



Takata Passenger Side Airbag Recall

FINAL REMEDY UPDATE

November, 2017



Takata '*Final Repair*' Logistics

- Background: Since September 2016, “Like-for-Like” passenger side frontal airbag replacement repairs have been performed on MY 2009–2011 Ferrari California and 458 vehicles located in Zone A.
- “*Final Remedy Repair*” parts are starting to arrive at FNA this month. This will consist of:
 - Final Remedy Inflators Not subject to a future recall.
 - Mounting bracket Different for California & 458.
 - Mounting hardware Bolts/screws/washers.
- Now that “Final Remedy Repair” parts are available, “Like-for-Like” repairs are no longer permitted.
- Currently, the *Final Remedy Repair* is only available to:
 - Only **MY 2009–2011 Ferrari California and 458** vehicles (RC 60).
 - MY 2012 vehicles (RC 61) are **not** yet eligible for the Final Repair.
 - Only vehicles that have **not yet received the ‘Like-for-Like’ repair.**
 - **Note:** All Zones (A, B, and C) are now eligible for the Final Repair.
- Vehicles that already received the Like-for-Like repair will be eligible for the final repair no later than September 30, 2020.



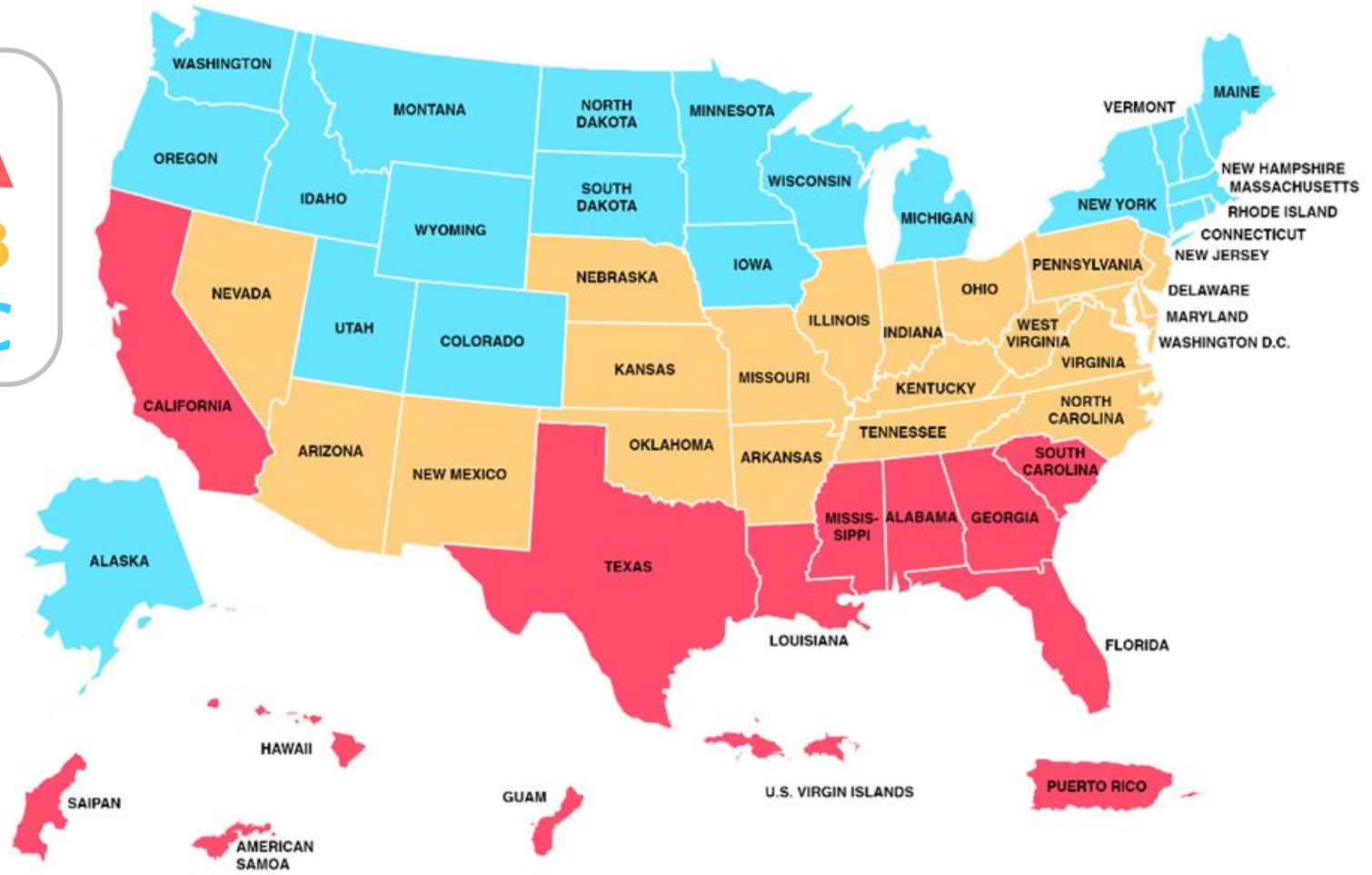
Takata Campaigns by Zone

Legend:

Zone A

Zone B

Zone C





Return Like-for-Like Inflators Immediately!

- **Dealers: Please note that ALL** Interim Like-for-Like parts must be shipped back directly to Takata **IMMEDIATELY**.
- Start making arrangements **now**, if you haven't already done so.
- Instructions for the return of all “like-for-like” inflators can be found in the Recall Campaign 60 Technical Booklet dated October, 2017
- Recall claims for ‘like-for-like’ repairs performed after November 1, 2017 will no longer be accepted.
- Note: Please place a “DO NOT TOUCH” sign on the boxes/pallets of like for like inflators.



Additional Customer Communications

- NHTSA is requiring additional communications to affected customers for this recall.
 - e.g., letters, emails, postcards, text messages, phone calls, social media, etc.
 - Additional communications must occur monthly.
- FNA/Dealers will start issuing communications for the remaining RC 60 customers who have not yet received the Like-for-Like repair as follows:
 - **October 30:** Official customer recall notice letter sent to Zone A customers.
 - **November 10:** Official customer recall notice letter sent to Zone B & C customers.
 - **~December 1:** FNA will send a reminder postcard.
 - **~January 2, 2018:** FNA and/or or Dealer will send a reminder email.
 - **~February 2, 2018:** Dealer will call to remind their clients and update FNA on progress.



Media Inquiries

All questions from the media must be directed to Krista Florin, FNA's Director of Communications at (201) 510-2522 or krista.florin@ferrari.com.

NO EXEPTIONS



Customer Inquiries

Q: What is a “Final” remedy and how is it different than an “Interim” or “Like-for-Like” remedy?

A: Due to parts constraints, some manufacturers replaced older Takata inflators with newly manufactured versions of these same Takata inflators. These replacements will eventually need to be replaced as well. Owners who have received a Like-for-Like replacement part will be sent another letter once the other campaigns have been performed.

Once the “Final Repair Remedy” is performed, the inflator should not need to be replaced again.

Q: Should I ask the dealer to disable my air bag while I am waiting for the remedy?

A: No. NHTSA estimates that frontal air bags saved 2,400 lives in 2014 alone. It is far more likely that, if you are involved in a crash, your air bag will perform properly and protect you than it will rupture and cause harm. An air bag that is purposely disabled has a 100% chance of failing to provide any protection in a crash.



Customer Inquiries

Q: I spend my winters in south Florida and have done so for the past 10 years, but my car is registered in a northern state. Why shouldn't my car have a higher priority?

A: The data collected and examined by NHTSA demonstrates that long-term exposure to combined high heat and humidity creates the risk that a Takata inflator is likely to rupture. A vehicle that "winters" in a hot and humid location is not subjected to the same sustained periods of heat and humidity as a vehicle that has been driven in these conditions year-round for a prolonged period.

Q: How can I find out what priority group I'm in for getting the recall repair?

A: The current list of affected vehicles, by priority group, for all 12 of the affected manufacturers is available at:

<http://www.safercar.gov/rs/takata/takata-faq.html>



Customer Inquiries

Q: I was told that my vehicle will have to wait to be repaired because the replacement of air bags in other vehicles was given a higher priority than mine under the coordinated remedy program. Why isn't my vehicle being fixed first?

A: NHTSA is prioritizing Takata air bag repairs to ensure that vehicles with air bags that pose a higher threat to safety are fixed first while simultaneously working to ensure that parts are available to repair every affected vehicle as quickly as possible.

Based on testing, field experience, and research, older inflators in vehicles that have experienced prolonged exposure to hot and humid conditions pose a much greater risk of rupturing. Accordingly, NHTSA has ordered manufacturers to replace inflators in older vehicles that are most likely to have been exposed to hot and humid conditions first. Additional factors, such as whether the inflator is in a driver or passenger side air bag, factor into how your vehicle's repair has been prioritized.