



Ferrari North America

Technical Information

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Subject: Ferrari Premium – Questions and Answers

We would like to inform you that we have prepared a list of answers to questions that will potentially be asked by customers following the launch of the 'Ferrari Premium' program. To standardize the information disclosed, we therefore ask you to adhere to the content below.

1. What is Ferrari Premium?

Ferrari Premium is a new program introduced by Ferrari to help maintain its cars at excellent levels of performance and quality, thus helping to preserve their performance and exclusivity.

2. What conditions must be met to receive the Ferrari Premium Certificate?

To receive the Ferrari Premium Certificate, the customer must complete:

- the preventive service plan, including the installation of the necessary spare parts provided for the car model;
- the ordinary maintenance plan, consisting of performing the service outlined by the maintenance plan shown on the warranty booklet;
- all product recall and service campaigns applicable for the vehicle.

3. How does Ferrari Premium fit into after-sales services?

The Ferrari Premium program completes the wide range of services that Ferrari offers after purchasing a car. 'Genuine Maintenance' is the ordinary maintenance schedule for the first seven years of service. After the seven years of Genuine Maintenance, the customer can enroll in 'MainPower', which extends their car's maintenance service for an additional 12 months and is renewable. MainPower is the combination of the New Power extended service coverage and Ordinary Maintenance. The Ferrari Premium program fits into this context, offering customers an advanced maintenance service and providing them continued official Ferrari services up to and including easy access to Ferrari Classiche certification.

4. What are the advantages of Ferrari Premium?

The program allows the customer to replace components that may be subject to wear over time at a reduced price and to receive the 'Ferrari Premium Certificate'. The program also ensures the continuity of official services offered to Ferrari customers and includes easy access to Ferrari Classiche certification.



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5. Why join Ferrari Premium?

Ferrari has always designed, developed and manufactured cars using the best materials available on the market in terms of technology and quality. However, these materials may be subject to wear over time, regardless of the car's mileage over the years.

Since the 1970s, rubber and plastic equivalents have gradually replaced the metal parts of some vehicle systems. However, these materials may be subject to aging caused by environmental factors and the use of the vehicle. Ferrari has developed the Ferrari Premium program to help ensure the vehicle's performance and to help preserve its market value. Thanks to this advanced maintenance plan, some parts in the fuel, lubrication, power steering and brake systems are replaced.

6. Which Ferrari models can be part of the program?

The following models are included in this program: 360 Modena (all versions), 599 GTB Fiorano, F430 (all versions), 612 Scaglietti, 612 Scaglietti Sessanta, 612 One to One, 456 GT / GTA, 456M GT / GTA, 550 Maranello, 550 Barchetta, 575 Maranello, 575 Superamerica, 599 GTO, 599 SA Aperta and Enzo.

7. Which cars cannot be part of the Ferrari Premium program and why?

The Ferrari Premium program does not include:

- cars used for racing, whether on track or other roads, unless said use on track has been in compliance with the rules, instructions and terms specified by Ferrari;
- cars used for commercial purposes (hire/rental to third parties);
- the cars that the Authorized Ferrari network, following a thorough technical analysis, considers to be in unsuitable general condition (including, by way of example and not limited to, changes relating to: bodywork, engine, interior, mechanical parts, etc.).

These cars have been subject to modifications and/or improper use that affect their behavior and/or compliance with Ferrari's quality and/or safety standards.

8. I have a car that is over ten years old and is not included among the models. What can I do?

The customer is invited to inquire through the Authorized Dealer. Ferrari is looking into the possibility of developing new technical solutions in the future to further extend the program to other car models.



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9. How long do I have to complete the installation of the components?

Ferrari allows the assembly of components to be carried out in several stages, up to a maximum of three years from the installation of the first component.

10. How many components are involved?

The components in the set(s) of spare parts defined by Ferrari range from a minimum of 38 to a maximum of 86, depending on the model.

11. How can I check the progress of the parameters that determine eligibility to receive the Ferrari Premium Certificate?

Through the MyFerrari portal of the 'auto.Ferrari.com' website, the customer can check the progress of the requirements for preventive service activities, ordinary maintenance, and the completion of product campaigns. After reaching 100% for each of the three indicators, the customer may request the issue of the Ferrari Premium Certificate from an Authorized Ferrari Dealer.

12. Does the Ferrari Premium Certificate remain with the customer or the car?

The Ferrari Premium certificate is linked to the car and must be stored very carefully. In the event of a transfer of ownership, the new customer can request a copy of the Ferrari Premium Certificate from the Authorized Ferrari Dealer. It can only be issued if the preventive service, ordinary maintenance and product campaign indicators have been fully completed.

Thank you for your co-operation.