



Ferrari North America, Inc.

April X, 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 2004 model year Ferrari vehicles.

The defect involves all securing wheel bolts or lug bolts that may not have been manufactured properly by our component supplier. 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 breakdown of possibly affected vehicles is as follows:

- Starting with VIN: **ZFFDU57A540134835** & Vehicle Assembly No. **52086**
- Ending with VIN: **ZFFDU57A240135375** & Vehicle Assembly No. **52473**

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. 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 lesser 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 wheel securing bolts or lug bolts covered by this recall campaign number 40.

1. This reimbursement program applies to the vehicles listed below and in the attached letter:

- Model year 2004 360 Challenge Stradale with Vehicle Identification Numbers from **ZFFDU57A540134835** to **ZFFDU57A240135375**, which have a Vehicle Assembly Number from **52086** to **52473**.

2. This reimbursement program applies to repairs or replacements of the bolts mentioned above.

3. This reimbursement program applies to repairs or replacements of all or part of the wheel securing bolts 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. 40) 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)**