



Ferrari North America

Technical Information

Date: January 2019
Bulletin #: 2550
Campaign #:
Supersedes:
Section: 10

Subject: Reporting damage and other factory related issues

In order to standardize and improve the quality of reports concerning any case of transport damage or Factory related issues, **Ferrari** has developed a standard format, shown below, which we ask you to use for all future reports.

Vehicle information

The following information must be entered in the format below when communicating outside of Red On Line (ROL), indicating: MODEL, VIN NUMBER, and DEALER'S NAME.

MODEL	VIN	DEALER
PORTOFINO	#####	XXXXXXXX

- IMPORTANT -

Reminder: All damage and issues found during PDI require a “PDI anomaly” ROL in addition to the normal “PDI Module” ROL for cars that aren’t in actual production stage.

Description of issues

The anomalies found during the checks must be communicated in a concise manner, distinguishing between Factory related issues and transport damage, as shown below.

Example: **Factory related issues**

1. Paint issue on the front left wheel.

Transport Damage

1. Damage to the front left wheel.

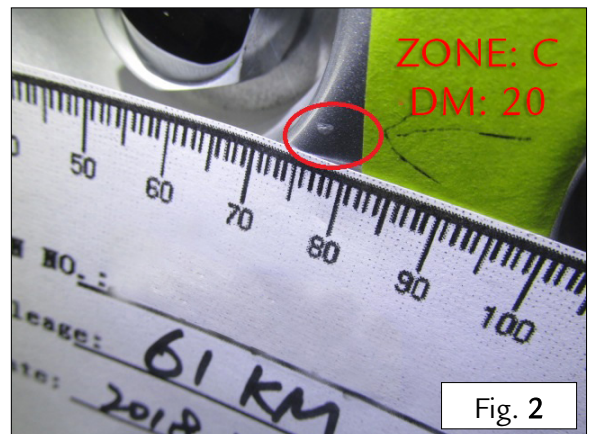
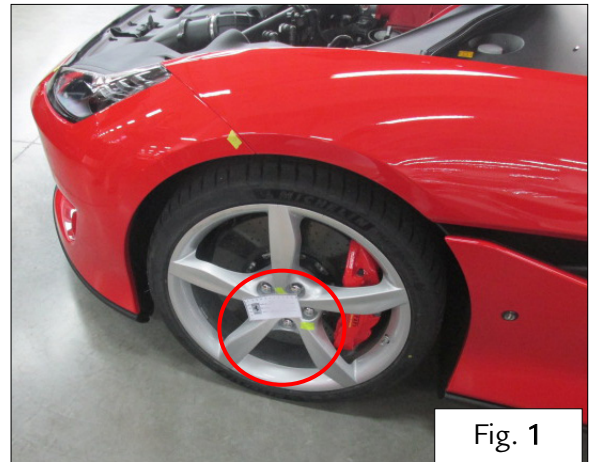


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Images of the Anomalies

Each anomaly must be accompanied by:

- An overall photo that clearly shows the area affected by the problem – Fig.1;
- A close-up photo of the issue next to a ruler, so the dimensions of the issue can be easily understood. Also indicate the Zone and Flaw – Fig.2.



- IMPORTANT -

For detailed information on the subdivision of the areas to be inspected on the vehicle, both internal and external, and on the scores to be assigned to Flaws, please consult the Technical Information number 2502 relating to the ICP Standard (Initial Customer Perception) of July 2018.

Thank you for your co-operation.