



Ferrari North America

Technical Information

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Supersedes:
Section:

Subject: Clarification of the 7-year Maintenance Program Rules and Requirements

Ferrari has launched the 7-year Maintenance Program to help the dealers retain their customers longer. This will allow the dealer to see their customers at least once per year. Therefore, the dealers need to help themselves by monitoring their customers maintenance needs and assist their customers in getting their cars in for the 7-year maintenance within the guidelines of the program.

Please note that it is the Customer's responsibility to have the **7 Year Maintenance** performed within the timeframe guidelines of the **7 Year Maintenance Program**.

This time frame is initially determined by the warranty start date (delivery date). Therefore the first annual service is due 12 months from the original warranty start date. We understand that for some customers it may be difficult to bring the vehicle in at the exact 12 month point, therefore we have opened the time frame requirements to be 2 months before, and up to 2 months after the service due date.

Once the first annual service is performed, the next annual service is due 12 months from the date the first service was performed, plus or minus the 2 months, and so on until the last service is performed.

Of course, mileage related maintenance services will follow similar rules. The time frame to perform mileage related maintenance service is every 12,500 miles (20,000 km) plus or minus 621 miles (1,000 km).

It is the dealers responsibility to educate their customers on how this program works, to help reduce customer issues in the future. We also suggest that you educate the entire dealership staff, especially the Sales Department on how the program works. Most of the customer issues we have seen with respect to missing maintenance services are related to the customer not being fully informed of the program guidelines at the time of the vehicle sale. The Service Department must also educate their customers when they bring the vehicle in for maintenance services.

Given the nature of our business we strongly recommend that the dealer monitor their customer's service due dates and reach out to the customers starting **2 months before the service due date** to get the customer in for the service within the next 4 months. This should give the customers ample time to arrange to bring the vehicle in. Any exceptions must be brought to the attention of Ferrari North America, And Ferrari North America will manage those exceptions on a case by case basis along with your dealer and ABM.



Ferrari North America

Keep in mind that Scheduled Maintenance is required to keep the vehicle in proper working order and if not strictly followed could result in the rejecting of a warranty claim or even the voiding of the vehicles warranty as outlined in the vehicle's Warranty Booklet and in Technical Information number 2341.

Below is an example of the 7 Year Maintenance annual service due dates. If you have any questions concerning the 7-year maintenance, Please contact the Ferrari North America Warranty Department.

Serial Number	123456
Warranty Start Date	4/22/2015

1st Service Due Date	Service must be performed between these dates to be covered		
4/22/2016	± 2 Months	2/22/2016	6/22/2016
Date Performed =		4/1/2016	

2nd Service Due Date	Service must be performed between these dates to be covered		
4/1/2017	± 2 Months	2/1/2017	6/1/2017
Date Performed =		3/1/2017	

3rd Service Due Date	Service must be performed between these dates to be covered		
3/1/2018	± 2 Months	1/1/2018	5/1/2018
Date Performed =		4/15/2018	

4th Service Due Date	Service must be performed between these dates to be covered		
4/15/2019	± 2 Months	2/15/2019	6/15/2019
Date Performed =		6/20/2019	



Ferrari North America

5th Service Due Date		Service must be performed between these dates to be covered	
6/20/2020	± 2 Months	4/20/2020	8/20/2020
Date Performed =		7/1/2020	

6th Service Due Date		Service must be performed between these dates to be covered	
7/1/2021	± 2 Months	5/1/2021	9/1/2021
Date Performed =		8/1/2021	

7th Service Due Date		Service must be performed between these dates to be covered	
8/1/2022	± 2 Months	6/1/2022	10/1/2022
Date Performed =		9/30/2022	

Thank you for your co-operation.