



**IMPORTANT SAFETY RECALL INFORMATION**

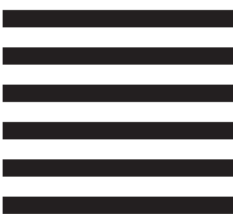
# IMPORTANT! SAFETY RECALL NOTICE

FIRST CLASS  
U.S. POSTAGE  
PAID  
PERMIT NO. 348  
ROYAL OAK, MI

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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1394 ENGLEWOOD CLIFFS, NJ

POSTAGE WILL BE PAID BY ADDRESSEE

WARRANTY DEPT.  
FERRARI NORTH AMERICA INC.  
250 SYLVAN AVE.  
ENGLEWOOD CLIFFS NJ 07632-9988





Ferrari North America, Inc.

Incorrect Bonding of the Rear Window

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle (VIN: [REDACTED]).

RC 73 / NHTSA 20V-614

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ferrari has decided that a defect which relates to motor vehicle safety may exist in certain Model Year 2018-2020 812 Superfast vehicles. The vehicles involved are potentially equipped with an incorrectly bonded rear window, which may lead to decreased long-term adhesion of the rear window. As a result, the rear window could fully detach from the vehicle, increasing the risk of a crash for following traffic. We want to assure you that your safety is our priority, and we are committed to correcting this condition in your vehicle.

While waiting for the recall to be performed, you may drive your car while respecting the posted speed limits. We urge that you do not drive your car on a track or closed circuit until this repair is completed,

Our records show that you are the owner of a vehicle affected by this recall.

**IMPORTANT – CONTACT YOUR DEALER TODAY**

Ferrari will replace the rear window, free of charge. The replacement part is not yet available, but is expected to become available within 90 days. Please contact your Ferrari dealer at that time and make an appointment to have this repair performed. The time needed for this repair is estimated between 2 and 3 hours, depending on the model.

If you have any questions or concerns that your dealer is unable to resolve, please contact Ferrari North America, Inc. at +1(201) 816-2668. If your Dealer or Ferrari is unable to remedy the defect without charge or within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [NHTSA.gov](http://NHTSA.gov).

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Ferrari North America, Inc., 250 Sylvan Ave., Englewood Cliffs, NJ 07632 Attention: Warranty Department. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

For vehicles registered in California: The California Department of Motor Vehicles, in conjunction with California Air Resources Board, requires the completion of emission recall repairs prior to vehicle registration renewal, per the Registration Renewal/Recall Tie-in Program. Your authorized Ferrari dealer will provide you with a Proof of Correction Certificate after the recall repair has been performed.

Thank you for your attention to this important matter.

*Technical Department  
Ferrari North America, Inc.*

PLEASE NOTE: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee by First Class Mail within ten business days.

**Owner Information Card**

Please complete this card legibly and return to Ferrari North America, Inc. to help keep your information current.

**Note: This is NOT for making an appointment.**

VIN: [REDACTED]

I currently own this vehicle  
Please enter your full contact information

I currently own this vehicle  
but have moved  
Please enter your new contact information

I no longer own this vehicle  
Please enter the new owner's information if known

The vehicle was destroyed

The vehicle was stolen

*Takata Passenger Airbag Module*

*RC 73 December 2020*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_