2004 360 Challenge Stradales with Vehicle Identification Numbers from ZFFYT53A830130383 to ZFFYT53A930133549, which have a Vehicle Assembly Number from 48057 to 50593.**
- 2. This reimbursement program applies to repairs or replacements of the Hydraulic steering delivery pipe mentioned above.**
- 3. This reimbursement program applies to repairs or replacements of all or part of the Hydraulic steering delivery pipe of a vehicle listed above if such repair or replacement was made at any time up to ten days following the mailing of the attached notification letter.**
- 4. This reimbursement program does not apply to repairs or replacements that were 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.**
- 5. To obtain reimbursement for pre-notification remedies, you will need to provide a receipt, which may be an original or copy, identifying the equipment replaced; and, 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. In addition, you will need to submit a written and signed claim for reimbursement that contains the information required in paragraph 6, below.**

6. The claim for reimbursement should include the following information. (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 Ferrari Campaign number (Campaign No. 41) or identification of the recall by reference to NHTSA's recall number; and (d) identification of the owner or purchaser of the vehicle at the time that the pre-notification remedy was obtained.

7. If you have any questions about the reimbursement program or need help in making a claim for reimbursement, please write or call Ferrari North America, Inc., at the following address and telephone number:

Ferrari North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
(201) 816-2651 (National Technical Office)