



Ferrari North America

Technical Information

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Subject: Claim Management during Pre-Delivery Inspection (PDI)

Please note that the **Pre Delivery Inspection (PDI)** procedures on new vehicles sent from the factory must be performed within 48 hours of receiving them on your premises. We recommend the inspections be done as soon as the vehicle arrives.

At the same time as the **PDI** is performed and any faults are detected, you must promptly report the fault and open a separate **ROL** with the description “**PDI Fault Info**”. If the conditions for a claim in PDI are met, you must insert the claim under cost code **12**. See chapter “**3.3.2 – Warranty Claim**” in the Aftersales Processes Manual for more information.

After entering all of the required information to examine the fault, the claim must be sent to the factory. In order to promptly resolve any anomalies, the PDI must be completed as quickly as possible and any claims should be sent in. As for other types of warranty, the claim must be sent to the factory **within 20 days** of the work completion date (see the “**Timings**” table in chapter **5.1.1** of the Aftersales Processes Manual).

As of **March 1, 2020**, a new check will be added to the process of submitting a claim which restricts the insertion of claims in PDI Warranty (cost code 12). The check allows a maximum period of 25 days for submitting PDI Claims as of the date that the vehicle is delivered to your dealership (average time for repair work is 5 days).

The new deadline will be added to the “**Timings**” table in chapter **5.1.1** of the Aftersales Processes Manual. Any exceptions exceeding the system deadlines must be assessed by your Area Manager.

The aim of this latest procedure is to encourage the network to check the delivery state of vehicles as soon as they are delivered. By collecting information on these faults at the time of delivery, this will help to intercept and adjust the quality level of the product and correctly allocate the relative costs.

Thank you for your co-operation.