



Reston, July 12th, 2024

## **IMPORTANT SAFETY RECALL**

**NHTSA Recall No. 24V348**

**This notice applies to your vehicle, VIN**

Dear Lamborghini Owner or Lessee,

Automobili

Lamborghini America LLC

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Automobili Lamborghini S.p.A. has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2023 and 2024 Urus S and Performante vehicles. Our records indicate that you are the owner of a vehicle in this recall.

### **What is the issue?**

The affected vehicles may have some rivet studs that fix the hood latch strikers with insufficient deformation. If under-deformed rivet studs are used on the same latch striker, small gaps between the hood and front bumper may start to develop at high speeds, allowing air to enter. These gaps can increase at high speeds, and over time, the stress can cause the latch system to fail, separating the hood latch striker from the hood.

A separated hood latch striker may allow the hood to open abruptly, obstructing the driver's view and increasing the risk of a crash. It could also fully detach from the vehicle, creating a road hazard and increasing the risk of a crash for following traffic.

For the reasons set forth above, it is therefore necessary to remedy these vehicles. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

### **What Do You Need to Do?**

We encourage customers to observe and respect the local speed limits for motorways and, in any case, do not exceed the rate of speed of 94 miles per hour. Please contact your preferred authorized Lamborghini dealer immediately to schedule an appointment to have this important repair performed, free of charge.

You can locate your nearest authorized Lamborghini Dealer at <https://www.lamborghini.com/en-en/ownership/dealer-locator>.

1950 Opportunity Way  
Reston, VA 20190  
USA  
Telephone +1-866-681-6276  
Fax +1-248-754-6599

**What will Lamborghini do?**

Affected vehicles will have the parts inspected and if necessary repaired and/or a striker support plate will be installed free of charge. The operation will take from 30 (thirty) minutes to approximately 2 (two) hours. We apologize for any inconvenience this recall may cause.

Please bring this letter and your Service Booklet with you when you visit the dealer, so that the dealer can make all necessary entries.

**What if you are not the current owner of this vehicle?**

You can update your vehicle ownership or contact information by filling out the enclosed document (Appendix A) and sending it to Lamborghini by following the instructions.

**If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

**What if you have questions or experience problems?**

Should you need additional assistance, you may contact Lamborghini Customer Care at:

Email at [CustomerCareAmerica@lamborghini.com](mailto:CustomerCareAmerica@lamborghini.com) or by calling 1-866-681-6276 from 9 AM to 5 PM Eastern Time, Monday through Friday.

If your Lamborghini Dealer is unable to remedy the defect without charge and within a reasonable period of time, you may notify 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 <http://www.safercar.gov>.

We would like to invite you to download LAMBORGHINI UNICA, the app made exclusively for Lamborghini Customers, from the App Store or Google Play. UNICA can be used to unlock the full functionality of your Lamborghini. UNICA is also your source for the latest news on the Lamborghini World including recall alerts, service history, and other important updates. With UNICA, all of this functionality can be managed directly from your smartphone.

We sincerely apologize for any inconvenience this recall may cause; however, be assured that Lamborghini is concerned about your safety and security.

Yours faithfully,

Yours faithfully,



Andrea Baldi  
President & CEO  
Automobili Lamborghini America LLC



Rene Sueltzner  
Director After Sales  
Automobili Lamborghini America LLC

## Appendix A

**Automobili Lamborghini America LLC**

**Customer Service Department**

**1950 Opportunity Way**

**Reston, VA 20190**

**Email: CustomerCareAmerica@lamborghini.us**

**Fax: + 1-248-754-6599**

**Vehicle Identification Number (VIN)**

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**Vehicle cannot be checked because it has been:**

- Scrapped**
- stolen**
- sold to a domestic buyer**
- sold to an overseas buyer**

**to new address:**

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

**First name:** \_\_\_\_\_

**Street:** \_\_\_\_\_ **House No.:** \_\_\_\_\_

**ZIP code:** \_\_\_\_\_ **City:** \_\_\_\_\_

**Country:** \_\_\_\_\_

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**Date / signature**