



Ferrari North America

Technical Information

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Section:	

Subject: New Activation Requests: New Power and CPO Quick Guide

Attached you will find a quick guide for New Modis regarding New Power and CPO Activations. Please reference this guide when dealing with these activations, and be sure to share this with all involved personnel at your dealership.

If you have any questions or concerns regarding this guide, please be sure to contact the Warranty Department or your ABM.

Thank you for your co-operation.



New Activation Requests: Extended Service Coverage, New Power, and CPO

FNA Warranty Department



Extended Coverage Options

Possible Coverages				
Vehicle age				
1 st - 3 rd	4 th	5 th	6 th - 12 th	12 th - 15 th
Commercial Warranty	Extended	Extended	New Power	New Power15
Commercial Warranty	Extended	New Power	New Power	New Power15
Commercial Warranty	New Power	New Power	New Power	New Power15



Viewing Current Warranty Data

- Prior to any decisions on extended service activations, it is important to check the current status of the vehicle. Open a “Vehicle Database Query” session and search for the VIN in question.
- Selecting the chassis displays the vehicles current warranty coverage start and end dates. To view a complete list of all warranties applied on the vehicle, click <Warranties>.

The screenshot displays the Ferrari Vehicle Database Query interface. The top navigation bar includes 'Startseite', 'Vehicle Database Query' (active), 'Service Entries', and 'Service Entry'. Below the navigation bar is a toolbar with various icons. The main content area is divided into two sections: 'Chassis' and 'General'. The 'Chassis' section lists vehicle details: Chassis Number: 195233, Assembly Number: 112018, Engine Type: F136FB, Gearbox: 0, Model Year: 0000, Notes, and Status. The 'General' section lists production and delivery dates, and warranty dates. The 'Factory Warranty Start Date: 09.05.2014' and 'Factory Warranty End Date: 08.05.2017' are highlighted with a red box. Below the 'General' section, there are four tabs: 'Pre Service Entries and Claims', 'Preventive Maintenance', 'Field Service', and 'Additional Information'. The 'Additional Information' tab is selected, and the 'Warranties' link is highlighted with a red box. Other links in the 'Additional Information' tab include 'Vehicle Notes', 'RCL Numbers', 'Vehicle Card', and 'Vehicle Options'. The 'Pre Service Entries and Claims' tab includes links for 'Pre Service Entry', 'Dealer Claim Lines', and 'Subsidiary Claim Lines'. The 'Preventive Maintenance' tab includes links for 'Inspections', 'Maintenance Contracts', and 'Vehicle Maintenance History'. The 'Field Service' tab includes links for 'Service Entries', 'Service Entry Lines', 'Campaigns', and 'Traceability List'.

Chassis	General
Chassis Number: 195233	Production Date: 12.03.2013 00:00
Assembly Number: 112018	Finishing Date: 15.03.2013 00:00
Engine Type: F136FB	Delivery Date: 09.05.2014 00:00
Gearbox: 0	Factory Warranty Start Date: 09.05.2014
Model Year: 0000	Factory Warranty End Date: 08.05.2017
Notes:	Customer Name: DRV000683 John Tedesco
Status:	Dealer 1: 100006125 THE COLLECTION, LLC
	Extraservice Contract:

Pre Service Entries and Claims	Preventive Maintenance	Field Service	Additional Information
☐ Pre Service Entry	☒ Inspections	☒ Service Entries	☒ Warranties
☒ Dealer Claim Lines	☒ Maintenance Contracts	☒ Service Entry Lines	☐ Vehicle Notes
☒ Subsidiary Claim Lines	☒ Vehicle Maintenance History	☒ Campaigns	☐ RCL Numbers
		☐ Traceability List	☒ Vehicle Card
			☒ Vehicle Options

Service Coverage Extension Request



- Service Coverage Extension Requests (i.e. Extended Service Coverage/New Power) are always completed through service entry and can be by using the <Applicable Actions> menu.
 - Note: It is possible to use the <Actions> menu in the Activities List, but it is recommended to use the method outlined in this guide.
- To start, open a service entry under the VIN in question and enter all data necessary to put the vehicle into Released status. For more info, please reference FNA's "New Modis Service Entry Flow Chart and Quick Guide".

NOTE: For CPO Activations, please click [here](#).



Applicable Actions

- Within the service entry, click <Applicable Actions>, <Applicable Activities>.

Home | Vehicle Database Query | Warranties and Additional Coverages | Service Entries | **Service Entry** ✕

Views | References | **Actions** | Applicable Acts... | Release...

1 Applicable Acts...

General | Sales

Service Entry Number: SE1137536 | Service Department: 100052222 | ROSSOCORSA SRL | Status: Released | ☐ Interrupted | Interruption Reason:

Vehicle | Sales Dealer

Chassis Number: 204008 | Dealer 1: 100006055 | AUTOMOBILI ITALIANE, LLC.
Description: 458 SPIDER | Vehicle Owner: DRV000263 | Masahiro Teragawa
Assembly Number: 122426 | Current Owner: Yes
License Plate Number:

Mileage | Repair Order

Mileage in KM: 10093 | Repair Order: rep05
Mileage in Miles: 10000 | Date IN: 12/08/2017 15:58:02
Scan Out Mileage in KM: 0 | Start Date of Work: |
Scan Out Mileage in Miles: 0 | End Date of Work: |
Scan-In Date: | Vehicle Delivery Time: |

Applicable Activities



- Clicking <Applicable Activities> will generate a new window, displaying the info below.

Model Code: 742845040 SPIDER 8 CIL USA MY15

Chassis Number: 204006

Service Entry: SE1137536

Mileage in KM: 16093

Mileage in Miles: 10000

Forecasted Date IN: 12/09/2017

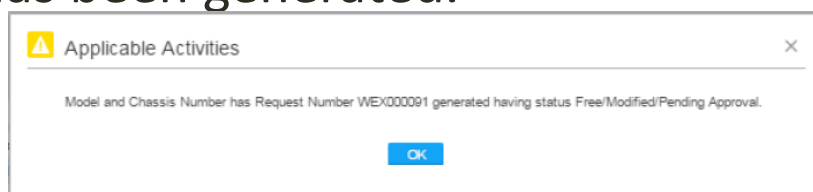
Selection	Type of Activity	Activities	Activity Group	Traffic Light	Lower Limit of Execution Date	Upper Limit of Execution Date
☐	Maintenance Contract	Maintenance Contract Activity:Genuine Maintenance Service 7	Blow coils perform UP TO Engin	Green	17/05/2017	17/09/2017
☐	Warranty Extension	Warranty Extension Request:S	4th Year Ext.	Green		
☐	Warranty Extension	Warranty Extension Request:T	4+5th Year Ext.	Green		
☐	Warranty Extension	Warranty Extension Request:G1	New Power	Green		

- The data displayed uses a similar format to 7 Year maintenance, in that the system uses a **Traffic Light** system to display whether or not the vehicle is able to activate an extension, and **the Lower and Upper Limits of Execution**.
- Select the Applicable line and click <Actions>,<Process>.

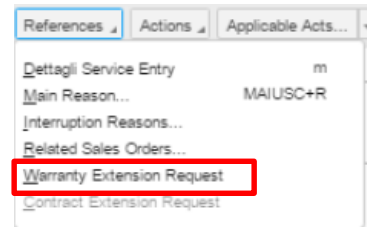


Service Coverage Extension (i.e. Extended Service Coverage/New Power) Request

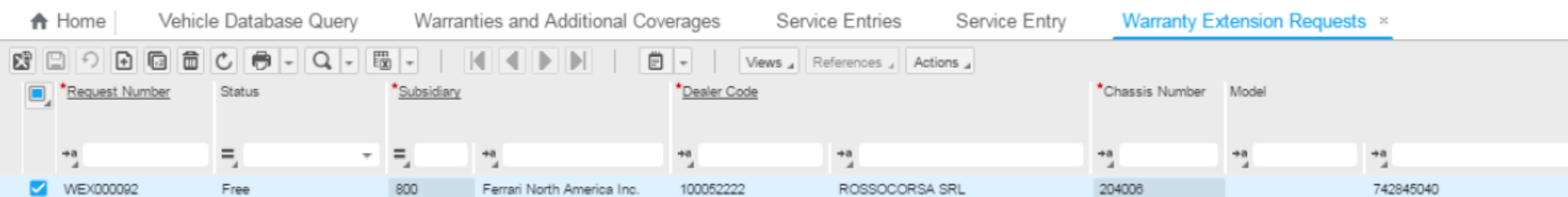
- Clicking process will generate a pop-up window, stating the request has been generated.



- Click <OK> and from the SE main screen click <References>, <Warranty Extension Request>.



- Doing so will open a new window.



- Note: Make sure to move the toolbar on the bottom in order to view all the data on this line.



Checklist and Contract

- In order to process the request, the user must upload both the vehicle checklist and the extension contract. To get started, select the extension line and click <Actions>, <Link/View Documents>. The system will pop-up a number of windows.

- Click <Upload from PC>.
- Click <Yes> to description.
- Select the  icon to view category options.
 - It is recommended you enter a description as well.
- Select either contract or checklist.
- When complete, hit <OK> and <Close>.

The sequence of screenshots illustrates the following steps:

- What would you like to do?** Dialog box for file 'tcldl9010.2'. The 'Upload from PC' button is highlighted with a red box.
- Would like to add also a description to file Check.pdf?** Dialog box. The 'Yes' button is highlighted with a red box.
- Add Category and Comment** Dialog box. It contains 'Category' and 'Description' input fields. A red box highlights the 'Category' field.
- List Of Categories** Dialog box. It shows a list of categories: 'Warranty_Checklist' and 'Warranty_Contract'. Red boxes highlight the checkboxes next to each category.



Checklist and Contract

NOTE: It is required that both the checklist and contract are uploaded and categorized. The system is not “smart” enough to detect what the user has uploaded.

The user can verify that this is complete by viewing the line. Checkmarks indicate the documents were uploaded.

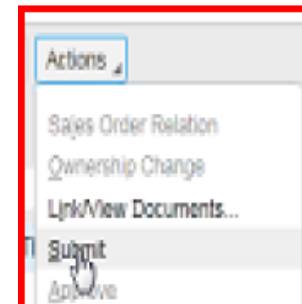
A screenshot of a software interface titled "Warranty Extension Requests". The interface shows a table with columns for "Updated on", "Approved by", "Approved on", "Contract Document Attached", and "Check List Attached". The "Contract Document Attached" and "Check List Attached" columns are highlighted with a red box, and both show a green checkmark, indicating that the documents have been uploaded. The "Updated on" column has a date picker, and the "Approved by" column has a user selection dropdown.



Print and Submit

- Before being able to submit, the system needs the user to print the documents. Click the print icon , select “D” for device and hit ok. Make sure the language is correct.

- To submit, click <Actions>, <Submit>.
 - The line will change to “Pending Approval”.
 - It is now waiting for FNA to approve.



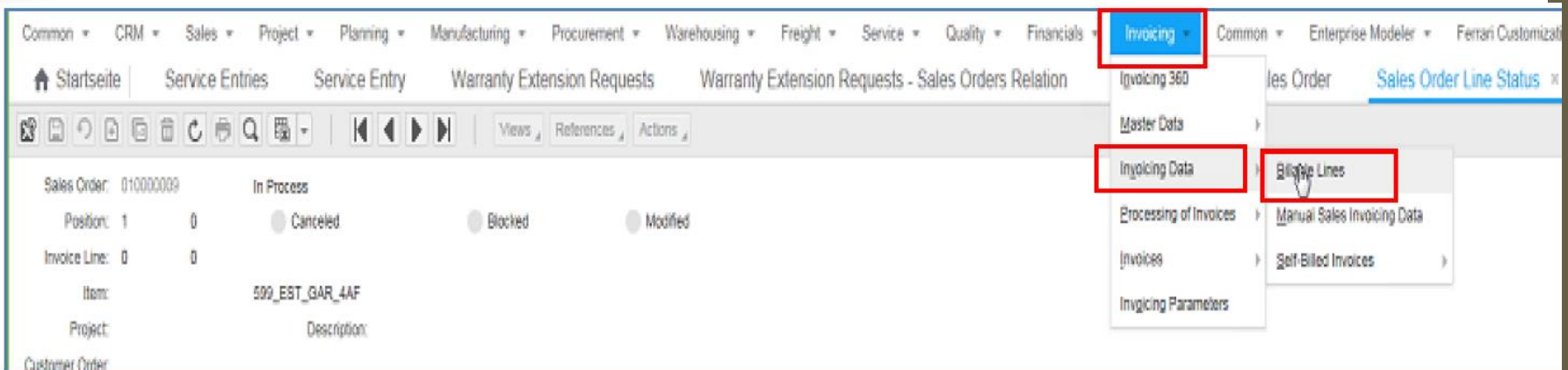
- To view pending requests, click <Service>, <Warranty Extensions>, <W.EXT – Warranty Extension Requests> from the New Modis portal.

Network Management	>	Vehicle DB Query	>	W.EXT - Warranty Extension Requests
Sales	>	Claim Management	>	
Service	>	Warranty Extensions	>	

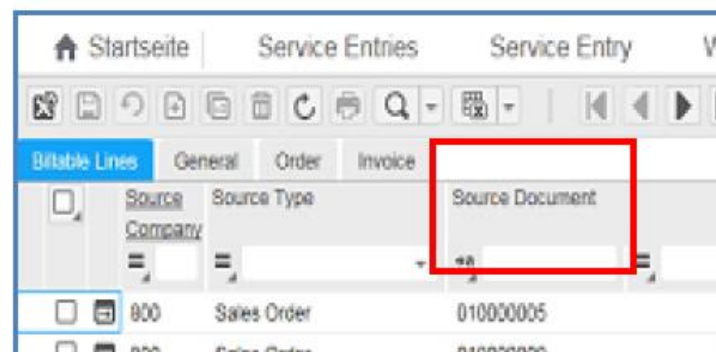


Invoicing the Customer

- To retrieve the billing documents, go to <Invoicing>, <Invoicing Data>, <Billable Lines>.



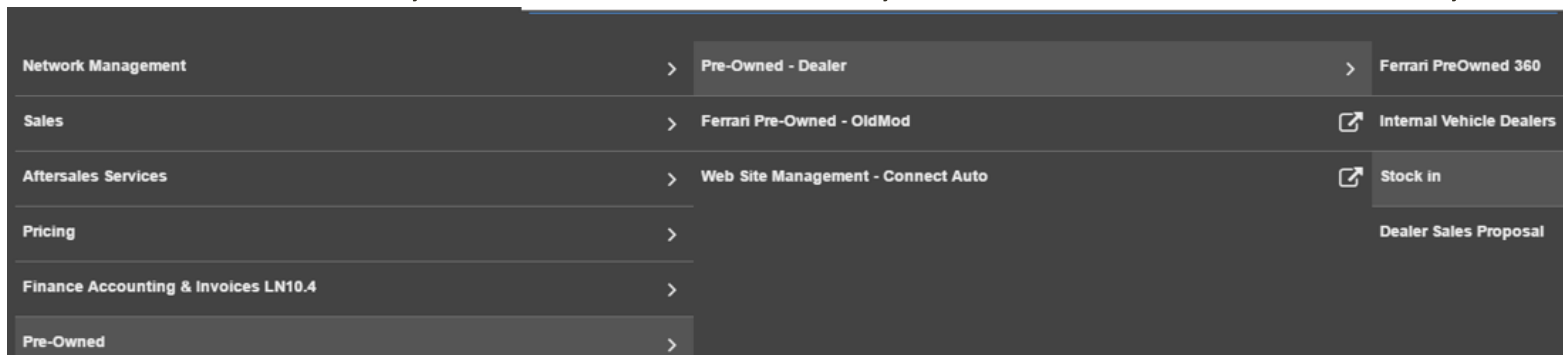
- From here, the user can enter the Sales Order Number in order to view the documents for the corresponding activation.





CPO Activation

- CPO Activations, conversely to Service Coverage Extensions (i.e. Extended Service Coverage/New Power), are not completed through Service Entry.
- In New Modis, click <Pre-Owned>, <Pre-Owned – Dealer>,



- Using the  chassis box,  find the vehicle in question and click the  icon to open the vehicle.



- Options ▾

Recently Used | Stock In | **Take In Charge** ✕












Actions ▾ | 1-After Market Eq. | 2-Certification... | 3-Sale\Delivery...

Company: 800 FNA Customer Market different from R
 Stock In: F17000238 Chassis #: 215731 Opening Date: 3/17/2017 9:20 AM Last Refresh Date: 3/17/2017
 Stock In Status: In stock ☐ Certification

Take in Charge | Web Information

Dealer: 100006168 RECOVERY RACING III, LLC Put in Stock
 Sub dealer:
 Chassis #: 215731 Cancel
 Vehicle Model: F149M DCT California T

Eligible for Ferrari Approved Certification

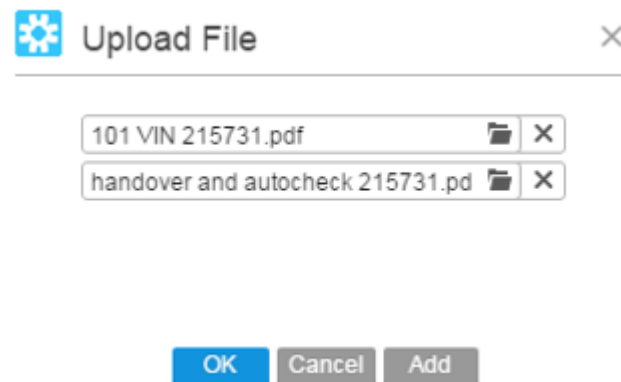
Within 1 year warranty:	11/25/2026	12:00 AM
Within 2 years warranty:	11/25/2025	12:00 AM

Eligible Vehicle for Ferrari Approved, but Certification not performed



Pre-Owned Certification

- Clicking yes brings the user into a new environment. Now the user must add a line by clicking the  icon under certification lines.
- Once the line is created, it is necessary to upload all necessary documents, per the CPO policy.
 - Click <Add/View Document> and upload each file.
 - Uploaded more than one at a time is possible.
 - Make sure to name these files with descriptive titles!





Modifying the Marketing Card

- Next, Click <Actions>, <Create/Modify Marketing Card>.
- Fill in the necessary items within the marketing sheet:

Marketing Card Management

The screenshot shows the 'Marketing Sheet' tab of the 'Marketing Card Management' form. The form contains the following fields and values:

Field	Value
Stock In:	F17000238
Status:	Created
Id. Numbr:	215731
Vehicle Model:	
Licence Plate:	hreholre
Pre-Owned Contract Number:	free cpo
Sales Date:	4/22/2017

- Go to the customer tab and search for the customer's CRM profile.

The screenshot shows the 'Customer' tab of the 'Marketing Card Management' form. The 'Contact' field is highlighted with a red box. The form contains the following fields and values:

Field	Value
Contact:	
Customer ID:	
Gender:	Physical Person
Legal:	
Address:	
Address:	
Building:	
ZIP Code:	
State/Province:	
City:	
Country:	
Language of communication:	

Modifying the Marketing Card



- Go to the warranty tab and select the warranty start date. It is OK for the date to be the day this is filled out.

Marketing Card Management

Marketing Sheet Customer Company Owned cars Trade-in **Warranty**

Warranty Start Date: 4/26/2017

Note 1:

Note 2:

- Select <Privacy Note> and print. (Select D for device).

Views References Actions Confirm Extended Warranties **Privacy Note**

Warranty Miscellaneous Migration

- Click <Confirm>, then save and exit.

Views References Actions **Confirm**

Marketing Sheet Customer Company Owned cars Trade-in **Warranty** Miscellaneous Migration

Confirm



Sending the Certification

- In the Pre-Owned Certification screen, click <Send Certification>, then <Yes>.

A screenshot of a software application window titled "Pre-Owned Certification". The window has a menu bar with "Views", "References", and "Actions". Below the menu bar is a toolbar with various icons. The main content area displays vehicle information: "Company: 800 FNA", "Stock In: F17000238", "Chassis #: 215731", "California T", and "Customer Market differer". Below this, there is a section for "Check List Execution Date:" with "Status: Added", a radio button for "Testo", "Technician: usingb03", "Last Modified by: usingb03", and "Last Modification Date: 4/22/2017 4:29 PM". At the bottom of the form, there is a button labeled "Send Certification" which is highlighted with a red rectangular box.

NOTE: The status of the vehicle will automatically change to confirmed. THE CERTIFICATION MUST BE CONFIRMED BEFORE THE SALE CAN BE COMPLETED!