



**RECALL CAMPAIGN  
INSTRUCTIONS**



**USA  
RECALL CAMPAIGN**

**REF. NO. C24100080**

**REPLACEMENT OF BRAKE FLUID  
RESERVOIR CAP**

Ferrari \_\_\_\_\_ FERRARI \_\_\_\_\_  
*Portofino* *Portofino* **M**

**MODEL YEARS 2019 - 2022**

**January 2023**

**READ, INITIAL,  
AND PASS ON »**

Service Manager	Parts Manager	Service Writer	Technician				Warranty Clerk

January 2023

Dear Authorized Ferrari Dealer:

Ferrari has decided that a problem which relates to motor vehicle safety exists in certain Ferrari vehicles listed below.

The vehicles involved were manufactured from:

Portofino	2019 - 2022	VIN No. 235897 to VIN No. 282575
Portofino M		



The vehicles involved are equipped with a **brake fluid reservoir cap** that may not vent properly, thereby creating a vacuum inside the brake fluid reservoir, which may potentially leak brake fluid and lead to a partial or total loss of braking capability. For this reason, the brake fluid reservoir cap must be replaced.

At the same time, for some of the models in question, the Instrument Panel Node (NQS) software must also be updated. This update will modify the message displayed if the low brake fluid level warning light comes on, prompting the driver to have the vehicle towed to a **Authorized Ferrari Dealer**.

Ferrari will provide you with a supplementary adhesive leaflet that must be inserted in the Owner's Manual to update the description of the "*Low Brake Fluid Level*" warning light. We want to assure you that our clients' safety is our priority, and we are committed to correcting this condition in their vehicle. See page 10 of this booklet for more information.

### IMPORTANT

Ferrari will be notifying ALL affected vehicle owners nationwide with a letter indicating that the vehicle must be brought in immediately and the replacement parts will be installed free of charge.

Owners may contact Ferrari North America at (201) 816-2668; Ferrari's campaign number for this recall is **C24100080**.

You must order the necessary part for each vehicle. Upon completion of the repair, we will reimburse you for the parts and labor necessary to perform this campaign under the normal warranty system.

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the recall campaign is completed.

*Technical Department  
Ferrari North America, Inc.*



U.S.A. RECALL CAMPAIGN NO. C24100080



Ferrari  
*Portofino*

FERRARI  
*Portofino* **M**

MODEL YEARS 2019 - 2022

## REPLACEMENT OF BRAKE FLUID RESERVOIR CAP

### **RECALL CAMPAIGN OVERVIEW**

**SUBJECT:** Recall Campaign No. C24100080

**VEHICLES:** Ferrari models in question were manufactured from:

Portofino	2019 - 2022	VIN No. 235897 to VIN No. 282575
Portofino M		

See Modis for VINs involved.

**CONDITION:** The vehicles involved are equipped with a **brake fluid reservoir cap** that that may not vent properly, thereby creating a vacuum inside the brake fluid reservoir, which may potentially leak brake fluid and lead to a partial or total loss of braking capability. For this reason, the **brake fluid reservoir cap** must be replaced. This can result in serious injury or the possibility of an accident.

At the same time, for some of the models in question, the **Instrument Panel Node (NQS) software** must also be updated. This update will modify the message displayed if the low brake fluid level warning light illuminates, prompting the driver to have the vehicle towed to an Authorized Ferrari Dealer.

Ferrari will provide you with a supplementary adhesive leaflet that must be inserted in the Owner's Manual to update the description of the "Low Brake Fluid Level" warning light. We want to assure you that our clients' safety is our priority, and we are committed to correcting this condition in their vehicle. See page 10 of this booklet for more information.



## RECALL CAMPAIGN OVERVIEW (cont.)

On the following page, you will find a table that specifies the activities to be performed on each vehicle model.

The list of chassis involved can be consulted directly on the New Modis portal via the "**Recall and Service Campaign Management**" function by entering the campaign number indicated.

### REMEDY:

Ferrari will repair the vehicle free of charge. The repair involves replacing the **brake fluid reservoir cap** and for some of the models in question, updating the **Instrument Panel Node (NQS) software**. These interventions are required to ensure that the car braking system works correctly. For an overall overview of the repair works and actions to be performed, please refer to the table below.

Model	Replacement of brake fluid reservoir cap	Update of Instrument Panel Node	Leaflet delivery to the customer
Portofino	✓	✓	✓
Portofino M	✓	✓	✓

### PARTS INVOLVED:

The parts necessary to implement the RECALL CAMPAIGN are described below and need to be ordered as needed by each respective Authorized Ferrari Dealer.

Description	Part Number	Quantity
Brake Fluid Reservoir Cap	000810768	1
Adhesive Leaflet RC80	079641778	1

Update the CRM customer database in Modis accordingly as soon as you receive any notification regarding the status of the vehicle (e.g., change of ownership, scrapping, etc.).



## RECALL CAMPAIGN OVERVIEW (cont.)

### SERVICES UNDER WARRANTY:

Refund for the costs incurred by the implementation of the RECALL CAMPAIGN in question, shall be made immediately after a Warranty Claim has been received by the Technical Service Department. The Warranty Claim must include the following information:

#### Portofino

› Campaign number .....	80
› Cost code .....	24
› Malfunction code.....	6409000386
› Problem code .....	01
› Operation Code .....	64090003860
› Time .....	1.0 hours

#### Portofino M

› Campaign number .....	80
› Cost code .....	24
› Malfunction code.....	6509000386
› Problem code .....	01
› Operation Code .....	65090003860
› Time .....	1.0 hours

REIMBURSEMENT: Upon receipt of a Warranty Claim via Modis.

The activities described in this Recall Booklet must be performed as soon as possible with the utmost urgency.



U.S.A. RECALL CAMPAIGN NO. C24100080



MODEL YEARS 2019 - 2022

## REPLACEMENT OF BRAKE FLUID RESERVOIR CAP

### **TECHNICAL INSTRUCTIONS**

Please read all instructions before performing this campaign.

The procedure required for this RECALL CAMPAIGN consists of replacing the brake fluid reservoir cap and for some of the models in question, updating the Instrument Panel Node (NQS) software.

The RECALL CAMPAIGN procedure described as follows must be performed precisely as indicated in the following instructions:

#### Replacing the brake fluid reservoir cap

- Clean the area around the reservoir cap. Unscrew and remove the brake fluid reservoir cap and replace it with the new cap with part number 000810768. The new cap is completely black unlike the previous one which is transparent.

#### IMPORTANT -

Check the brake fluid level in the reservoir. If the level is close to the minimum, open an ROL and contact the Ferrari Help Desk.

#### Updating the Instrument Panel Node (NQS) software

- The software that must be installed for each vehicle will be available as an activity via DEIS, called "software version" and "hardware version" of the installed instrument panel. Verify that the name of the activity is consistent with the software installed in the vehicle.

#### - IMPORTANT -

Some of the updates listed in the table may not be immediately available. You will be informed when the updates are available in a future Technical Information so that you can arrange a new appointment in the workshop to perform the remaining updates.

## TECHNICAL INSTRUCTIONS (cont.)

### - IMPORTANT -

Software downloading procedures must be performed with the cable DEIS-VCI connection; and NOT with Bluetooth and/or W-LAN connections.

### - IMPORTANT -

This update must be performed with the DEIS PC-Tester updated to the latest software version indicated as follows (or later versions):

- Module 0	Portal and Troubleshooting	60
- Module 1	DEIS Diagnostic software	100
- Module 2	Technical Documentation	12
- Module 3	Tools	9

Check the software number and, if necessary, update your DEIS Tester immediately.

After updating the DEIS Tester, the first vehicle diagnostic cycle must be performed using a cable connection.

### - IMPORTANT -

Since the download software procedure is extremely delicate, connect the 12V battery to a stabilized battery charger.

### - IMPORTANT -

If the software update is not successful, repeat the procedure immediately without turning off the DEIS Tester OR disconnecting it from the vehicle. If the Tester is disconnected from the vehicle, the VIN may not be recognized the next time it is connected and you will not be able to continue with other tasks.

- Connect the DEIS tester to the power unit.
- Connect the DEIS tester to the VCI interface with the specific network cable.
- Press "DEIS" to OPEN the diagnostic program.

### - IMPORTANT -

- Select the NQS node and launch the "60 – NQS Replacement Procedure" cycle;
- Press the "Extended Identification" button.

## TECHNICAL INSTRUCTIONS (cont.)

- Save the identification parameter of the **NQS** node installed in the vehicle.
- Before downloading, make sure that there are not errors in the **NQS** ECU. Resolve any problems reported by the control unit before proceeding with the download.
- Press "**Activities**" and follow all the steps for a normal software downloading procedure as prompted by the DEIS tester.
- Check that the ECU software update procedure has been completed successfully by comparing the identification parameters of the ECUs against the parameters prior to the update. Select the **NQS** node, press the "**Extended Identification**" button and check that the "**HARDWARE VERSION NUMBER**" and "**SOFTWARE VERSION**" values match the software installed and that the "**PRODUCTION DATE**" value is the date in which the update was performed – Fig. 1.

Extended Identification	DTC	Fig. 1
ECU		
Engine Left	DRAWING NUMBER	
	HARDWARE NUMBER	
	<b>HARDWARE VERSION</b>	
	HOMOLOGATION NUMBER	
	ISO CODE	
	PRODUCTION DATE	
	SOFTWARE NUMBER	
	<b>SOFTWARE VERSION</b>	
	TESTER CODE	

- At the end of the procedure, remember to save the identification parameter for the selected node.
- Check that there are NO errors in the **NQS** node.  
**Note:** If any errors are found, open an **ROL**.
- Close the diagnostics program and disconnect the interface from the vehicle.
- Disconnect the stabilized battery charger from the vehicle.
- Check for ECU errors with the **DEIS** tester using the "**SCAN OUT**" function. Resolve any problems that arise.

**Note:** The **SCAN OUT** procedure is mandatory for vehicle approval.

Please provide any vehicle information regarding the vehicle status using the following Acknowledgement Form and return it if necessary.



# ACKNOWLEDGEMENT FORM\*

## RECALL CAMPAIGN No. 80 – Portofino

The vehicle with chassis No. [VIN] \_\_\_\_\_ has been:

- Sold
- Stolen
- Scrapped
- Other \_\_\_\_\_

IF THE VEHICLE HAS BEEN SOLD TO A NEW OWNER. PLEASE ENTER THE FOLLOWING INFORMATION:

(First Name).....

(Last Name).....

(Address).....

(Address1).....

(City).....(State).....(ZIP).....

*\* please send to Ferrari Customer Care by fax (no. 0536 940 140) or by email to [customerservice@owners.ferrari.com](mailto:customerservice@owners.ferrari.com)*

Date: .....

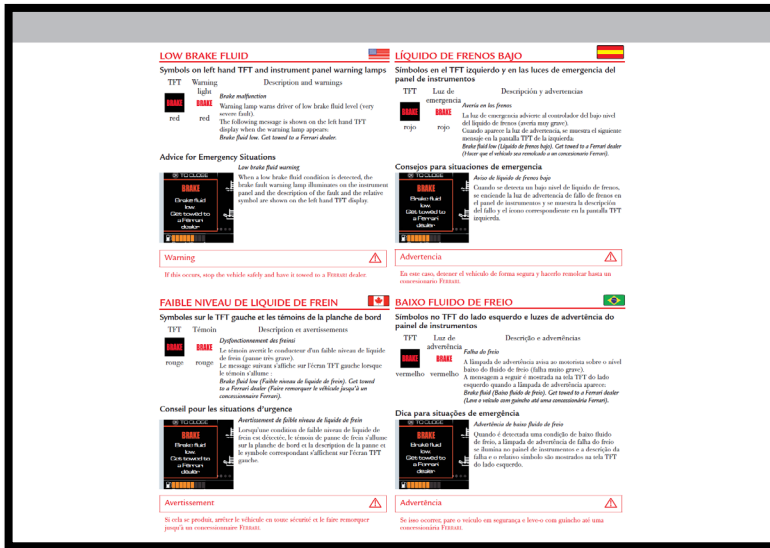
Dealer Name: .....

Authorized By: .....  
(Print Name)

.....  
(Authorized Signature)

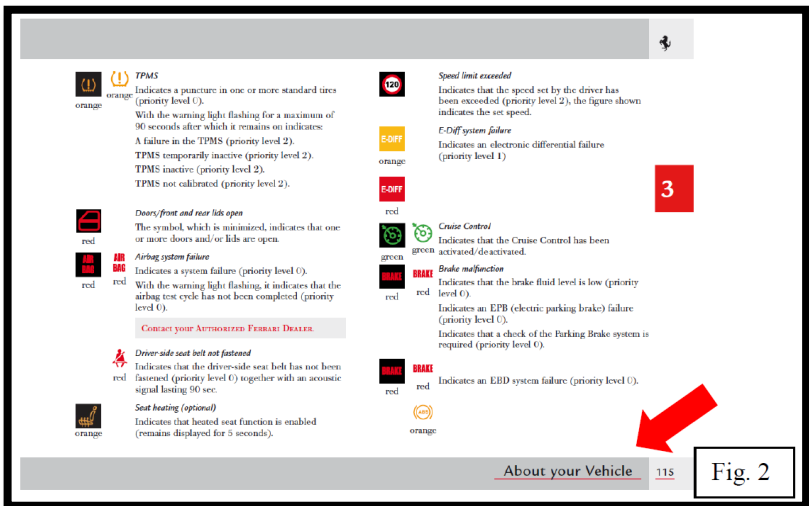
# - IMPORTANT -

Please find below the proper location and instructions on how to insert the provided sticker into the Owner's Manual (PN: 079641778)



New Adhesive Sticker

Page Location to Apply  
New Adhesive Sticker



The sticker must be placed on the page shown above in the Owner's Manual. This page is located in the *"About Your Vehicle"* section where the warning lights on the instrument panel are described. Please be sure to attach it to the page with the *"Low Brake Fluid"* description as shown above in Fig. 2.

Once you locate the proper page, remove the adhesive protector off of the back of the sticker. Ensure there is no residue or other particles on the page that may inhibit the longevity of adhesion to the page. Place the sticker to allow the bottom of the sticker to lay directly above the gray margin at the bottom of the page that contains the text *"About your Vehicle"*.

Once applied, apply pressure across the whole strip of 'glue' to confirm the sticker has been properly mated to the page.