



Ferrari North America

Technical Information

Date:	May 2016
Bulletin #:	FNA 129
Campaign #:	
Supersedes:	
Section:	10

Subject: Warranty Labor Rate Update

Please note that as of May 2nd, 2016 the new Warranty Labor Rate increase procedures are as follows:

- The warranty labor rate request can be submitted once per year
- The request must be submitted to **the After Sales Business Manager (ABM)**. They will review the submission of the correct paperwork:
- A cover letter explaining the reason for the increase
- Last 25 consecutive customer pay Repair Orders
- The Warranty Labor rate competitors form (see attached)
- Previous labor rate price trend(see attached)
- Additionally, in order for a request to be considered, the Dealership Service Department must meet or exceed the After Sales Process Requirements
 - Aftersales Standards and Corporate ID Compliance = 100% or approved plan in progress
 - CSI $\geq$ 97% vs target
 - Technical and Aftersales Training & Online Courses Assessment $\geq$ 85%
 - Mystery calling/repair $\geq$ 80% vs target
 - Usage of the Service Entry = 100%
 - Service Entry Delay $\geq$ 80% vs target
 - Power $\geq$ 80% vs target
 - Classiche $\geq$ 80% vs target
 - Parts/ Merchandise/Accessories $\geq$ 80% vs target
 - ROL Quality $\geq$ 80% vs target
 - Recall & Service Campaign performance $\geq$ 80%
- The ABM then will send the documents to the Warranty Manager with all the above paperwork. The increase will be reviewed based on those findings.
- The Network Development Manager and the Warranty Manager will review the Increase and submit it to the Factory for approval.

Thank you for your attention.

Dealer: _____

Dealer Code _____

Aftersales Business Manager : _____

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Labor price (in \$) trend and request for the year: 2016														
	Labour 2010		Labour 2011		Labour 2012		Labour 2013		Labour 2014		Labour 2015		Expected 2016	
	Warranty	Retail	Warranty	Retail	Warranty	Retail	Warranty	Retail	Warranty	Retail	Warranty	Retail	Warranty	Retail
FERRARI														
MASERATI														
AUDI														
BMW														
MERCEDES-BENZ														
JAGUAR														
PORSCHE														
BENTLEY														

: input data if available
LAST UPDATE ON (YYYY/MM/DD):

Aftersale Business Manager / Branch Responsible signature for approval

Warranty Labor Rate Competitors Form



Dealership Name: _____
Dealer Code: _____
Address: _____

Date: _____
Date of Last Request: _____
Current Warranty Labor Rate: _____
Requested Warranty Labor Rate: _____

Market Survey:

Name of Dealership	Telephone Number	Warranty Labor Rate: _____
Bentley		Retail Labor Rate: _____
Contact Person		
Maserati		Warranty Labor Rate: _____
		Retail Labor Rate: _____
Contact Person		
Porsche		Warranty Labor Rate: _____
		Retail Labor Rate: _____
Contact Person		
Audi		Warranty Labor Rate: _____
		Retail Labor Rate: _____
Contact Person		
Lamborghini		Warranty Labor Rate: _____
		Retail Labor Rate: _____
Contact Person		
ABM Comments: _____		
ABM Signature: _____		

Service Manager Signature

General Manager

Dealer Principal