



To: Authorized Lamborghini Dealers  
From: Automobili Lamborghini America LLC  
Pages: 3  
Date: 9/17/12

Automobili  
Lamborghini America LLC

**Recall Campaign: Power steering system update  
(For internal dealer usage ONLY)**

Dear Lamborghini Service Manager,

As a result of the continuous product monitoring, Automobili Lamborghini S.p.A. has found that, in rare cases, under persistent severe load conditions, the power steering high pressure pipe could be damaged, which could result in a small fluid leakage. Leaking fluid could touch hot engine areas, result in smoke and increase the risk of a fire.

For safety reasons it is therefore necessary to repair these vehicles.

**Affected vehicles:**

Gallardo Coupe/ Gallardo Spyder  
MY 2004/ MY 2005/ MY 2006

**VIN Range:**

Beginning: ZHWGU11M24LA00056  
Ending: ZHWGU22T66LA03976

Every effected VIN is clearly marked in our web portal with the matching Campaign Code.

**Recall Codes:**

L714-R.01.12	Gallardo Coupe MY 2004/ 2005	NO Lifting System
L71X-R.03.12	Gallardo Coupe/ Spyder MY 2005	Lifting System
L71X-R.05.12	Gallardo Coupe/Spyder MY 2005/2006	Lifting System
L71X-R.07.12	Gallardo Coupe/Spyder MY 2005	NO Lifting System

**Notification to Customer:**

We will start to inform customers of affected vehicles during CW38 using the attached letter. (Notification Letter to Customer) Nevertheless, we are urging you to be proactive in checking your customer database for any vehicles that might be part of the VIN range. Based on the availability of parts at your location, **contact the first customers in CW39** to schedule appointments.

200 Ferdinand Porsche Drive  
Herndon, VA 20171  
USA  
Telephone +1-703-364-7042  
Fax +1-703-364-7015

**Technical Repair Instruction:**

Please visit the Lamborghini Portal under Customer Service/ Communications/ Service and recall campaigns/LB714 LB715 Gallardo/ 2012 to download the technical instructions.

**Logistics:**

The kits below are available on our spare parts portal and needs to be ordered individually for each VIN. Please check the portal for availability in comparison of your demand.

Campaign Code		MY	VIN Range	Lifting System	Kit Nr.	P/N Kit
L71X	R.01.12	MY 04/05	VIN 30 - 2319	NO Lifting	1	OR1400605
L71X	R.03.12	MY 05	VIN 1676 - 2320	Lifting	3	OR1400607
L71X	R.05.12	MY 05	VIN 2322 - 2657	Lifting	5	OR1400609
L71X	R.05.12	MY 06	VIN > 3976	Lifting	5	OR1400609
L71X	R.07.12	MY 05	VIN 2324 - 2647	NO Lifting	5	OR1400609

Automobili Lamborghini S.p.A **has not** planned to ship start up kits to each dealer.

**Documentation:**

Please update the Lamborghini CRM system if needed with the new customer data. Furthermore, it is **absolute mandatory** to complete (if applicable) the Service and Recall Campaign page (Warranty and Schedule Maintenance Plan Booklet) with all required data.

**Contact:**

In case a customer wants to contact Automobili Lamborghini America LLC directly for further information, we have established a contact centre:

**Tel.: +1-866-681-6276 (from 09.00 am to 05.00 pm EST)**

**e-mail: USAServiceDepartment@lamborghini.com**

**Fax: +1-703-364-7015**

Please do **NOT** forward the regularly cell phone number of the Area Manager to any customer.

**Old Parts/ Scrap Procedure:**

Replaced Parts have to be tagged and stored and can only be scrapped with the approval of the After Sales Area Manager.

**Towing:**

There will be **NO** towing offered for that Recall unless the customer has a visible leak which could create a hazard situation. For towing requests please contact your responsible After Sales Manager. He will guide you through the process.

Do **NOT** automatically offer towing to any customer unless the vehicle has a confirmed leak.

**Service Business:**

Please take the opportunity to up sale if you have the vehicle of the customer in your work shop. It is a crucial to win customers back into our network to create additional business such as maintenance, wear parts and accessories. For that reason we have issued the “Old Age Vehicle Campaign”.

**Customer Gift Campaign:**

As a sign of gratitude towards the customers that have been affected by the Recall we have have started the Customer Gift Campaign. We are asking you kindly to provide to each customer after completion of the recall during the pick-up of the vehicle the attached **“Thank You Letter to Customer”** with simple steps he is able to claim a gift from a dedicated webpage.

It is the highest priority of Automobili Lamborghini to ensure that all affected vehicle will be updated in the shortest time possible. We are asking you kindly to support us in any way to achieve that goal.

For further questions, please do not hesitate to contact me, or your responsible After Sales Area Manager.

Yours sincerely,

Rene Sultzner  
Head of After Sales  
Automobili Lamborghini America LLC