



Ferrari North America

Technical Information

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In order to help offer clients an optimized, quicker support service, please find enclosed the correct procedure for compiling, opening, and managing Red On Line reports (ROL).

When to open a ROL:

- 1) Whenever you need to request help concerning a fault for which your 1st level diagnosis does NOT resolve the fault (see ROL Process FLOW CHART in the AFTERSALES PROCEDURE MANUAL on the NewModis portal; in On-line Technical Documentation → “Other sections”)
- 2) For all **new models that have recently entered production** that are NOT yet part of the “Actual Production State” category, a ROL MUST ALWAYS be entered for any vehicle defect irrespective of the demerit mark assigned to the fault as well as for execution of the PDI procedure. This shall apply until further instruction from the factory.
- 3) A ROL MUST be opened **for all vehicles (in “Actual Production State”) with warranties active for less than 3 months**, even if the demerit mark assigned to the fault is **20, 10 or 1**.

- IMPORTANT -

If a fault is detected during PDI, a first ROL must be opened to report the fault and then a second ROL for the normal PDI procedure.



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- 4) A ROL MUST be opened, irrespective of the model and the warranty activation date, whenever a demerit mark of 100 or 40 has to be assigned to a fault.

In the case of vehicles no longer covered by the original warranty or subject to an extended warranty, opening a ROL IS ONLY MANDATORY if it is necessary to assign a demerit mark of 100 to the fault. A Service Entry when a vehicle has been received in the workshop will always be necessary.

- 5) Opening a ROL with a demerit mark of 20 IS MANDATORY for vehicles (in “Actual Production State”) with a warranty activated less than 1 year, for vehicles with a paint defect affecting a particularly extensive area of the bodywork and/or multiple components.

- IMPORTANT -

If a complete engine or complete gearbox needs to be replaced (under warranty), you MUST request authorization from the Ferrari Help Desk BEFORE proceeding by opening an ROL (Red On Line).

Please note that, as already indicated in the “AFTERSALES PROCEDURES MANUAL”, the first SCAN-IN saved after receiving the vehicle in the workshop must always be attached to the ROL, and a scan-out must be attached before the ROL can be closed.

- IMPORTANT -

Please ensure that the correct demerit mark is assigned to the fault and ensure that the ROL includes all the attachments necessary to understand the fault clearly and also include the description of the level 1 diagnosis.



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ATTACHMENT 1 contains the table for assigning the correct fault-demerit mark.

For more information on **the criteria for assigning demerit marks and defect codes**, please refer to the:

- “AFTERSALES PROCEDURES MANUAL”, available from the **NewModis portal** (in the section: **On-line Technical Documentation** → **“Other Sections”**).

NOTE: It is important to correctly assign the demerit mark for the **YELLOW** Check engine warning light and the **RED** gearbox warning light that appear on the instrument panel.

- IMPORTANT -

All persons compiling and managing ROLs must have attended basic technical courses for the respective models in addition to completing the web-based course on the correct compilation of ROLs.

Performing thorough and correct level 1 diagnosis, together with providing as much information as possible regarding the faults noted and compiling the reports correctly, are crucial factors in achieving resolution and closure of the Red On Lines.

Therefore, **BEFORE** opening a ROL report, **the following is necessary:**

- A) Carry out an accurate 1st level diagnosis
- B) Assign the correct demerit mark to the fault
- C) Identify the defective component
- D) Compile the necessary Attachments.

- IMPORTANT -

Given the importance of compiling Red On Line reports correctly, please remember that any non-compliance with these rules may result in the rejection of any claims for reimbursement under warranty for the job.



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- IMPORTANT -

Periodically consult the AFTERSALES PROCEDURE MANUAL on NewModis in the respective sections for any updates to:

- ROL Process flow charts;
- List of new models and Special Series;
- Faults that must be classified as “Demerit Mark 40”;
- List of Technical Information bulletins related to ROLs.

Thank you for your co-operation.

ATTACHMENT 1 - TABLE FOR ASSIGNING THE CORRECT FAULT-DEMERIT MARK

FAILURE	EXAMPLE	DEMERIT MARK TO BE ASSIGNED
All the cases that DO NOT allow the customer to drive the car in safe condition. 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 wheels, a suspension or steering component; - Braking system malfunction; - Passive safety system malfunction; - Heavy leakage(oils, coolant); - Hybrid system failure (valid only for cars equipped with such system).	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; - Freeplay / knocking on mechanical parts (levers, bracket, capote mechanism); - ECU failures (no safety issues); - Problem on transmission parts; - Light fluid leakage, not detected by the client, but detected during service procedures; - Power steering system failure; - Power windows system failure; - External lights system failure; - Capote system failure (valid only for cars equipped with such system); - Electrical seat failure; - Corrosion of chassis/body parts; - "Longlife" type battery breakdown.	Demerit 40 MAJOR FUNCTIONAL FAULT
Important aestetical defect external and / or internal to the car; The car can reach the workshop by itself. The recovery can be postponed to the next service.	- Paint defects extended and important, in zone A or zone B (superior); - Leather parts degradation; - Windscreen broken; - Shadows and marks on the instrument cluster; - Paint damage on the rear bumper near to the tailpipe; - Carbon fiber panels damage.	Demerit 20 MAJOR AESTHETIC FAULT
Light functional defect; Main functions not compromised; The defect has no influence on the car safety; The recovery can be postponed to the first occasion.	- Configuration memory on the instrument cluster and / or the NIT lost; - Seat configuration memory lost; - Air infiltration.	Demerit 10 MINOR FUNCTIONAL FAULT
Small aestetical defect external and / or internal of small dimension. The recovery can be postponed to the next service.	- Impurity, pourosity, opacity, paint bubbles on zone C (low); - Dents or grooves on zone C (low); - Paint slime on the aestetical black areas.	Demerit 1 MINOR AESTHETIC FAULT