

Ferrari North America, Inc.

March, 2021

Dear Ferrari Dealer:



Ferrari has decided that a problem which relates to motor vehicle safety exists in Model Year 2018, 2019, and 2020 Ferrari 812 Superfast VIN No. 221398 to 257977.

The vehicles involved are equipped with incorrect bonding of the rear window that may lead to decreased long-term adhesion of the rear window. This defect was potentially caused by an error in the supplier production concerning the non-cleaned glass bonding area on bodywork. As a result, the rear window glass could fully detach from the vehicle, creating a road hazard and increasing the safety-risk of a crash for following traffic. We want to assure you that our clients' safety is our priority, and we are committed to correcting this condition in their vehicles.

IMPORTANT

Ferrari will be notifying ALL affected MY 2018, 2019, and 2020 vehicle owners nationwide with a letter indicating that the vehicle must be brought in immediately and the replacement parts will be installed free of charge.

Owners may contact Ferrari North America at (201) 816-2668; Ferrari's campaign number for this recall is C24000073.

You must order the necessary part for each vehicle. Upon completion of the repair, we will reimburse you for the labor necessary to carry out this campaign under the normal warranty system.

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the recall campaign is completed.

*Technical Department
Ferrari North America, Inc.*



U.S.A. RECALL CAMPAIGN NO. C24000073



812 SuperFast

Model Year 2018, 2019, and 2020

REPLACEMENT OF THE REAR WINDOW

RECALL CAMPAIGN OVERVIEW

INTRODUCTION: Ferrari 812 Superfast

SUBJECT: Recall Campaign No. C24000073

VEHICLES: MY 2018, 2019, and 2020 Ferrari 812 Superfast VIN No. 221398 to 257977 (see Modis for VINs involved).

CONDITION: The vehicles involved are equipped with incorrect bonding of the rear window which may lead to decreased adhesion of the rear window to the rear hood. This can result in serious injury or the possibility of an accident

REMEDY: Ferrari will repair the vehicle free of charge. The repair involves replacing the rear window glass. This repair takes approximately 2.65 hours to complete.



RECALL CAMPAIGN OVERVIEW (cont.)

PARTS INVOLVED:

The parts necessary to implement the RECALL CAMPAIGN are described below, and need to be ordered as needed by each respective Authorized Ferrari Dealer.

Description	Part Number	Quantity
Rear window	070006630	1.00
Gluing kit for the rear window	070006632	1.00

Update the CRM customer database in Modis accordingly as soon as you receive any notification regarding the status of the vehicle (e.g., change of ownership, scrapping, etc.).

SERVICES UNDER WARRANTY:

Refund for the costs incurred by the implementation of the RECALL CAMPAIGN in question, shall be made immediately after a warranty notice has been received by the Technical Service Department. This notice should include the following information:

For 812 Superfast model

› Campaign number	73
› Cost code	24
› Malfunction code.....	4509000350
› Defect code	01
› Operation code	45930000370
› Time allowance	2.65 Hours

REIMBURSEMENT: Upon receipt of a warranty claim via Modis.



U.S.A. RECALL CAMPAIGN NO. C24000073



812 *superFast*

Model Year 2018, 2019, and 2020

REPLACEMENT OF THE REAR WINDOW

TECHNICAL INSTRUCTIONS

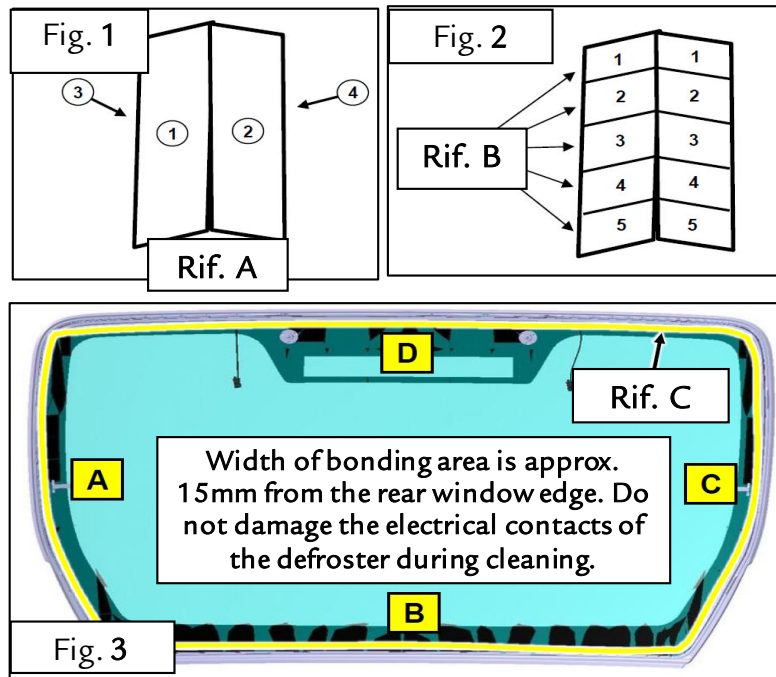
Please read **all** instructions before performing this campaign.

The procedure required for this **RECALL CAMPAIGN** consists of replacing the **Rear Window Glass**

The **RECALL CAMPAIGN** procedure described as follows must be performed precisely as indicated in the following instructions:

1. Procedure

- Replace the rear window glass (as described in paragraph **E3.08** of the **Workshop Manual**). Compared to what is described in the **Workshop Manual**, please follow the following cleaning cycle for the bonding area of the rear window glass:
 1. Take a **Brag Box Wypall X40** (or equivalent) cloth and fold it to obtain 4 sides (A, fig.1);
 2. Clean each of the four sides (A-B-C-D) of the rear window bonding area (C, Fig.3) using one of the four clean faces of the cloth and making 5 passes with Betaclean 3350 on each side, all in the same direction. Use a clean side of the cloth for each pass (B, Fig. 2).
 3. The other steps of the procedure remain in accordance with the description in the **Workshop Manual**.



- IMPORTANT -

Use 1 clean side of the cloth for each car and for each product. 4 clean cloths per product for each car in total.

- IMPORTANT -

The replaced parts must be scrapped by you, in compliance with the regulations in force in your reference market.

Thank you for your cooperation. Please do not hesitate to contact us if you have any questions.