



Ferrari North America

Technical Information

Date: June 2017
Bulletin #: 2399
Campaign #:
Supersedes:
Section: 3

Model Type: 458 Italia/Spider/ Speciale/Speciale A, FF, F12 Berlinetta, California, California T
Model Year: All
Subject: Level 2 Repair procedures for DCT gearbox

Please find enclosed the correct protocol for managing the procedures to resolve level 3 oil leaks (see TI 2389) and the relative operating procedures for **Ferrari California / California T, 458 Italia / Spider / Speciale / Speciale A, FF and F12berlinetta** vehicles.

- IMPORTANT -

Only Trained Technicians that have completed the course on Level 3 procedures (see procedure for replacing speed sensor - Level 3) for the DCT gearbox at Authorized Ferrari Dealers are authorized to perform this procedure.

Dealers without authorization must send gearboxes for repair to the geographically closest Authorized Ferrari Dealer. Contact your ABM to arrange this.

- IMPORTANT -

The Authorized Ferrari Dealer must complete the repair work on the DCT gearbox within three working days of receiving the gearbox.

Protocol for Managing DCT Gearbox Repairs (applicable for Authorized Ferrari Dealers WITHOUT authorization to perform level 3 procedures)

- After completing diagnosis, you are required to compile the “DCT Gearbox Pre-Diagnosis Form” attached to Technical Information 2389.
- This form must be **printed** and **attached** to the gearbox shipped to the Authorized Ferrari Dealer to perform Level 3 repairs.



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Protocol for Managing DCT Gearbox Repairs (applicable for dealers authorized to perform level 3 procedures)

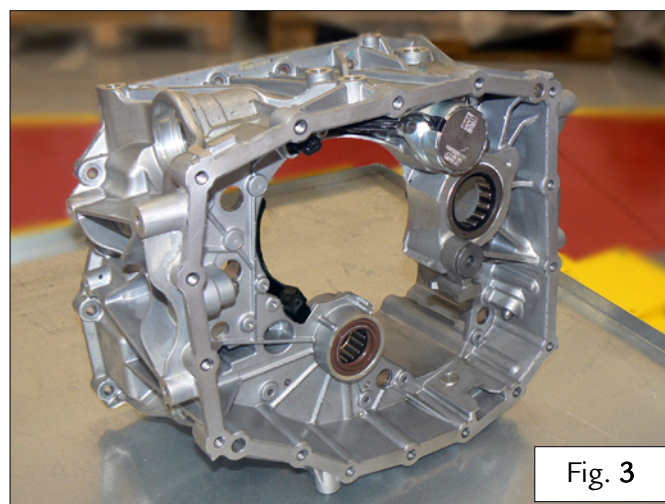
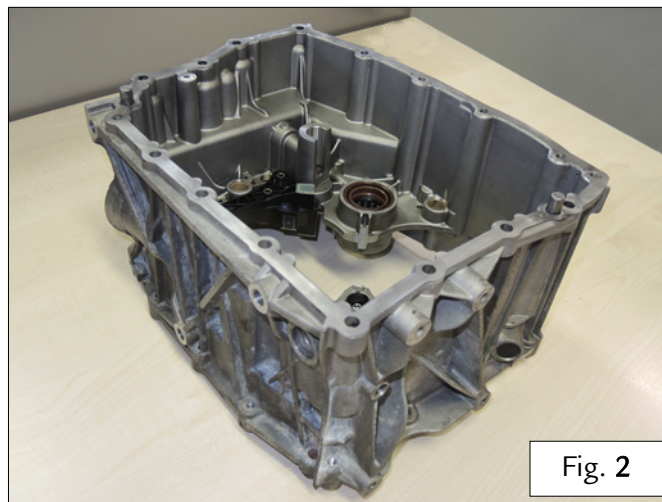
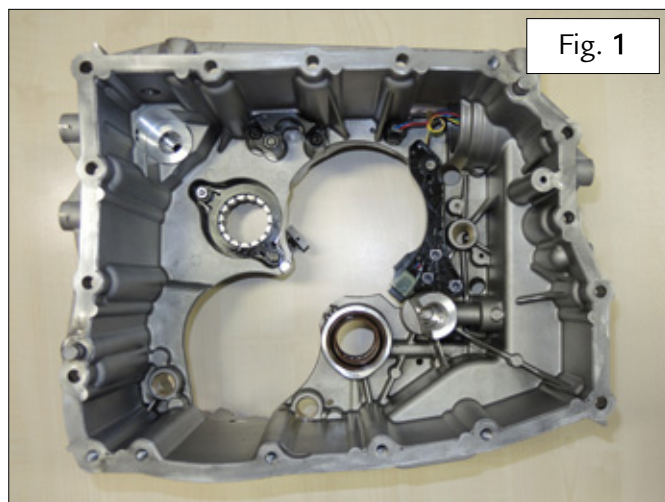
- In the case of a DCT gearbox shipped for repair from a dealer WITHOUT authorization to perform Level 3 procedures, the authorized dealer will receive the DCT gearbox to be repaired accompanied by the relative supporting technical documentation (“DCT Gearbox Pre-Diagnosis Form”, provided in Technical Information **2389**).
- Prior to any procedure, appropriate self-certification must be sent to SAT to obtain authorization to order the requested kit.
- In order to do this, the Dealer must compile the missing sections of the “DCT Gearbox Pre-Diagnosis Form” attached to Technical Information **2389**, received partially completed from the UNAUTHORIZED dealer.
- This form must be sent together with the order request by e-mail to our Spare Parts Department
- **Ensure that the necessary spare part is available:**
 - Check stock levels by contacting the Spare Parts Help Desk in accordance with standard procedure.
 - If the spare part is available in stock, you may order the component.
 - If the spare part is **NOT** available in stock, indicate that the part required is unavailable in the ROL opened previously and wait for further instructions from the **Help Desk**.

If the ROL opened previously has already been closed, open a new ROL citing the previous ROL.
 - The **Help Desk** will inform the dealer of the shipping status of the gearbox shipped to the dealer itself (with a Tracking Number, if available).
- In the event of a gearbox received for repair from an dealer without Level 3 authorization, when returning the gearbox after completing the procedure, the authorized dealer must accompany the gearbox with the “DCT Gearbox Pre-Diagnosis Form” (provided in Technical Information **2389**), completed in full.



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- The dealer must return the replaced gearbox, prepared correctly for shipment as shown indicated below (Fig. 1 – 2 – 3), in accordance with the specific procedures for the Immediate Return of Parts from the Network, attaching a copy of the duly compiled “DCT Gearbox Pre-Diagnosis Form”, provided in Technical Information ” to the gearbox itself.



- After completing the repair work, you will be authorized to issue an invoice to the dealer for reimbursement of the work done, structured as follows:
 - Labor cost according to ST Schedule in relation to vehicle model;
 - Spare parts costs relative to kits ordered (net cost only).

Note: Any transport costs applicable must not be paid by you.



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- IMPORTANT -

The S.T. Schedule for the aforementioned models contains the corresponding operation codes for the procedures performed as of the March 2017 update to the Technical Documentation, which is necessary to request reimbursement under warranty.

- IMPORTANT -

For vehicles covered by the manufacturer's warranty or subject to a valid extended warranty ONLY, replaced parts must be shipped by you in accordance with the specific procedures for the Immediate Return of Parts from the Network.

- IMPORTANT -

When shipping the replaced gearbox in accordance with the specific Parts Return from Network procedures, ensure that the component is packed correctly to prevent the risk of transport damage.



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Protocol for Claiming Reimbursement under Warranty (for Authorized Ferrari Dealers authorized to perform Level 3 procedures)

You are authorized to claim for the following in warranty claims:

- reimbursement for removal and refitting of complete gearbox (as per ST Schedule for the specific model);
- reimbursement for removal and refitting of the gearbox (as per ST Schedule for the specific model);
- If the spare part is NOT available in stock, and the shipment of the replacement gearbox is managed by the Help Desk, specify the following costs as buy-in costs:
 - repair of gearbox shipped for replacement;
 - any transport costs sustained by you.

Protocol for Claiming Reimbursement under Warranty (for Authorized Ferrari Dealers NOT authorized to perform Level 3 procedures)

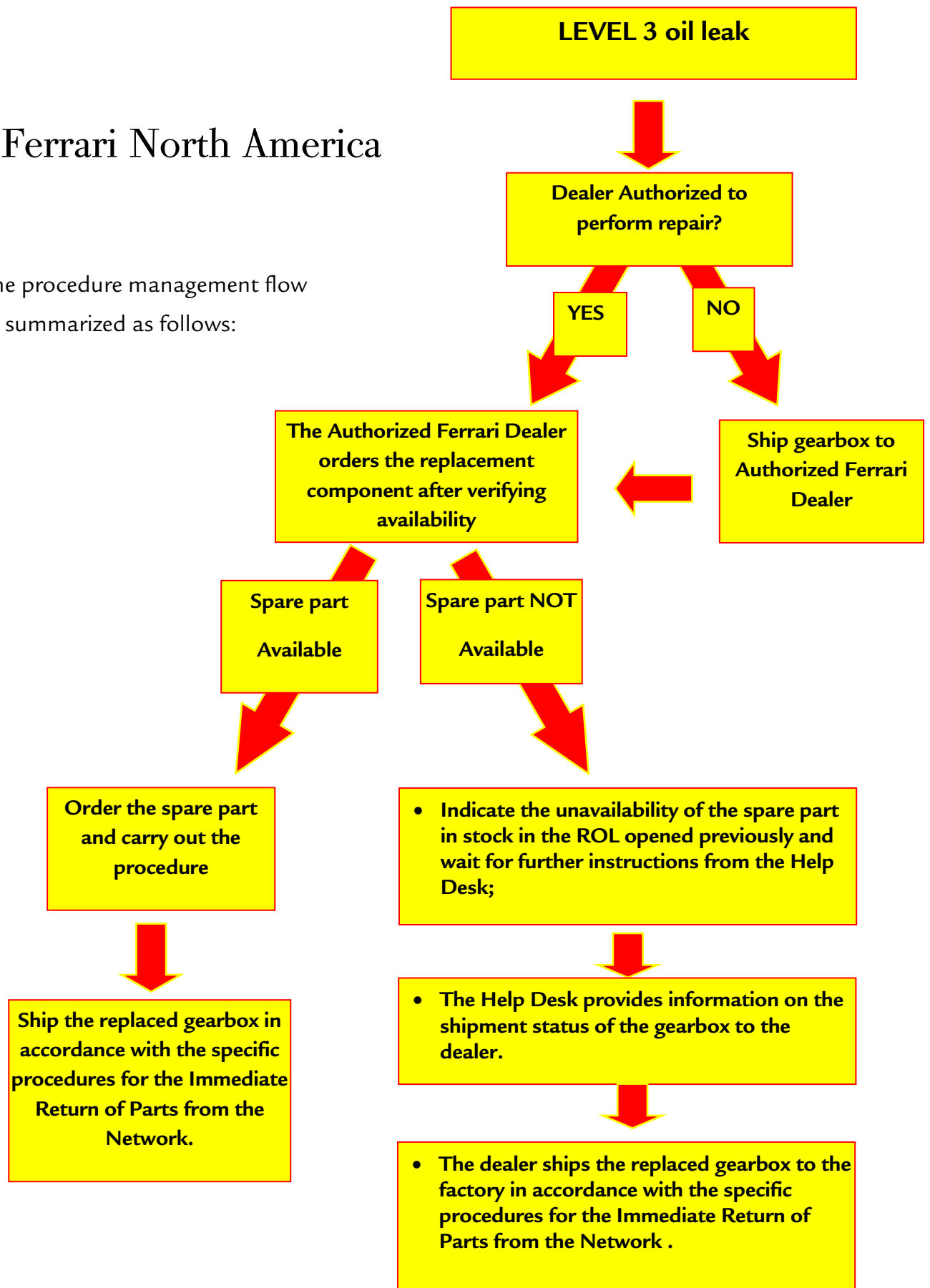
You are authorized to claim for the following in warranty claims:

- reimbursement removal and refitting of complete gearbox (as per ST Schedule for the specific model);
- the following costs sustained in having the repair done by another service center:
 - cost of gearbox repair performed by service center authorized to perform Level 3 procedures;
 - transport costs sustained by you.



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The procedure management flow is summarized as follows:





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Operations possible:

1. Replace gearbox

The tools and equipment already specified in the bulletin for Level 1, Level 2 and Level 3 procedures are required to perform the following procedure

- IMPORTANT -

Any of these tools not already in your possession must be ordered directly from our Spare Parts Department.

The parts to be installed, in relation to the status of the vehicle (with valid manufacturer's warranty or with valid extended warranty), are as follows:

- GEARBOX KIT OL 17 (W) **Part No. 70004823** Qty. 1 (vehicle with valid manufacturer's warranty) (applicable for **Ferrari California, 458 Italia, 458 Spider, 458 Speciale, 458 Speciale A** and **FF**);
- GEARBOX KIT OL 17 (W) F152 **Part No. 70004824** Qty. 1 (vehicle with valid manufacturer's warranty) (applicable for **F12 Berlinetta**);
- GEARBOX KIT OL 17 (W) **Part No. 70004763** Qty. 1 (vehicle with valid manufacturer's warranty) (applicable for **California T**);
- GEARBOX KIT OL 17 (POWER) **Part No. 95962195** Qty. 1 (vehicle with valid extended warranty) (applicable for **458 Italia, 458 Spider, 458 Speciale, 458 Speciale A, FF** and **F12berlinetta**);
- GEARBOX KIT OL 17 (POWER) **Part No. 95962202** Qty. 1 (vehicle with valid extended warranty) (applicable for **Ferrari California**);

The aforementioned spare part numbers may be ordered **solely** for vehicles covered by the manufacturer's warranty or extended warranty, and **ONLY once the relative diagnosis has been submitted to our Help Desk via an ROL (Red On Line) and approved.**

For vehicles with no warranty coverage of any kind, the component may be ordered as per the Spare Parts Catalog.



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The following table indicates the kit part numbers necessary for the operations described herein, subdivided by model.

The following kits must be ordered by you directly from our Spare Parts Department in the quantities needed.

VEHICLE WITH VALID MANUFACTURER'S WARRANTY			
	Ferrari California 458 Italia 458 Spider 458 Speciale 458 Speciale A FF	F12berlinetta	California T
Replacing gearbox (OL17)	70004823	70004824	70004763

VEHICLE WITH VALID WARRANTY EXTENSION		
	Ferrari California	458 Italia 458 Spider 458 Speciale 458 Speciale A FF F12berlinetta
Replacing gearbox (OL17)	95962202	95962195



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Procedure

- IMPORTANT -

The utmost cleanliness must be maintained during ALL of the following operations; always wear clean gloves, replacing them frequently as needed, and use absorbent lint-free cloth and heptane to clean and degrease components.

- IMPORTANT -

All the new fastener hardware which must be used to replace existing fasteners on the gearbox is included in the installation kit.

- IMPORTANT -

Check the expiration date of all products used in the following procedures before use.
NEVER use EXPIRED products.

1. Replace gearbox

- Remove the gearbox in accordance with the instructions given in the latest Technical Information on Level 3 procedures.

Note: Do not remove the gearbox speed sensor from the gearbox, as the replacement gearbox comes with the sensor already installed.

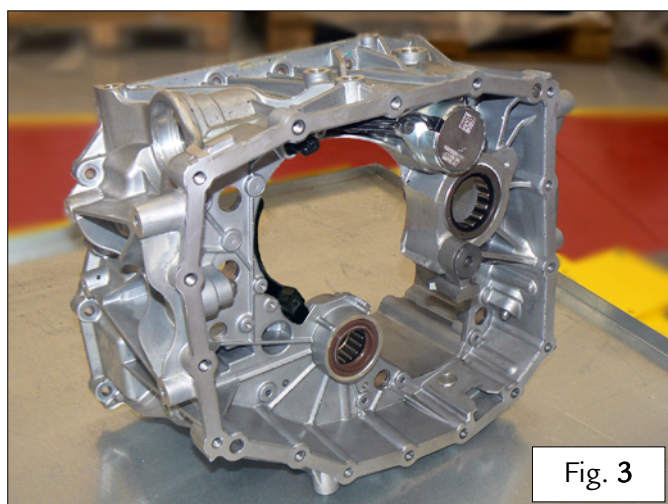
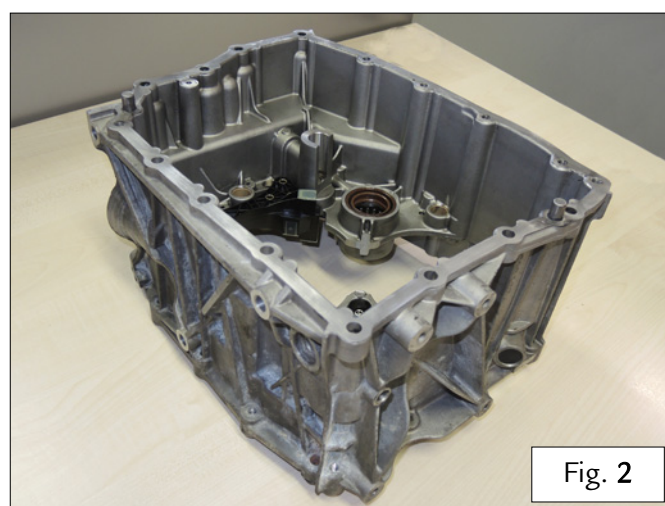
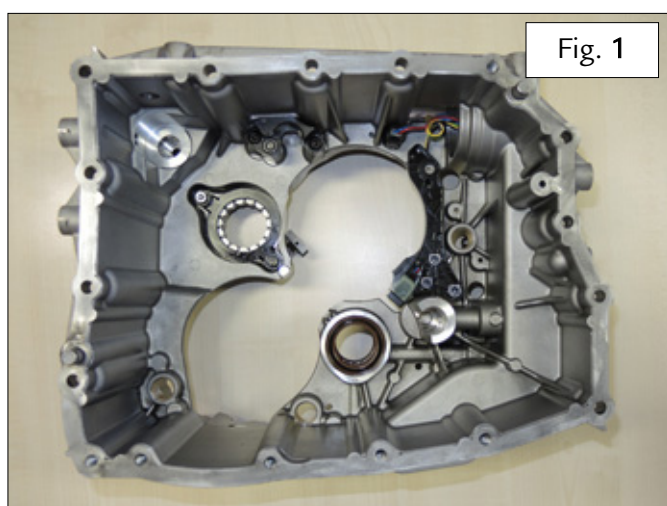
- The gearbox is received in the configuration shown in the following images – Fig. 1 – 2 – 3.

Note: The following images also illustrate how the gearbox must be prepared prior to shipment in the case of parts returned from the network.



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- The gearbox received as a replacement will be in exactly the same configuration as the gearbox removed previously from the vehicle – Fig. 1 – 2 – 3.
- Fit the gearbox in accordance with the instructions given in the latest Technical Information on Level 3 procedures.



Thank you for your co-operation.