

L83X- A.04.14	<b>To:</b> <b>Subject:</b> <b>Date:</b> <b>Pages</b>	<b>Official After Sales Network</b> <b>Drivability enhancement</b> <b>11<sup>th</sup>/07/2014</b> <b>26</b>	
------------------	---	--	---

## Subject

Drivability enhancement

## Model

All Lamborghini Aventador MY **13** and **14** and up to VIN **ELA02756**.

**Warning:** some vehicles included in this VIN range may not be involved, so check carefully on the Lamborghini WEB Portal (at the section named VIN Info) if the cars in your workshop or in your dealer stock are involved before performing any other operation.

## Information to the field

As a result of continuous product monitoring, Automobili Lamborghini Spa has introduced a new software that manage engine, gearbox and instrument cluster to enhance driveability.

## Field solution

Update software that manage engine software and instrument cluster.

## Spare Parts

After software update **Start & Stop** management will be changed after software re-flash so **replace** owner's manual **P/N [1]**, and Quick guide **P/N [2]** on the basis of model, model year and version.

### 1. Aventador Coupè Model year 2013

P/N. [1]	P/N. [2]	Language or Country	Q
476012003CE	476012040T	China	1+1
476012003AM	476012040Q	USA	1+1
476012003BA	476012040AC	English	1+1
476012003AT	476012040AB	German	1+1
476012003BE	476012040AG	Arabian	1+1
476012003BB	476012040AD	French	1+1
476012003BD	476012040AF	Japanese	1+1
476012003AN	476012040R	Canada	1+1
476012003BG	476012040AJ	Taiwan	1+1
476012003AR	476012040AA	Italian	1+1
476012714AC	476012714GA	Rumanian	1+1
476012003AK	476012040N	Portuguese	1+1
476012003AP	476012040S	Korean	1+1
476012003BC	476012040AE	Spanish	1+1
476012003BH	476012040AK	Russian	1+1

### 2. Aventador Roadster Model year 2013

Cod. [1]	Cod. [2]	Language or Country	Q
475012003F	475012040F	English	1+1

475012003	475012040	USA	1+1
475012003AL	475012040C	China	1+1
475012003E	475012040E	German	1+1
475012003K	475012040K	Arabian	1+1

### 3. Aventador Coupè Model year 2014

P/N. [1]	P/N. [2]	Language or Country	Q
476012723AA	476012040AM	USA	1+1
476012774AA	476012040AQ	China	1+1
476012720AA	476012040AT	English	1+1
476012778AA	476012040BD	Arabian	1+1
476012750AA	476012040AR	Italian	1+1
476012701AA	476012040AS	German	1+1
476012770AA	476012040BC	Japanese	1+1
476012756AA	476012040AP	Korean	1+1
476012773AA	476012040BE	Taiwan	1+1
476012775AA	476012040BF	Russian	1+1
476012760AA	476012040BB	Spanish	1+1
476012742AA	476012040AN	Canada	1+1
476012766AA	476012040BG	Portuguese	1+1
476012740AA	476012040BA	French	1+1

### 4. Aventador Roadster Model year 2014

P/N. [1]	P/N. [2]	Language or Country	Q
475012760AA	475012040AE	Spanish	1+1
475012778AA	475012040AG	Arabian	1+1
475012720AA	475012040AC	English	1+1
475012740AA	475012040AD	French	1+1
475012701AA	475012040AB	German	1+1
475012766AA	475012040AK	Portuguese	1+1
475012775AA	475012040AJ	Russian	1+1
475012773AA	475012040AH	Taiwan	1+1
475012770AA	475012040AF	Japanese	1+1
475012750AA	475012040AA	Italian	1+1
475012723AA	475012040Q	USA	1+1
475012756AA	475012040S	Korean	1+1
475012742AA	475012040R	Canadian	1+1
475012774AA	475012040T	Chinese	1+1

### 5. Aventador Coupè Model year 2014 50° Anni-versario.

P/N. [1]	P/N. [2]	Language or Country	Q
476012720AB	476012040AT	English	1+1
476012778AB	476012040BD	Arabian	1+1
476012701AB	476012040AS	German	1+1
476012770AB	476012040BC	Japanese	1+1
476012723AB	476012040AM	USA	1+1
476012750AB	476012040AR	Italian	1+1
476012775AB	476012040BF	Russian	1+1
476012756AB	476012040AP	Korean	1+1
476012760AB	476012040BB	Spanish	1+1
476012740AB	476012040BA	French	1+1

### 6. Aventador Roadster Model year 2014 50° Anni-versario.

Rev.01	<p>The information and procedures published below are strictly confidential and intended exclusively for authorized operators and individuals. All copyrights are the property of Automobili Lamborghini S.p.A based on copyright law. The company reserves the right to make updates and modifications. The reprinting, reproduction, forwarding to unauthorized people and/or to third parties and partial or entire translation thereof are prohibited without written authorization from Automobili Lamborghini S.p.A.</p> <p style="text-align: right;">doc. nr: L/V6_M06 Rev.[02]</p>	1/26
--------	---	------

P/N. [1]	P/N. [2]	Language or Country	Q
475012723AB	475012040Q	USA	1+1
475012720AB	475012040AC	English	1+1
475012778AB	475012040AG	Arabian	1+1
475012774AB	475012040T	Chinese	1+1
475012701AB	475012040AB	German	1+1
475012770AB	475012040AF	Japanese	1+1
475012766AB	475012040AK	Portuguese	1+1
475012760AB	475012040AE	Spain	1+1

### Replaced parts management

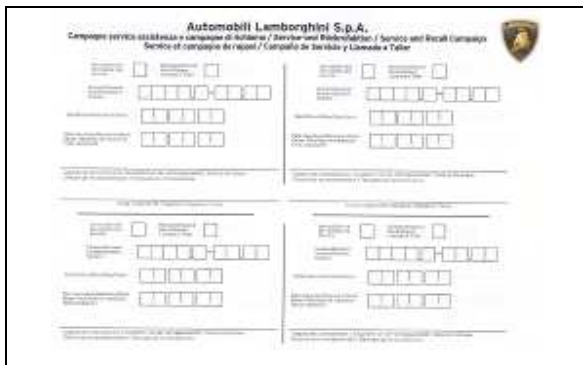
Store replaced parts properly, and tagged them with bar code for their identification during Area Manager visits

### Warranty Claim data

The warranty reimbursement request for this rework action will be managed by the following standard Warranty Claim procedures.

**Campaign Code:** L83X-A.04.14  
**Campaign Des.:** Drivability enhancement  
**Cost code:** 50  
**Component code:** CCA0414  
**Trouble code:** 220  
**Labor code:** CC0414100  
**Labor Time:** 2 h

Remember to fill all data in the section “Service and Recall Campaign” in the Warranty booklet of the vehicle as shown below.



### Workshop instructions



The instructions contained in this bulletin are based on ODIS Service diagnosis software updated to release 2.1.1 and database Lamborghini 19.60 (see information bulletin BI.07.14)

#### Preliminary operations:

1. Make sure to be recently synchronized with Mirrorserver by checking the Last Sync date under:

<http://mirrorserver/welcome>

or under:

[http://IP\\_address/welcome](http://IP_address/welcome)

if you didn't yet set up the mirrorserver IP alias



#### IMPORTANT

Make sure the last synchronization has been done after the 02nd may 2014.

#### Congratulations

You have successfully installed your MirrorServer/2 NOS-Box.

Testing the connection to the configured Provider Server. Please wait a moment, this takes s

Configuration	
Base path	/var/www/desert
Provider URL	https://altair.mirrorserver2.net/deployment
Repository URL	https://altair.mirrorserver2.net/storage
Feedback URL	https://altair.mirrorserver2.net/health
Proxy	http://svc_blackbox?@10.197.179.43:8080
Key file	/var/www/desert/certs/userkey.pem
Certificate	/var/www/desert/certs/usercert.pem
Tests	
Provider WebDAV access	OK (/deployment)
Repository WebDAV access	OK (/storage/)
Feedback WebDAV access	OK (/health/)
Successful package downloads	5
Failed package downloads	0
Last Sync	14-05-14 at 22-27-56

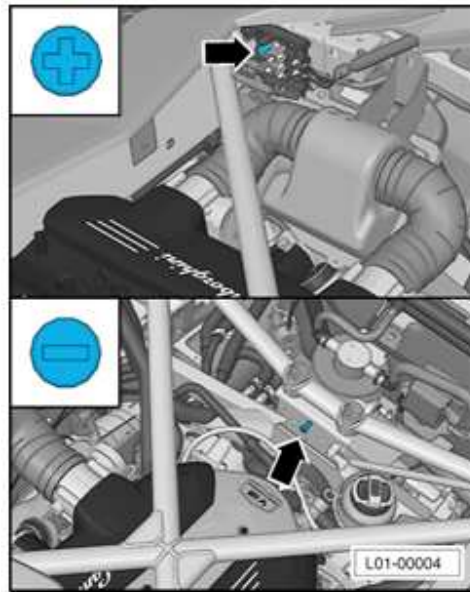
Before starting the drivability package installation procedure, it is necessary to take note of the current service interval status from the specific menu on the instrument cluster.



In this example it is 3400 km and 200 days.

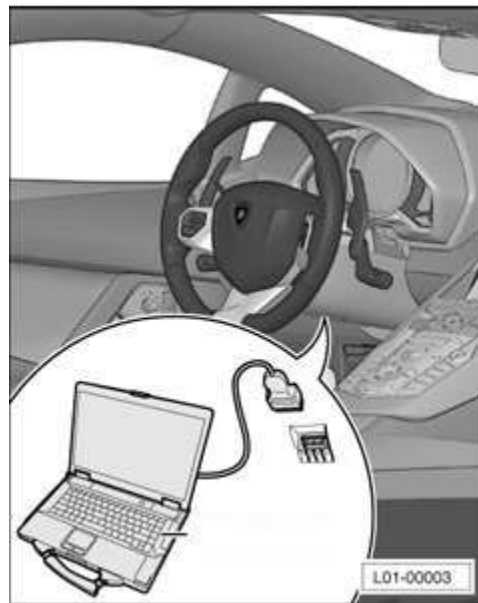
Update procedure:

2. Please connect a battery charger to the recharge points available in the engine bonnet, as shown in picture.



3. Please connect the VAS5054 interface to the vehicle's OBD plug and to the diagnostic laptop.

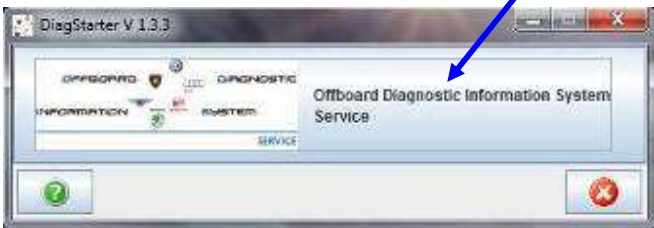
Turn the ignition ON



4. Start the ODIS Service double clicking on the related icon on the desktop of the diagnosis laptop.



5. Select Offboard Diagnostic Information System Service clicking on it.



6. Scroll down the right side vertical bar. Click on "OK" to hide the general information window.



7. Select "Start diagnosis".



Make sure that ODIS can detect the vehicle connection status and the key ON.

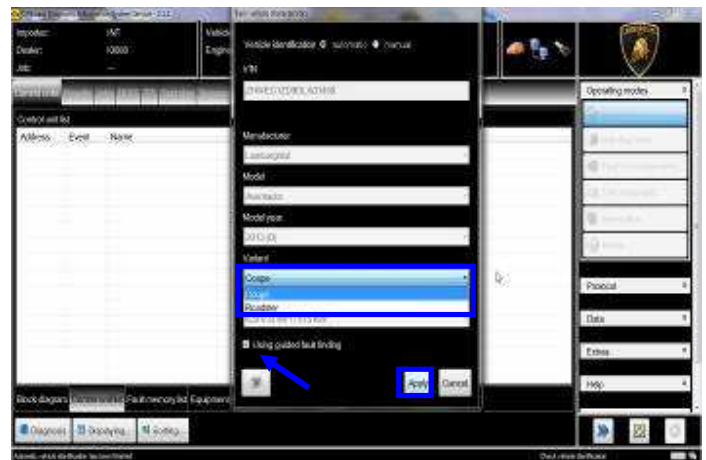


8. Check the vehicle identification on the window "Basic vehicle characteristics".

Select the Variant in the related menu

Deselect the checkbox "Using guided fault finding"

Click "Apply"





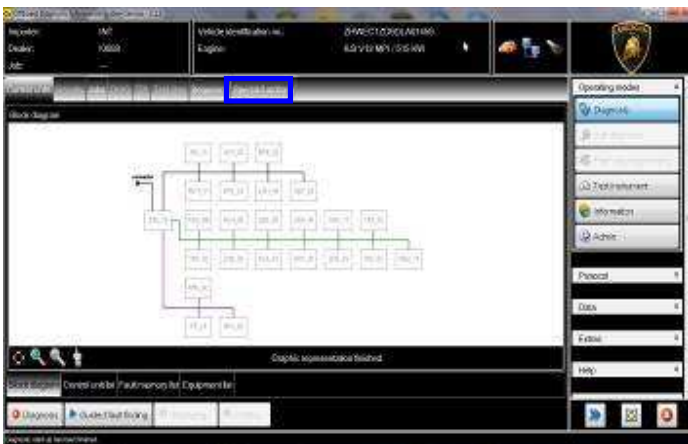
**9. Click “Yes”**



**10. Skip the Login window by clicking “Cancel”**



**11. At the end of start-up procedure (see status in the progress bar bottom right), move on the ODIS tab “Special functions” now available.**



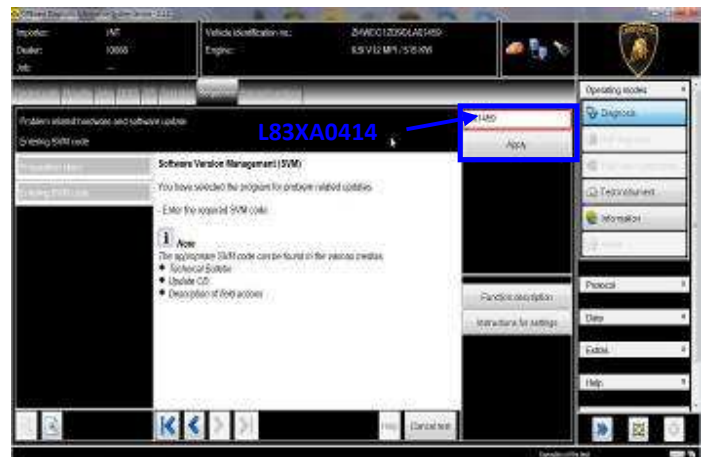
**12. Select “SVM – Direct input: SVM code for problem related update” by clicking the related row with the mouse.**

Click “Perform test...” to execute the SVM function



**13. Insert in the upper box with the cursor the code **L83XA0414****

Click “Apply”



14. Confirm that the inserted code is correct clicking on “Yes”.



15. Click on “Done/Continue” to start the data acquisition from all the vehicle’s ECUs.



**IMPORTANT**

Connect always a battery charger during the SVM function



16. Wait until the data acquisition from all control modules is completed.



17. For the online authentication a valid GeKo account is necessary.

Be sure that your internet connection is working properly.

Click on “Done/Continue” to access the Login window.

Insert your GeKo user name in the field “Login” and the pin 1324 + current 6 digit code displayed on your GeKo token in the field Password.

Then confirm clicking on “Apply”.



18. The communication is then established with the central server.

At the end of communication you receive following feedback:

“-software to be update has been detected (on 3 control units).”

Click “Done/Continue”.



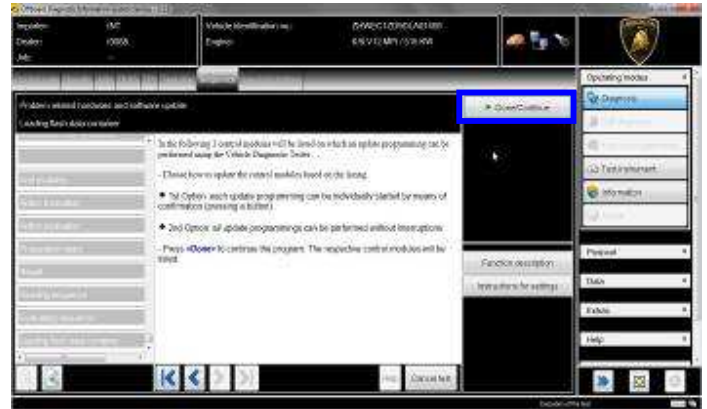
19. All the data to be updated on all the interested control units have to be determined.

Click “Done/Continue”.



20. By choosing the 2nd option, all the interested control units will be updated without interruption.

Click “Done/Continue”.



**21. Engine Software Update.**

Depending on the market and according to car’s equipment, new engine software part number and version will be different.

The example in the figure below refer to software version for MY13 Coupe’:

**470909049AJ; 1412**

Click “Done/Continue” to continue. Gearbox Software Update



**22. Gearbox Software Update.**

The example in the figure below refer to software part number and version of the Gearbox.

**470927256B; 0937**

Click “Done/Continue” to continue.



**23. Instrument cluster Software Update.**

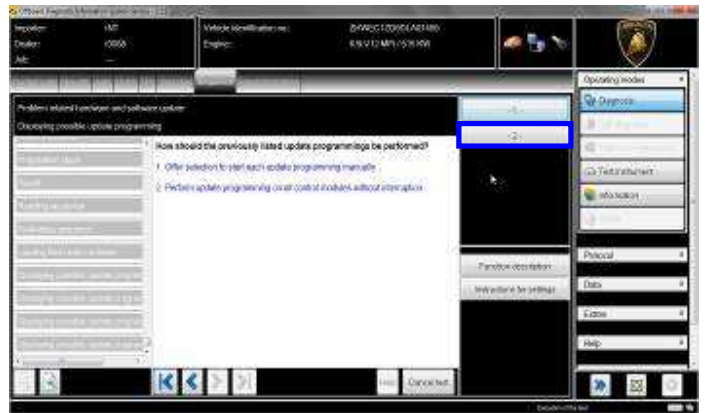
The example in the figure below refer to software part number and version of the Instrument Cluster (Kombi) Software.

**470920900E; 0060**

Click “Done/Continue” to continue.



**24. Click “2” to select the Software update without interruption on all electronics control units interested in.**



**25. Click “Done/Continue” to update without interruption all electronics control units interested in Software Update.**



**26. Wait until the update programming of the engine ECU is completed.**



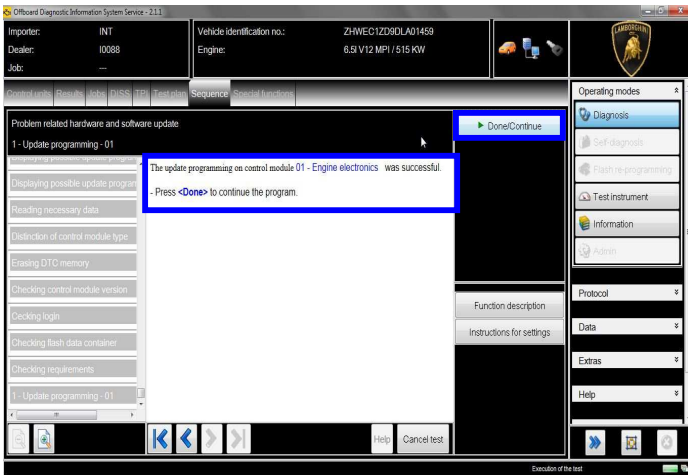


**27.** Once the update programming has been completed successfully a feedback as in the picture below is displayed.

Click “Done/Continue”.

If the update programming has not been completed or has been unsuccessful:

- turn the ignition OFF;
- wait 1 minute before turning the ignition ON again;
- if offered by the program: select “Repeat” to retry the update programming, otherwise repeat the procedure from step 11.



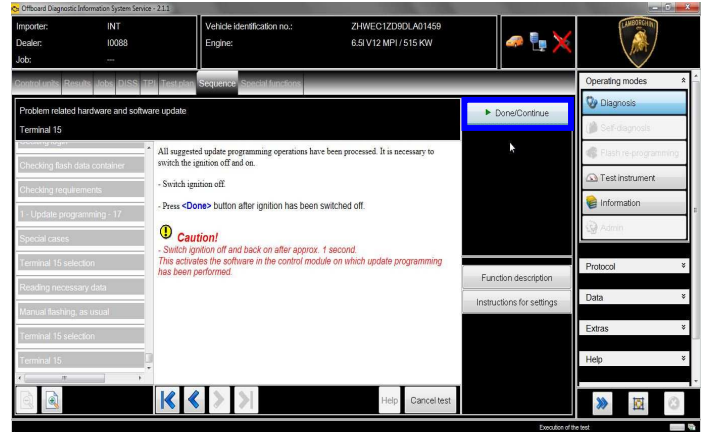
**28.** In the following an ignition OFF – ON cycle is necessary to restart both the ECU.

Press “Done/Continue” to continue.



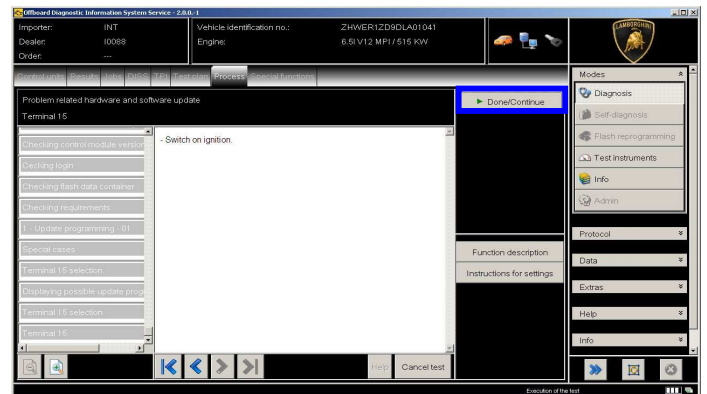
**29.** Switch the ignition OFF.

Press “Done/Continue”.



**30.** Wait 1 minute before switching the ignition back ON again.

Then press “Done/Continue” to continue.



**31.** Wait until the update programming of the gearbox ECU is completed.



L83X-  
A.04.14

**To:** Official After Sales Network  
**Subject:** Drivability enhancement  
**Date:** 11<sup>th</sup>/07/2014  
**Pages:** 26

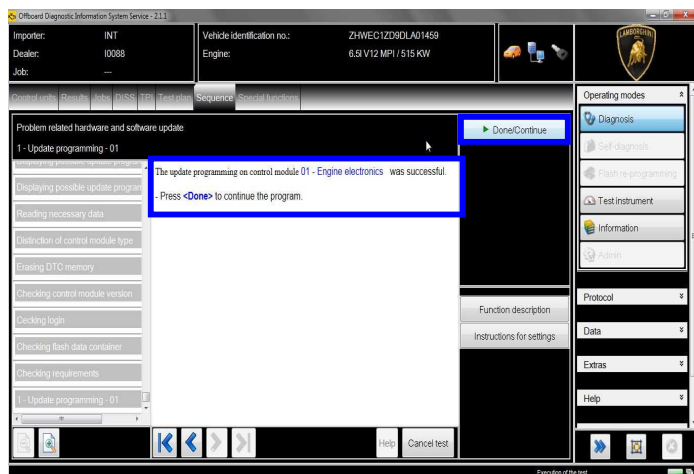


32. Once the update programming has been completed successfully a feedback as in the picture below is displayed.

Click “Done/Continue”.

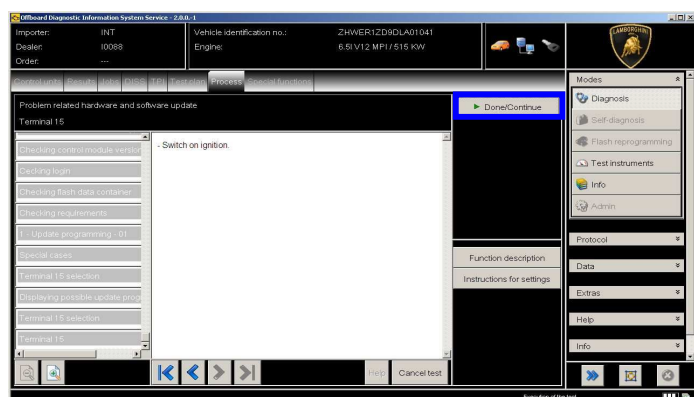
If the update programming has not been completed or has been unsuccessful:

- turn the ignition OFF;
- wait 1 minute before turning the ignition ON again;
- if offered by the program: select “Repeat” to retry the update programming, otherwise repeat the procedure from step 28;



33. Wait 1 minute before switching the ignition back ON again.

Then press “Done/Continue” to continue.



34. Wait until the update programming of the Instrument Cluster (Kombi) ECU is completed.

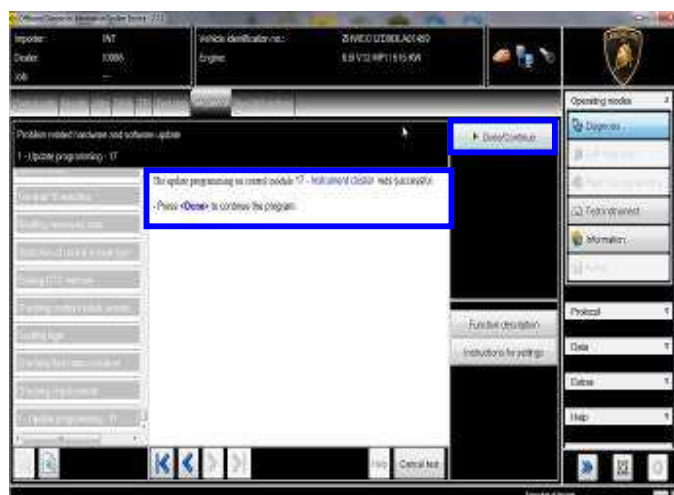


35. Once the update programming has been completed successfully a feedback as in the picture below is displayed.

Click “Done/Continue”.

If the update programming has not been completed or has been unsuccessful:

- turn the ignition OFF;
- wait 1 minute before turning the ignition ON again;
- if offered by the program: select “Repeat” to retry the update programming, otherwise repeat the procedure from step 33.



36. In the following an ignition OFF – ON cycle is necessary to restart both the ECU.

Press “Done/Continue” to continue.

Rev.01

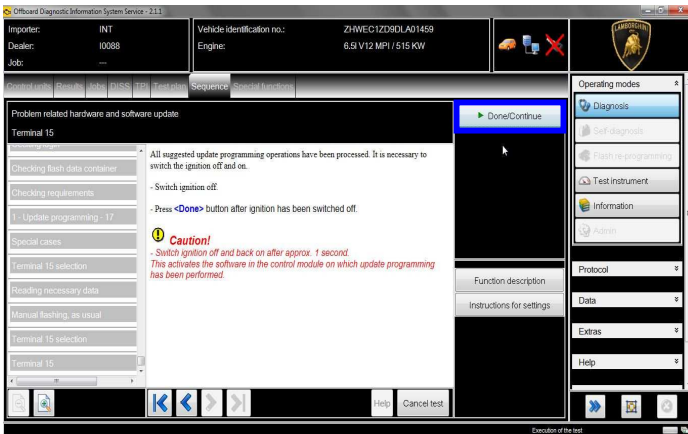
The information and procedures published below are strictly confidential and intended exclusively for authorized operators and individuals. All copyrights are the property of Automobili Lamborghini S.p.A based on copyright law. The company reserves the right to make updates and modifications. The reprinting, reproduction, forwarding to unauthorized people and/or to third parties and partial or entire translation thereof are prohibited without written authorization from Automobili Lamborghini S.p.A.

10/26

doc. nr: L/V6\_M06 Rev.[02]



**37.** Switch the ignition OFF.  
 Press “Done/Continue”.



**38.** Switch the ignition ON.  
 Press “Done/Continue”.



**39.** New coding has been detected.

Click “Done/Continue” to continue with the coding.



**40.** New coding has been calculated on control unit 17 – Instrument Cluster and it is necessary to write in the ECU.

Click “Yes”.



**41.** At the end of the coding update a feedback is displayed as indicated in the below figure.

Click “Done/Continue”.



**42.** In the following an ignition OFF – ON cycle is necessary to restart both the ECUs.  
 Press “Done/Continue” to continue.



**44.** Switch the ignition ON.  
 Press “Done/Continue”.



**43.** Switch the ignition OFF.  
 Press “Done/Continue”.



**45.** A calibration has been detected.  
 Click “Done/Continue”.



**46.** Wait few seconds in order to allow the download of all calibration data.

Click “Done/Continue”.



**47.** Continue with the calibration of the control unit 17 – Instrument Cluster.

Click “Done/Continue” to continue with the calibration of each parameter.

There are **41** parameters to be calibrated.

If the calibration update has not been completed or has been unsuccessful:

- turn the ignition OFF;
- wait 1 minute before turning the ignition ON again;
- if offered by the program: select “Repeat” to retry the update programming, otherwise repeat the procedure from step **46**.



**48. IMPORTANT REMARK**



It is possible that the first time the update of the parameters 29 and 30 fails, with the following error in the figure:



In that case

- turn the ignition OFF;
- wait 1 minute before turning the ignition ON again;

Select “Repeat”.

In the case there was again the screen with the error of missing communication shown in figure,

Select “Continue” (for each parameter not yet updated)



49. Select “1” to repeat the calibration of those parameters starting from step 47



50. Click “Done/Continue” to end the SVM function.



51. SVM can be completed after data acquisition from all ECUs.

Click “Done/Continue”.



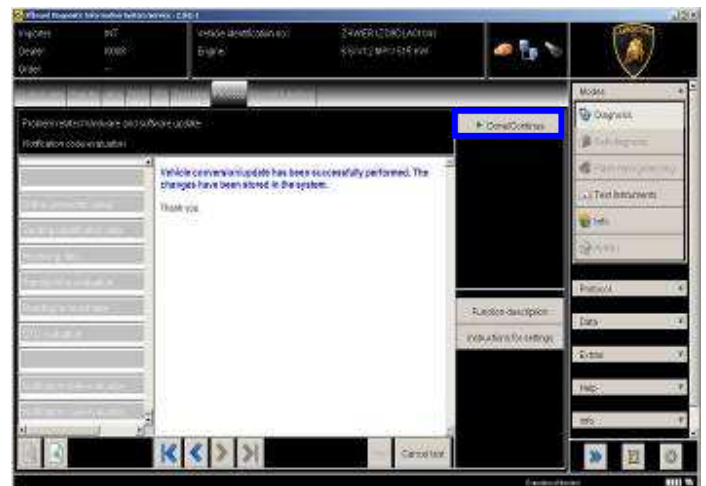
52. Wait until the data acquisition from all the control modules is completed.



53. Once the data report has been sent to the servers a feedback as in the picture below is displayed.

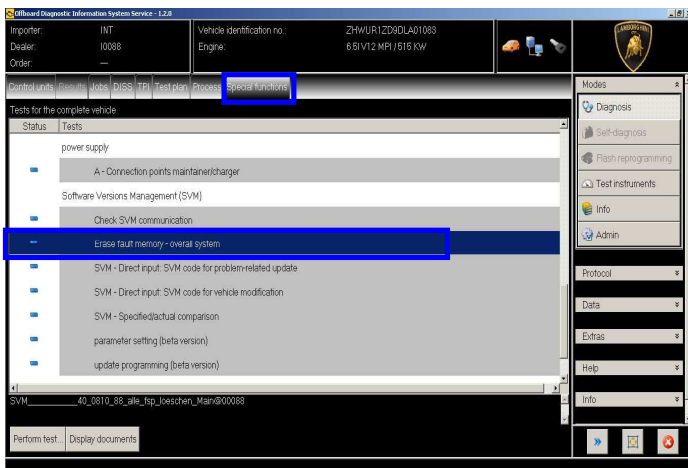
The software update of engine, gearbox and instrument cluster ECUs has been completed successfully and all the information have been stored in the system.

Press “Done/Continue” to exit the program.

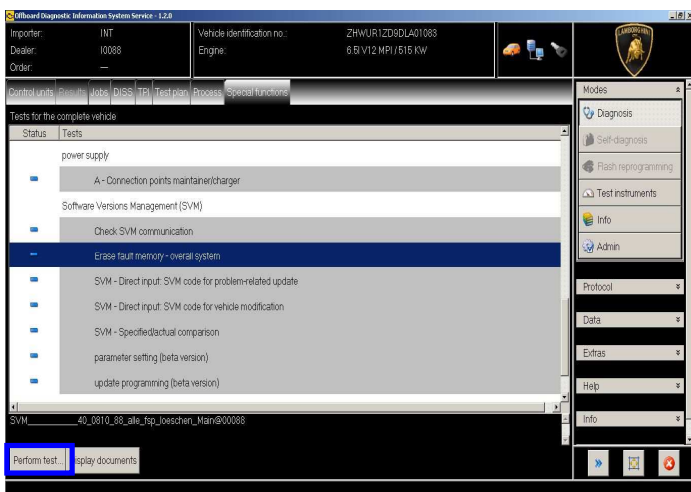




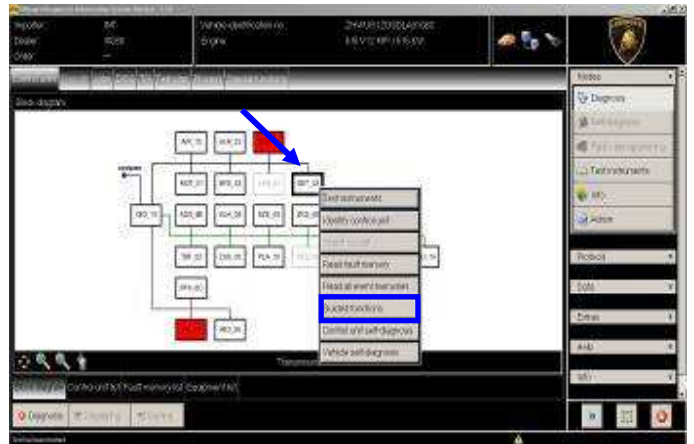
**54.** Go back to the tab “Special functions” and select “Erase fault memory – overall system” to clear all the faults stored because of the recent software update.



**55.** Execute the program “Erase fault memory – overall system” clicking on “Perform test...”

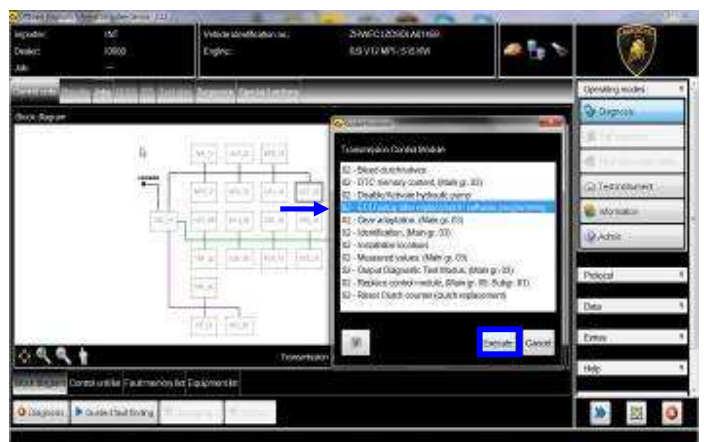


**56.** Go back to the Control Unit tab (block diagram or list view), to select the Transmission Electronics ECU GET\_02 and its Guided Function.



**57.** Select the function “02 – ECU setup after replacement / software programming” in order to initialize the gearbox ECU.

Click “Execute” to run the test.



**58.** Click “Done/Continue”.



59. Select “NO”



60. The status of the gear adaptation is evaluated.  
Click “Done/Continue”.



61. Click “Done/Continue”.



62. Click “Done/Continue” in order to execute the gear adaption.



63. Gear adaptation.

Confirm clicking on “Yes”.

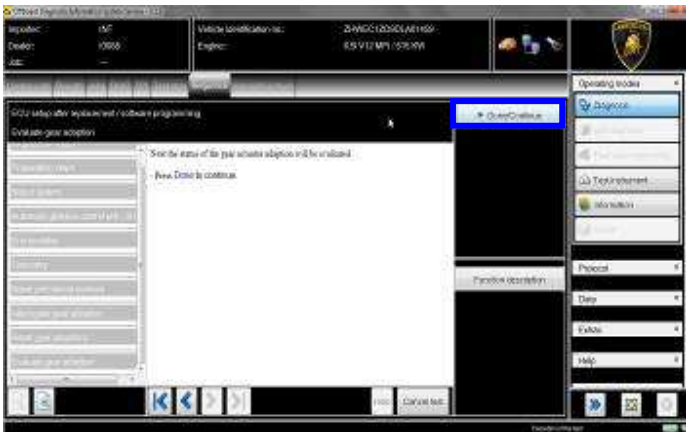


**64.** Wait until the gear adaption procedure is completed.

Gear engagements can be checked directly from the instrument cluster.

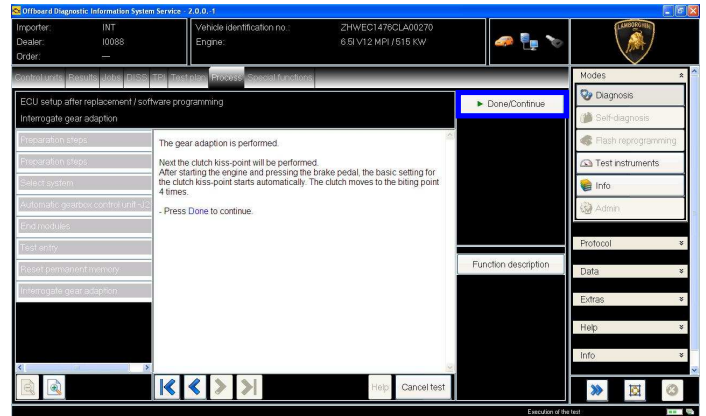


**65.** Click “Done/Continue”.



**66. Kiss point**

Click “Done/Continue” in order to perform the Kiss Point adaptation.



**67. Start the engine at idle and keep pressed the brake pedal for at least 1 minute.**

If the engine doesn't start:

- turn the ignition OFF;
- disconnect the diagnostic interface;
- wait at least 1 minute before turn the ignition ON again;
- reconnect the diagnostic interface and repeat the program from step 57.



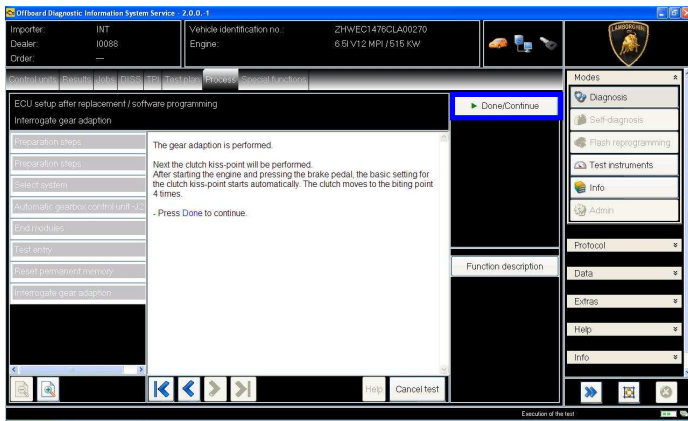
**68.** If the Kiss Point adaptation is completed successfully the screenshot below will be displayed.



Click on “Done/Continue” in order to exit from the program.

If the Kiss Point adaption is not completed successfully:

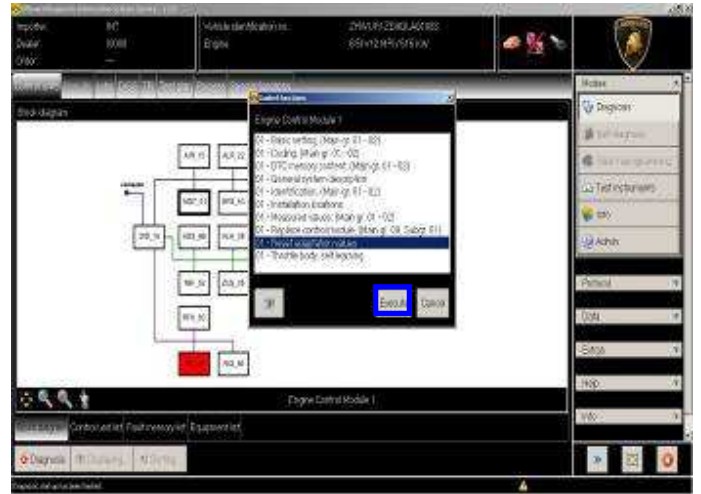
- turn the ignition OFF;
- disconnect the diagnostic interface;
- wait at least 1 minute before turn the ignition ON again;
- reconnect the diagnostic interface and repeat the program from step 57.



**69.** Go back to the Control Unit tab (block diagram or list view), to select the Engine ECU MOT\_01 and the Guided Function:

01 – Reset adaptation values.

Click “Execute” to start the procedure for resetting the adaptation values (Basic Setting 254).

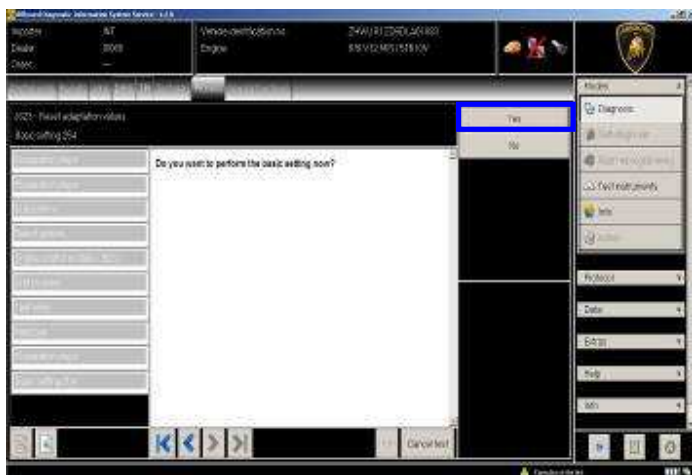


**70.** Be sure the activation conditions are respected:

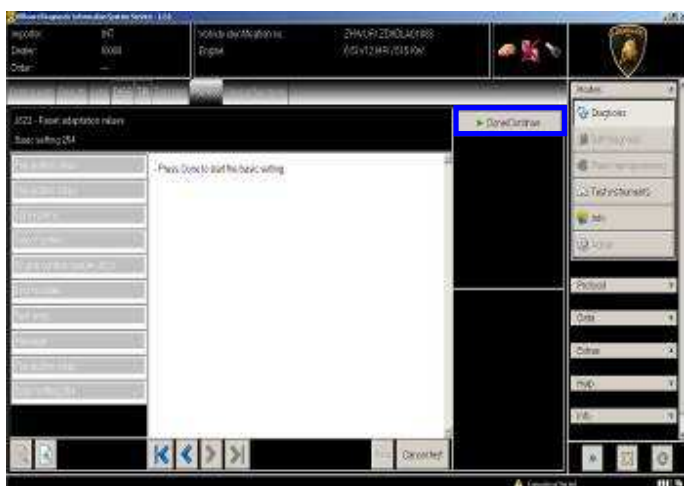
- key ON;
- engine OFF;
- no faults stored in the Engine ECU’s memory;
- press “Done/Continue”.



**71.** Click “Yes” to continue.



72. Click “Done/Continue” to perform the basic setting.



73. Wait until the feedback message is shown.

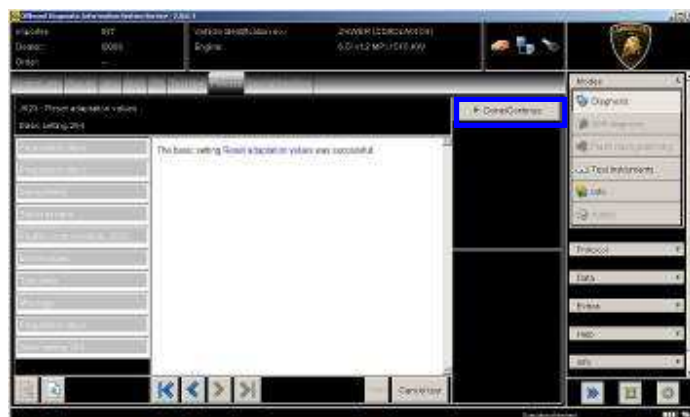
If the procedure has been performed successfully the message “Syst.OK” will appear, as shown in the picture below.



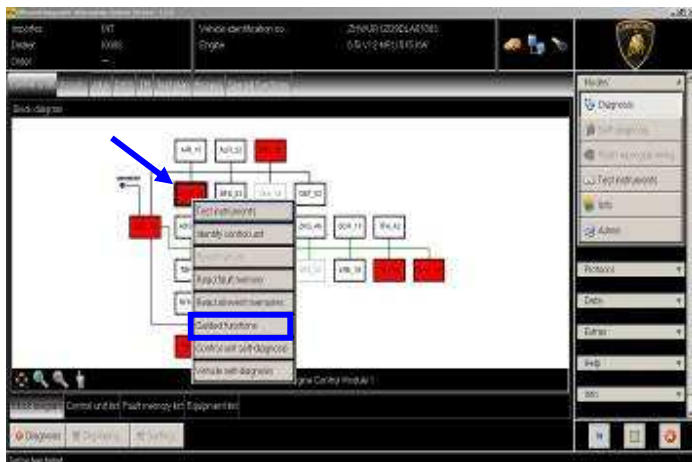
74. If the procedure has not been performed successfully:

- turn the ignition OFF;
- wait at least 1 minute before turn the ignition ON again;
- repeat the program from step 69.

Click “Done/Continue” to exit the basic setting.



75. Go back to the Control Unit tab (block diagram or list view), to select the Engine ECU MOT\_01 and the Guided Function.



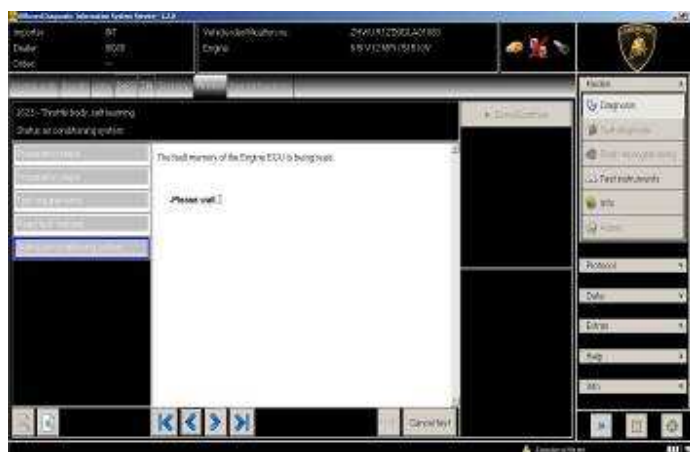
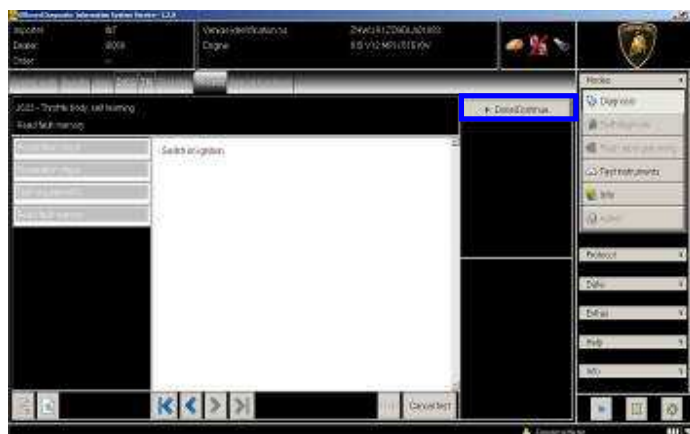
- 76.** Select the program  
 "01 – Throttle bodies, self learning".  
 And execute clicking on "Execute".
- 77.** Be sure that Air Conditioning is **OFF**.  
 Click "Yes";



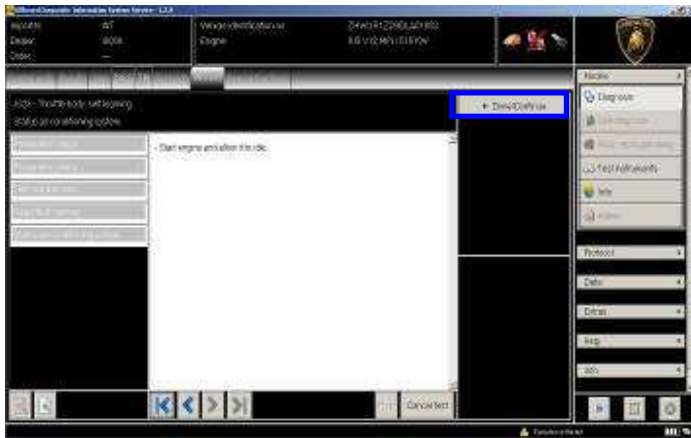
- 78.** The prerequisites for the test are summarized.  
 Press "Done/Continue";



- 79.** Switch the ignition ON.  
 Click "Done/Continue".



- 80.** Start the engine at idle.  
 Click "Done/Continue".



**81.** Self learning is an automatic procedure and it is activated when engine water and oil temperature exceed 90 °C.

Check the parameters from ODIS and wait until water and oil temperatures reach the target.

Don't perform any action on the car (e.g. pushing the accelerator pedal) if not necessary.



**83.** If the self-learning is completed successfully a screen as in the picture below is shown.

Click “Done/Continue” to display the ignition advance values.

If in 10 minutes from the activation the procedure has not been completed, interrupt and:

- Switch the ignition OFF;
- Wait 1 minute before redo the ignition ON;
- Restart the procedure from step 75.



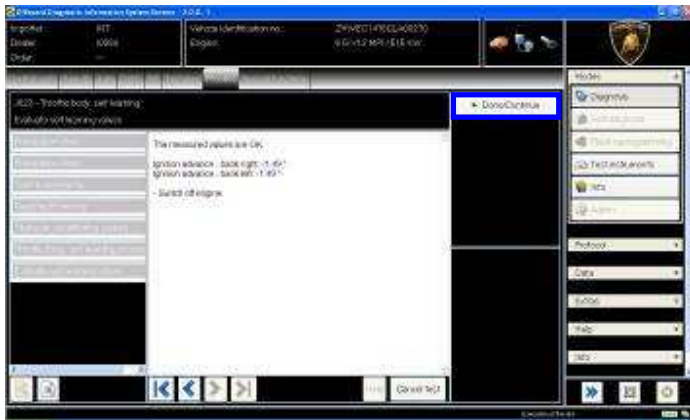
**82.** Once reached the activation conditions (water and oil temperatures major than 90°C) the “Throttle body – Self learning enabling conditions flag” changes from 0 to 1 indicating the start of the self-learning procedure.



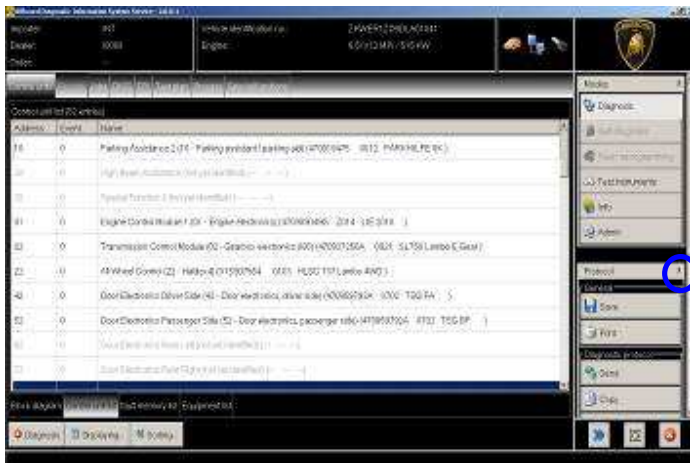
**84.** Have a look to the ignition advance values, that must be inside the range [-2° 3°].

In the case those values were out-side the range, restart the procedure from step 75 after an ignition switch OFF for at least 1 minute.

Switch the engine OFF and press “Done/Continue” to exit the program.



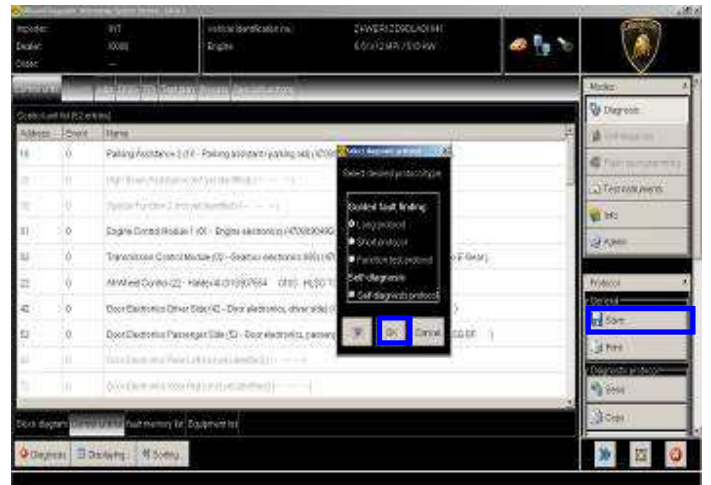
85. . At the end of previous steps, expand the menu 'Protocol' on the right side (menu bar).



86. Click "Save" in the subgroup of buttons "General" In the diagnosis protocol window under GFF select:

- Long protocol.

By clicking on it. Then click "OK".



87. Select the position where you want to save the diagnosis protocol on your diagnosis laptop.

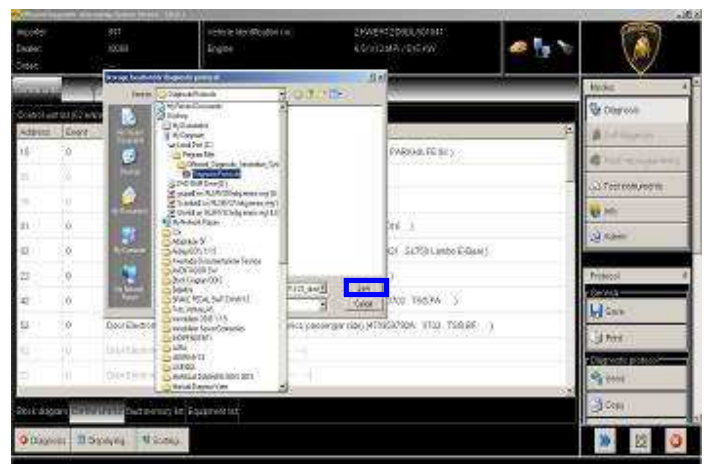
(default path can be changed under Admin and is set under ODIS Service installation folder).

Diagnosis protocol format is internet (.html).

Click "Save" to save the protocol.



Click "Print" in the subgroup of buttons "General" to print the protocol directly on a pdf file (if available Adobe pdf) or in paper format by sending to an installed network printer



88. The diagnosis protocol has to be attached to the related Warranty Claim



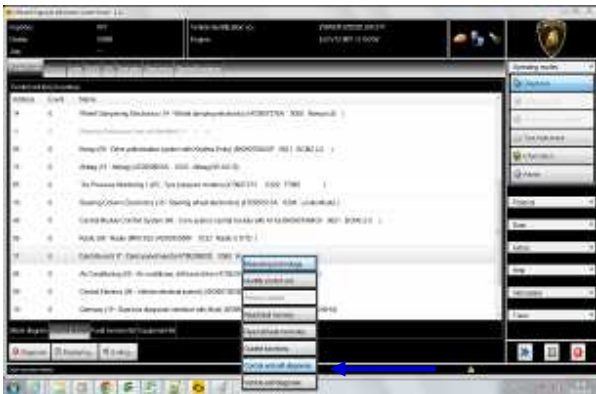
(in order to insert the claim on the Web Portal, please refer to Warranty Claim Manual you can find under the Portal, Warranty section.

**89.** Replace the user and maintenance manual on the car with its updated release

(check the correct code inside the list on page 1 of the current bulletin)

**90.** Restore the previously Service Intervals with following procedure:

- 1) Remain in Odis Service for diagnosis
- 2) From Control Units list, select “17 – Dashboard” and right click with the mouse
- 3) Select “Control unit self diagnosis”



**91.** Select “Adaption” and click “Execute”:



**92.** Type “52” in the upper right text box and click “Select Channel” button.



**93.** Insert the kilometers to the next service divided by 10 in the “Input” box (e.g if before the drivability package installation the remaining interval was 3400km, type “34”, that is 3400/100).



**94.** Click “Apply”



95. Select the channel “54”.



96. Insert the days till the next service in the “Input” box (e.g. 200 = 200 days) and click “Apply” button.



Now, the service interval values are restored as in the example figure of page3. The diagnosis tool can be closed.

### Trouble shouting

A. If the error message regarding the VAS5054 interface and the 2 icons for status of on board connection and key on are shown as in the picture below:

- Click “Cancel”;
- Repeat the VAS5054 HW interface installation following the procedure (\*) “VCI Manager v2.0”, by entering in the menu “Extras” on the right side and clicking on “Diagnostic interface”.



B. If one of the connection errors screens is shown as in the pictures below:

- it is not possible to establish a connection with the central server. Please check carefully that the diagnosis laptop is properly connected to the internet network and retry clicking “Yes” or “Done/Continue”.





**C.** If the loss of connection happens during the target/actual comparison.

- It is not possible to connect to central server, check the working connection of internet and retry by clicking “1”.



**D.** If the incorrect identification message is shown as in the picture below (error code: ODS1007E):

- be sure that your Geko account is valid;
- be sure that the label “Geko” is written on the token that you are using for the authentication;
- be sure the Password inserted is correct;
- click on Cancel and perform the application test (see document “ODIS\_Checking\_ConnectionServer\_SVM\_2.0” (\*)).



**E.** If the infrastructure error message is shown as in the picture below (error code: ODS9212E):

- be sure that your Geko account is valid
- be sure that the label “Geko” is written on the token that you are using for the authentication
- verify in ODIS settings you have “Internet” instead of “CPN” (see document “ODIS\_Initial\_Setup\_2.0” (\*))
- click on Cancel and perform the application test (see document “ODIS\_Checking\_ConnectionServer\_SVM\_2.0” (\*))



If the same error was present during the application test, try following procedure:

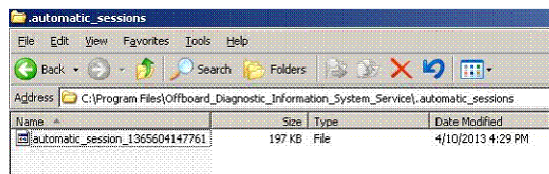
- quit ODIS;
- Enter the folder C:\Program Files\Offboard\_Diagnostic\_Information\_System\_Service\automatic\_sessions on your diagnosis laptop;
- delete the only file present in that folder.



- re-Start ODIS Service under following conditions:
  1. Network connection available;
  2. ODIS connection set on “Internet”;
- Retry the application test and the SVM with your GeKO Token.



In the remote case there was still an error, retry the procedure with a second GeKO token, if available.



**F.** In the case the flash container is not detected (see figure):

- Make sure to be recently synchronized with Mirrorserver by checking the last date of Sync under:  
<http://mirrorserver/welcome>  
 or under  
[http://IP\\_address/welcome](http://IP_address/welcome)  
 if you don't have previously defined the “mirrorserver” IP address alias.
- Make sure to be correctly connected with Mirrorserver.

**Congratulations**

You have successfully installed your MirrorServer/2 NOS-Box.

Testing the connection to the configured Provider Server. Please wait a moment, this takes some time ...

Configuration	
Base path	/var/www/idesert
Provider URL	https://altair.mirrorserver2.net/ideployment
Repository URL	https://altair.mirrorserver2.net/storage
Feedback URL	https://altair.mirrorserver2.net/health
Proxy	http://svc_blackbox?@10.197.179.43:8080
Key file	/var/www/idesert/certs/userkey.pem
Certificate	/var/www/idesert/certs/usercert.pem
Tests	
Provider WebDAV access	OK (/ideployment)
Repository WebDAV access	OK (/storage)
Feedback WebDAV access	OK (/health)
Successful package downloads	5
Failed package downloads	0
Last Sync	14-05-14 at 22-27-56

**NOTE:**

(\*) ODIS technical documentation can be retrieved on the Lamborghini web portal, under ODIS section → ODIS technical documentation.



**IMPORTANT REMARK:**

The documents to be mandatory attached to the claim are:

- Job order done;
- Diagnosis Protocol saved.

Failure to follow the procedures may lead to the rejection of the request.

Your Area Manager is at full disposal for further information.

Best regards

Customer Service