



Ferrari North America

Technical Information

Date:	October 2018
Bulletin #:	FNA 155
Campaign #:	
Supersedes:	
Section:	Warranty

Subject: Technical Training Warranty Requirements

Effective October 1, 2018 FNA Warranty reserves the right to reject warranty claims if the review of the assigned technician on the Service Entry line is deemed a violation of procedure.

For example, but not by way of limitation, Warranty claims will be subject to rejection if:

- The assigned technician on the Service Entry is not accurate (e.g. does not match the repair order and/or the assigned user is not a technician).
- The assigned technician has not completed the required model specific training course (FNA Academy and/or online courses).
- The assigned technician has not completed the major component course related to a repair (e.g. Engine, Gearbox, etc.)

FNA warranty will cross-reference repairs with current technical training data with FNA Academy to ensure these rejections. Technician data on repair orders is also subject to any future audit Ferrari North America may conduct.

- IMPORTANT -

Under no circumstances are non-Ferrari and or untrained Ferrari technicians to complete repair work on Ferrari vehicles.

If you have any questions, please contact the Warranty Department.

Thank you for your co-operation.