



Ferrari North America

Technical Information

Date: July 2019
Bulletin #: FNA-164
Campaign #:
Supersedes:
Section:

Subject: Takata Airbag Client Info Request

Dear General Managers, After-Sales Managers:

Effective immediately, Ferrari North America, Inc. (FNA) requires that all Service Departments collect certain information **any time that a client contacts you to perform the Takata Airbag recall and you are unable to schedule the repair due to a lack of parts.** This is based on a directive to FNA from NHTSA.

Please complete the attached spreadsheet providing the following client information: the date of request, last six characters of the VIN, full name, address, cell phone number, email address, preferred contact method, and notes/comments regarding the client's vehicle. Please start using this spreadsheet immediately and forward the completed spreadsheet every Monday morning beginning August 5th to Tom Fleming, FNA's Customer Care Manager at thomas.fleming@ferrari.com - if you have any questions regarding the use and/or submission of the document, please contact Tom at 201-816-2703.

Thank you for your cooperation.