



Ferrari North America

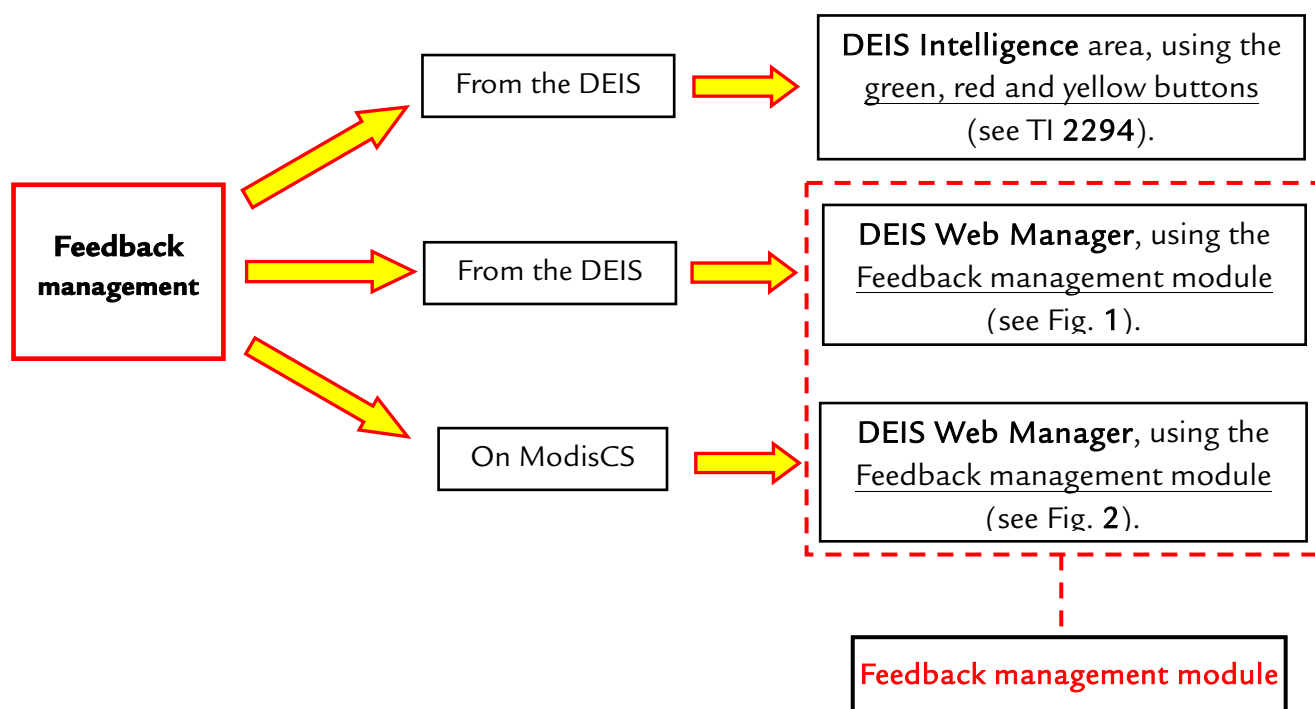
Technical Information

Date:	November 2015
Bulletin #:	2296
Campaign #:	
Supersedes:	
Section:	10

Model Type: All
Model Year: All
Subject: Operating manual for ROL 2.0 Phase 1

With reference to Technical Information 2294 of September 2015, please find below the operating instructions for the new “**Feedback management module**” function.

As mentioned in the aforementioned TI, **feedback** entries may be managed in 3 different environments:



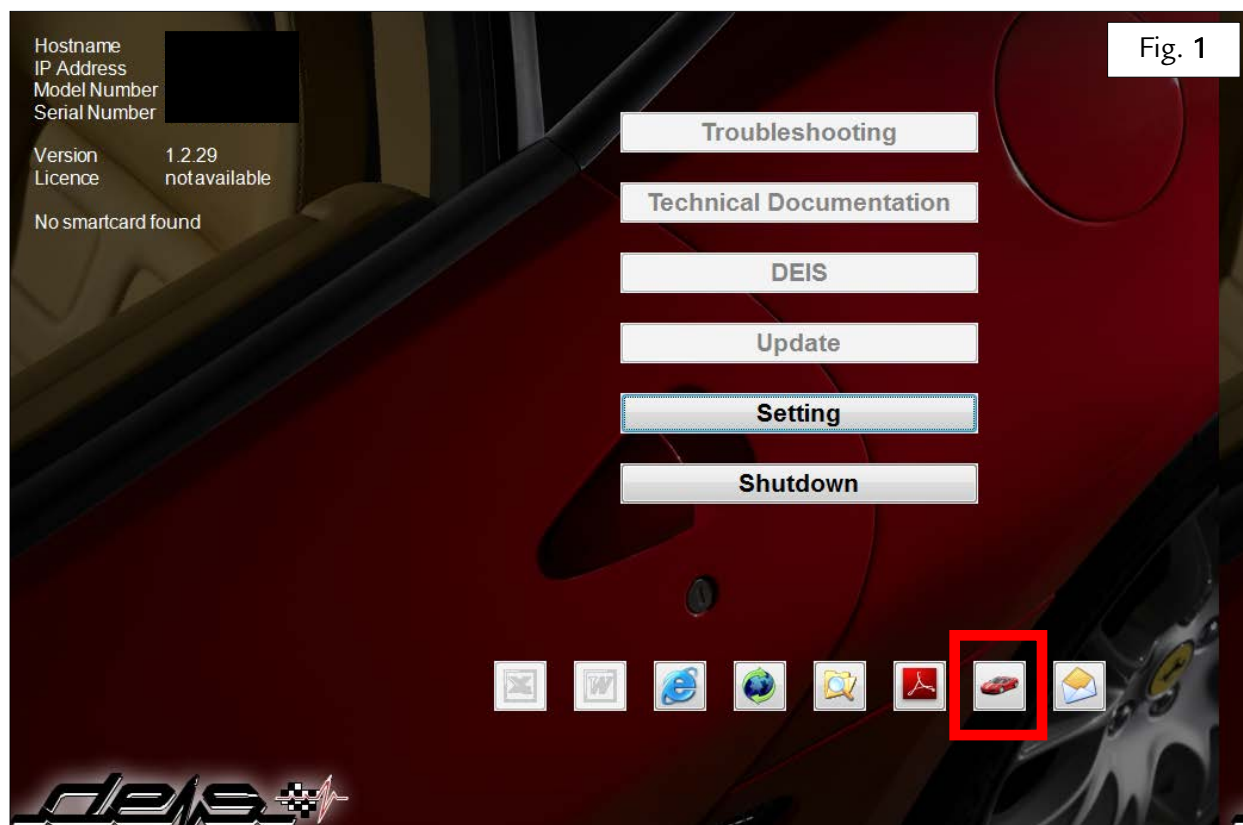


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Accessing feedback management module

The module is accessible in the following two different ways:

- via DEIS (Fig. 1), clicking the indicated button to access the “**DEIS Web Manager**” area;
- from the PC, accessing the “Aftersales” → “Technical Support” area of ModisCS (Fig. 2), then clicking “**DEIS Web Manager**” (Fig. 2).





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Fig. 2

https://modiscs.unix.ferlan.it/dcs/modis/frameset.jsp

Modis Communication System
Home Page
Ferrari S.p.A. -

help ?

Sales F1 - XX - GT Competition
Corso Pilota Ferrari
Ferrari DOS
Postvendita
Standard Postvendita
Manuali Processi Postvendita
Assistenza Tecnica
▪ Red On Line
▪ Scarico Software SD2
▪ Telecaricamento
▪ Linea Guida
Deis WEB Manager
DAD
After Sales Price List Europa
Documentazione On-Line
Gestione Garanzie
Maintenance
Power
Bollettini SAT
Bollettini After Market
Socrate
Danneggiamenti Trasporti
Centro Formazione Tecnica
Europe Assistance

Modis Communication System
Models for Operations between Dealers, Importers and Subsidiaries

Utente:
Telefono:
Username:
E-mail:
Indirizzo ufficio:

Ruolo:
Fax:

Le nuove pubblicazioni non lette sono:

Tipo	Numero Progressivo	Data Creazione	Titolo	Area	Tipo Documento
Ferrari Academy	119	16/09/2015	FERRARI_TECHNICIAN_CHALLENGE-2015	LMS	Avvisi
Ferrari Academy	118	15/09/2015	NEW_WEB_COURSE_AVAILABLE:488_Spider	LMS	Avvisi
SAT	2266	10/09/2015	Procedure di controllo Pre-Consegna - PDI - Pre-Delivery Inspection - PDI procedures	Varie	Informazione Tecnica
SAT	2291	10/09/2015	Controllo posizione collari e fascette - Inspection to check fitment positions of	Motore	Campagna di

Both methods allow access to the same feedback module operational functions described in Technical Information 2294 - Fig. 3 - 4.

Note: Fig. 3 “Feedback management module” screen on DEIS;

Fig. 4 “Feedback management module” screen on ModisCS.



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Fig. 3

Feedback

History **Feedback**

Filtri
Matricola: (immettere Matricola completa di 6 cifre)
Vin: (immettere Vin completo o parte di esso)
Feedback status:
Data from: to
Car Model:

Risultato della ricerca

Data Collected	Postazione	Model	VIN	Odom.	Service	First Scan In	Feedback	Componente Difettoso	Codice Difetto	ROL Number
16/09/2015 08:37:07 GMT +01:00	WXP-060642NE769	F151	ZFF73SKC000190146	23635	SCAN_IN	S		140546	166	
15/09/2015 15:46:08 GMT +01:00	WXP-060642NE769	F151	ZFF73SKC000190146	23619	SCAN_IN	N				
16/09/2015 08:37:07 GMT +01:00	WXP-060642NE769	F151	ZFF73SKC000190146	23635	SCAN_IN	S				
16/09/2015 08:37:07 GMT +01:00	WXP-060642NE769	F151	ZFF73SKC000190146	23635	SCAN_IN	S				

DEIS Web Manager - (C) Ferrari Auto Spa 2008-2011 - Release 2.9.4 - DBMS Date: Wed Sep 16 15:38:04 CEST 2015

Fig. 4

Filtri

Matricola: (immettere Matricola completa di 6 cifre)
Vin: (immettere Vin completo o parte di esso)
Feedback status:
Data from: to
Car Model:

Risultato della ricerca

Data Collected	GMT	Postazione	Matricola	Model	Odom.	Service	First Scan In	Feedback	Componente Difettoso	Codice Difetto
16/09/2015 16:00:40	+02:00	WXP-050898NT847	ZFF68NHB000186202	F142	40637	SCAN_IN	N			
16/09/2015 10:18:55	+02:00	WXP-050898NT847	ZFF74UHB000187874	F152	3801	SCAN_IN	S			
16/09/2015 09:52:10	+02:00	WXP-050898NT847	ZFF74UHB000187874	F152	3801	SCAN_IN	S			
16/09/2015 09:33:05	+02:00	WXP-050898NT847	ZFF68NHB000186202	F142	40637	SCAN_IN	S			
16/09/2015 08:25:34	+02:00	WXP-050898NT847	ZFF74UHB000194967	F152	5503	SCAN_IN	S			
15/09/2015 15:59:15	+02:00	WXP-050898NT847	ZFF74UHB000193462	F152	1795	SCAN_IN	S			

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The filter area of the screen may be used to filter entries by “date“, “model“, “serial No.“, “VIN” or “feedback status”.

The “Search results” area lists all the SCAN INs performed by dealers, filtered by the parameters entered in the filter area.

Multiple search filter parameters may be used simultaneously (ex: if “Incomplete” is selected in the status field together with a specific date, the system will display all SCAN INs for which a feedback entry has not been submitted for the specific date only).

The following icons may be displayed in the “Feedback” column (see example in Fig. 4), depending on the activities already completed in DEIS intelligence:



- Icon generated when “**Solution not found**” button is pressed (see TI 2294).
- An “initial SCAN IN”.
- Feedback does NOT exist in Troubleshooting - request for support forwarded to Ferrari.
- ROL created with no component or fault, which will be entered later by the central Help Desk once the problem has been identified.
- A feedback entry may be modified within **10 minutes** of entry.



-Anomaly not reported by client

- Icon generated when “**No Problem Detected**” or “**Confirm feedback**” button is pressed (see TI 2294) (move mouse pointer over icon to display which case applies).
- The dealer has submitted a feedback entry indicating that no faults were found, or has confirmed the feedback submitted to the factory.
- If the icon was generated by selecting the button “**No Problem Detected**”, an ROL is not generated automatically.
- If the icon was generated by selecting the button “**Confirm feedback**”, the system may automatically generate an ROL indicating the feedback has already been confirmed, in accordance with the conditions described in TI 2294.
- An “**Initial SCAN IN**”, if the icon is green and was generated directly by DEIS Intelligence.
- **NOT** an “**Initial SCAN IN**”, if the icon is green and was generated by the feedback management module.



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- Feedback exists in Troubleshooting and submitted correctly.
- The dealer may click the icon to view the Troubleshooting tree displaying the check selected for the feedback entry. (Fig. 7).
- The icon remains green even if clicked.



- Information for the factory

- **NOT** an “Initial SCAN IN”, but management still possible..
- The dealer may however click the icon to create/modify/submit a feedback entry within 7 days, selecting the respective diagnosis tree.
- Within the 7 day period during which feedback management is possible, the dealer may click the icon and identify the feedback entry as “**FAKE**”, generating the red “X” icon shown as follows.
- Once the feedback entry is submitted, the icon turns green.



- Orange icons will change to grey at the end of the seventh day, indicating that **feedback management is no longer possible**.



- Request technical support

- An “Initial SCAN IN”.
- Pending feedback management.
- The dealer may click the icon and create a feedback entry by selecting **the relative diagnosis tree**, or selecting “**Solution not found: Request support**” (in which case the problem reported by the customer must be entered in the system and an ROL is opened automatically), or by simply selecting “**No Problem Detected**”.
- Once the feedback entry is submitted, the icon turns green or is replaced by the green question mark icon.
- Red icons require mandatory feedback entry and have no maximum time limit.



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- Displayed next to the green icon when **2 hours** have still NOT elapsed since submission of the relative feedback entry.
- Displayed next to the question mark icon when a request for support is submitted and a period of **10 minutes** has still NOT elapsed.
- The dealer may still modify the feedback entry by clicking the icon.



- Within the 7 day period during which feedback management is possible, the dealer may click the red “X” next to the orange icon to identify a **NON “Initial SCAN IN”** as “**FAKE**”. This opens a pop up window requesting confirmation (Fig. 5); if the action is confirmed, the SCAN IN row is highlighted red, the orange icon disappears and the red “X” remains in the centre of the box (Fig. 6).

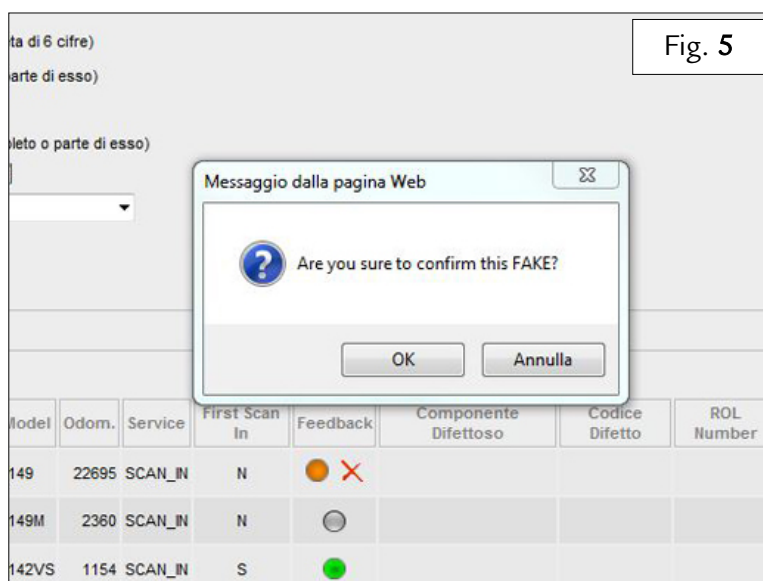


Fig. 5



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Status Feedback:
Host Name: (immettere Host Name completo o parte di esso)
Data from: to
Dealer:
Car Model:

Risultato della ricerca
44 righe, Pagina 1 di 3 Vai alla pagina: 1

Data Collected	GMT	Postazione	Matricola	Model	Odom.	Service	First Scan In	Feedback	Componente Difettoso	Codice Difetto	ROL Number	Dealer Possessore	Sw Vers.	File Size
18/09/2015 10:53:45	+01:00	WXP-090653NG817	ZFF7J85C000187345	F149	22895	SCAN_IN	N	✗				DSA DATEN UND SYSTEM SYSTEMTECHNIK	4.3.0.0	18403
18/09/2015 14:28:36	-07:00	WXP-090653NG817	ZFF77XJA6F0205794	F149M	2360	SCAN_IN	N	●				DSA DATEN UND SYSTEM SYSTEMTECHNIK	4.3.0.0	8216

Fig. 6

Logged as 8IKCB02769 from 6

FERRARI FF

☐ No Problems Detected
☐ Solution not found: Request Support
Lamentato

Information:
VIN: ZFF73SKC000190146
Dealer: LANCASTER
Possessore: COLCHESTER
Host Name: WXP-060642NE769

Sintomo 1 - ECU error.
Condizione 1 - Key-on.
Causa 1 - Temporary communication loss on CAN line.
☒ **Verifica 1** - The DTC is generated in the event of a temporary loss of communication on the BCAN line. Check that the error has been memorised with the DEIS tester. Cancel the error. Check that the error does not recur at the next KEY-ON. Test drive vehicle briefly and check that the error does not recur.
Causa 2 - Low battery voltage.
☐ **Verifica 1** - Check battery charge level following the instructions of the Workshop Manual.
Condizione 2 - Key-on.
Causa 1 - System architecture error.
☐ **Verifica 1** - The DTC is generated when the NTP ECU receives no messages from the other nodes for a predetermined time period. Cancel the error with the DEIS tester. Check that the error does not recur at the next KEY-ON. Test drive vehicle briefly and check that the error does not recur.

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Fig. 7



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- IMPORTANT -

All feedback entries relative to “INITIAL SCAN INs” must be managed as described above. The quality of the feedback entries submitted will play a crucial role in the development of the subsequent phase 2 of ROL 2.0.

- IMPORTANT -

ROL 2.0 is a new tool supporting the network in the resolution of faults, conceived to make both troubleshooting and reporting quicker.

The technical diagnosis of the vehicle itself is, as always, the sole responsibility of the Service Network.

The dealer is responsible for correctly interpreting and applying the directions given in the troubleshooting documentation. As a result, warranty claims for any work performed by following diagnostic instructions in the troubleshooting documentation NOT relevant to the specific case will be rejected.

Thank you for your co-operation.