



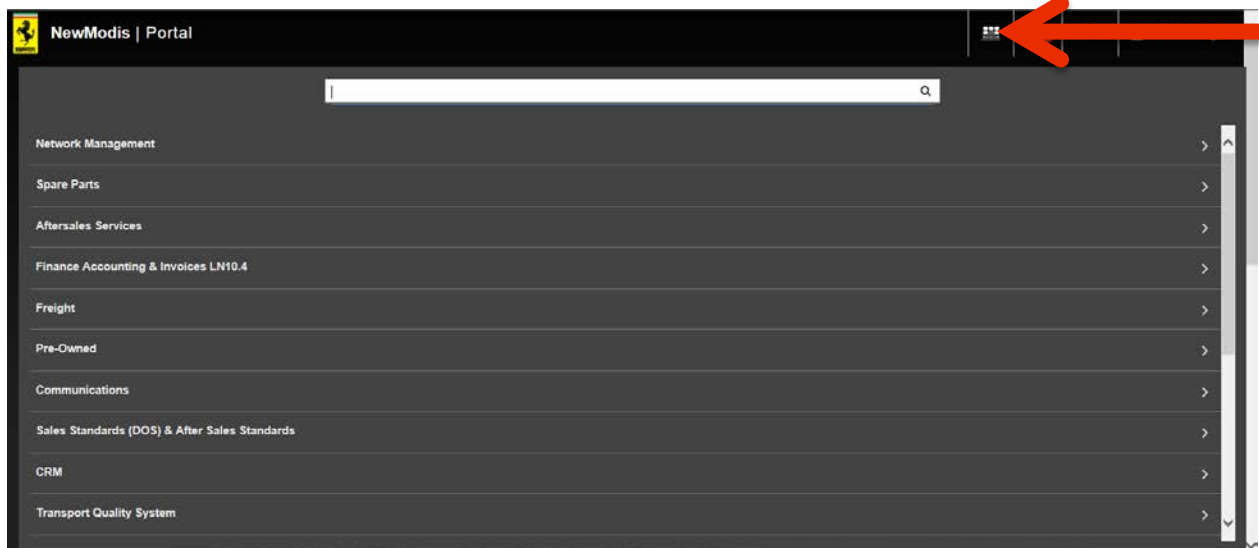
Ferrari North America Technical Information

Date: July 2017
Bulletin #: FNA-141
Campaign #:
Supersedes:
Section:

Model Type: All
Model Year: All
Subject: “How To” - Find ROL Resource Materials

This “How-To” bulletin will instruct you on how to find ROL information regarding new flow chart, and other parameters.

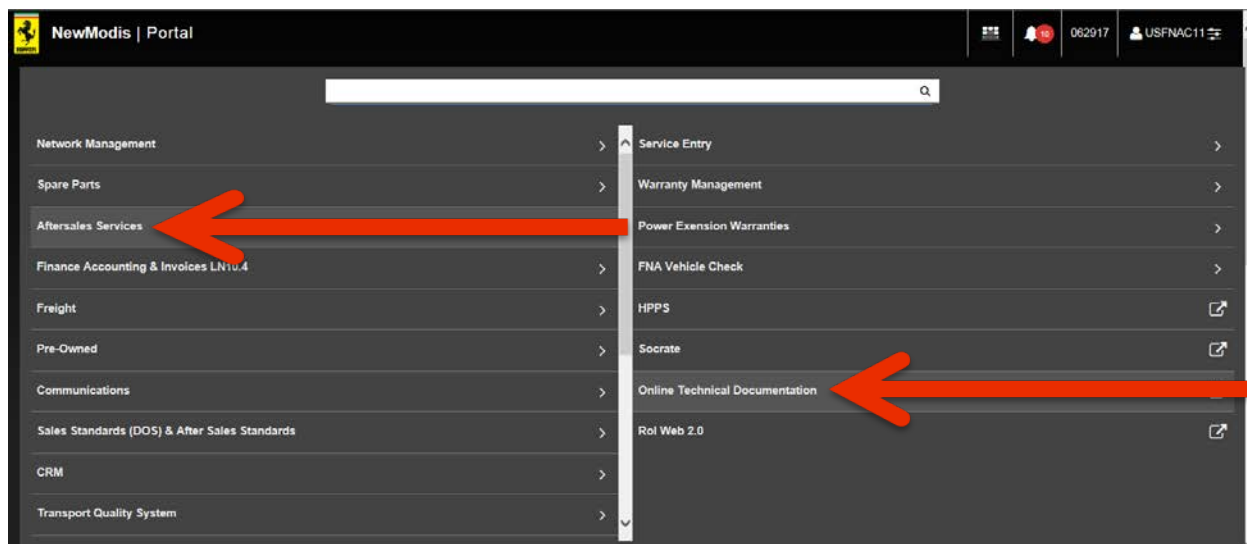
- Log onto MODIS and click on the “Apps” button at the top of the page...



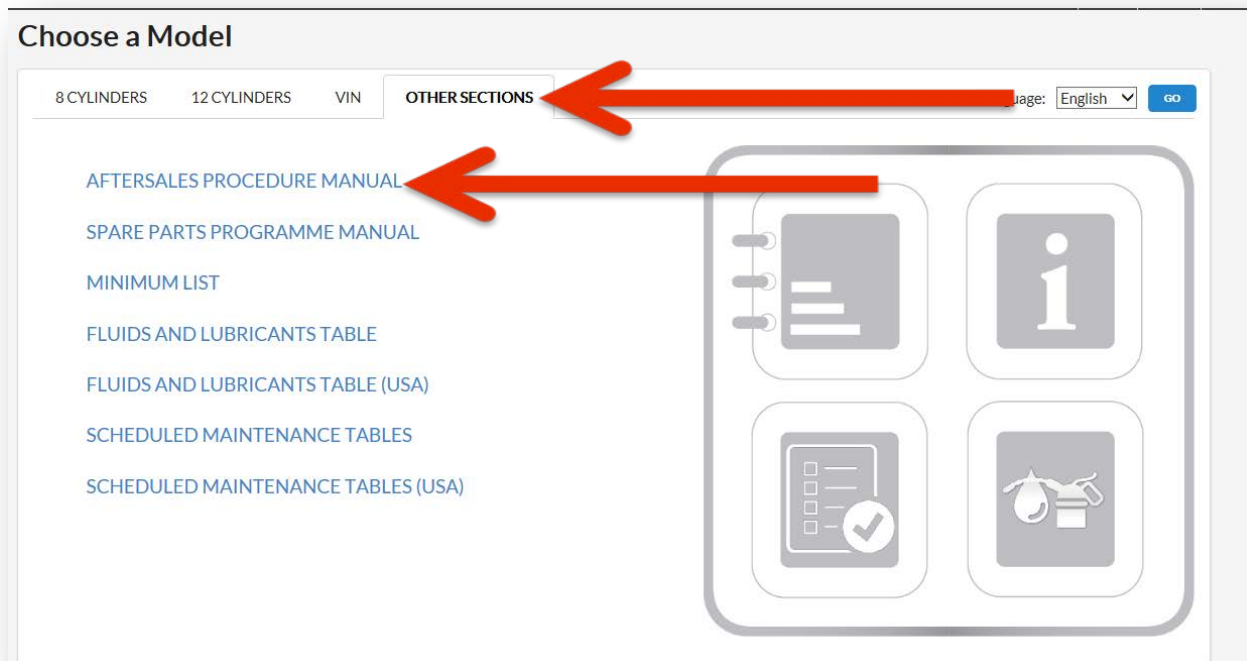


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Click on 'Aftersales Services' and then on 'Online Technical Documentation'...



Then click on 'Other Sections' at the top of the page, and then on 'Aftersales Procedure Manual'...





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Then click on '2 VEHICLE SERVICING', then on '2.2 TECHNICAL ASSISTANCE', and then on '2.2.2 ROL process FLOW CHART'...

AFTERSALES PROCEDURE MANUAL

July 2016 version

2.2.2 – ROL process flow chart
ROL → Dealer – Help Desk

2.2.1 Red On Line (ROL)
2.2.2 ROL process FLOW CHART
2.2.3 List of new models and special series
2.2.4 Faults which must be classified with a demerit score of 40
2.2.5 List of ROL support technical information reports
2.2.6 New ROL 2.0 phase 1 and ROL 2.0 phase 1 operating manual
2.2.7 New WEB ROL
2.2.8 Fault-demerit assignment table

1 NEW VEHICLES
2 VEHICLE SERVICING
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2.2 TECHNICAL ASSISTANCE
2.3 WARRANTY MANAGEMENT
2.4 COMPILING A REPAIR ORDER
2.5 FERRARI "WARRANTY AUDIT" MANUAL
2.6 FERRARI GENUINE MAINTENANCE
2.7 UPDATING OF LABOUR COSTS FOR SERVICES UNDER WARRANTY
3 DOCUMENTATION AND VARIOUS REQUESTS
4 ATTACHMENTS

Click on '2 VEHICLE SERVICING', then on '2.2 TECHNICAL ASSISTANCE', and then on '2.2.8 Fault-demerit assignment table'...

AFTERSALES PROCEDURE MANUAL

February 2017 version

2.2.8 – Fault-demerit assignment table

FAILURE	EXAMPLE	DEMERIT MARK TO BE ASSIGNED
All the cases that DOES NOT allow to the customer to do not drive the car in safe condition. The towing is necessary.	- The engine does not function correctly (knocking noise, overheating); - The gearbox does not function correctly (gears not available); - Instrument cluster does not function; - "Check Engine" warning lamp flashing indicating a "Misfire" condition; - Breakage / knocking of a suspension or steering component; - Braking system malfunction; - Passive safety system malfunction; - Heavy leakage(oils, coolant)	Demerit 100 VEHICLE BREAKDOWN
The client can still drive the car; An important functional failure is detected; The car can reach the workshop by itself; It is necessary to recover the car immediately in the nearest workshop.	- "Check Engine" YELLOW warning lamp, "Gearbox" RED warning lamp - Freesplay / knocking on mechanical parts (levers, bracket, roof mechanisms); - ECU failures (no safety issues); - Problem on transmission parts; - Light liquids leakage, not detected by the client, but detected during service procedures	Demerit 40 MAJOR FUNCTIONAL FAULT
Important aesthetic defect external and / or internal to	- Paint defects extended and important, in zone A or zone B (superior);	

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ROL Process Flow Chart

This is the proper evolution of reception of vehicle into the workshop and initial (Level 1) diagnosis; through to a particular repair recommendation from Help Desk (SAT or FNA)

- Things to remember:
 - ROL is EXCLUSIVELY in place to gain information regarding our products and any potential quality issues with them; and to assist in diagnosing and repairing the vehicle – it is not intended to be a security measure as it relates to the payment of a warranty claim
 - Every ROL requires FIRST LEVEL DIAGNOSITC to be performed, that is comprehensive, complete, and accurate, prior to the ROL being opened
 - SAT permits UP TO 2 Hours of Diagnostic on Level 1 stage
 - If FNA Help Desk or SAT needs to respond with a question regarding clarification of your Level 1 Diagnostic findings, either the L1 diagnostic was performed incorrectly or there was not enough information provided
 - BAD Example: Client complains of check engine light on – ROL opened and L1 diagnostics state that “verified check engine light on.”
 - GOOD Example: Client complains of check engine light on – ROL opened and L1 diagnostics state that “check engine light verified; scan-in shows parameters ‘x, y, and z’ are showing in range, but parameters ‘a, b, and c’ are out of range; vehicle was low on fuel and appears to have aftermarket exhaust equipment installed. Added fuel to vehicle and verified that concern is still present.”
 - ROL can be opened for factory information
 - If a vehicle enters the workshop with a concern, and the Level 1 diagnosis leads the dealer to a resolution to the concern; a ROL should be opened and have all of the Level 1 diagnostic steps and information input into it



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Fault-Demerit Assignment Table

This table shows various potential fault or failure categories of a vehicle, an example of what the failure might be, and the accompanying Demerit into which it would fall

- Things to remember:
 - These demerits are a key piece of the parameters that determine whether or not a ROL should be opened for a vehicle in the workshop
 - If a vehicle enters the workshop and does not require a ROL because it does not align with the appropriate demerits, and during the diagnostic it is found that the issue in actuality would qualify it for a demerit needing a ROL, a ROL must then be opened and have the appropriate Level 1 diagnostic information input into it
 - Example: Client complains of brake squeal under light braking conditions in their 2-year old Ferrari vehicle. Vehicle enters workshop and technician notices that the rotors are significantly discolored. Upon a test drive the technician also notices that the vehicle pulls erratically under braking and the ABS intermittently activates.
 - At this point the client complaint has turned from a NVH complaint to a significant safety concern. Therefore, a ROL must be opened for factory information (and for diagnostic assistance, if needed)