



Ferrari North America Technical Information

Date: July 2019
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Campaign #:
Supersedes:
Section: 10

Subject: New functions in Service Entry

Please note that as of July 15, 2019 the Service Entry form will be improved with the introduction of the following new functions:

- New indicators for monitoring number of days spent in workshop;
- Check for repeat repairs for same component code;
- Check for repeat repairs within a short period of time;
- Check for repeat repairs within a short mileage interval.

The indicators for monitoring the number of days spent in the workshop (Fig. 1) are all-new and display the following information:

- Total days of vehicle down time;
- Total number of visits to workshop;
- Total days of vehicle down time due to fault.

The screenshot shows the Service Entry form for a Ferrari vehicle. The Control section is highlighted with a red box, and a yellow arrow points to it. The Control section contains the following fields:

Control	Cancelled	Cancel Date
Total Vehicle Days Down	0	
Total Workshop Visits	0	
Total Vehicle Days Down for Anomaly	0	

Fig. 1



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- IMPORTANT -

It is the dealership's responsibility to notify their ABM when days down are accumulating

The calculation is not launched automatically and is **not mandatory**. The dealer may decide whether to calculate the value and is responsible for ensuring that the result is correct. Excessively high values for “days in workshop” and “days in workshop for faults” may be produced if previous **Service Entries** were not compiled correctly. In the case of Service Entry errors found, please notify the warranty department.

The functions for checking repeat repairs are already included in the warranty claim form; these check functions are now replicated in the **Service Entry** form and have been improved.

The repeat repair check function may generate feedback from the factory, which may contact you to ask for more information. In the case of a vehicle that has been brought to the Authorized Ferrari dealer repeatedly, exceeding the number of times/days defined by Ferrari, one or more of the following notification messages will be displayed in the **Service Entry**.

The notification messages which may be displayed in a **Service Entry** are listed as follows, together with a few images given as examples:

- Total Days Down for vehicle exceeds 15 days, please keep days down to a minimum;
- Total Days Down for vehicle exceeds 20 days, please keep days down to a minimum;
- Total Days Down for vehicle exceeds 25 days, vehicle repair days critical;
- Total Days Down for vehicle exceeds 30 days, vehicle repair days critical;
- Low difference in mileage from previous repair;
- Repair performed after a few days from last dealership visit;
- Total Days Down for a fault exceeds 30 days, vehicle repair days critical;
- Repeated Repair in the lifetime of the vehicle.



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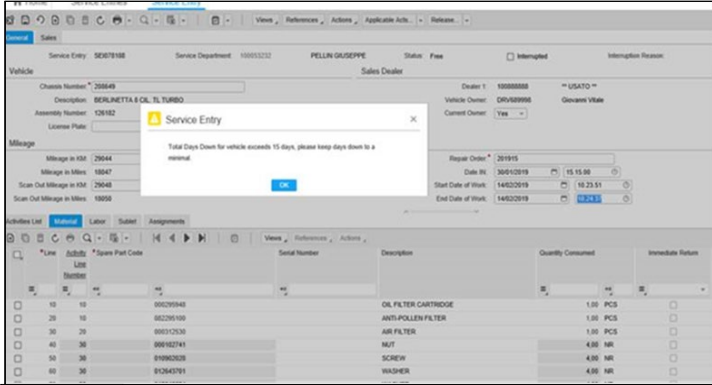


Fig. 2

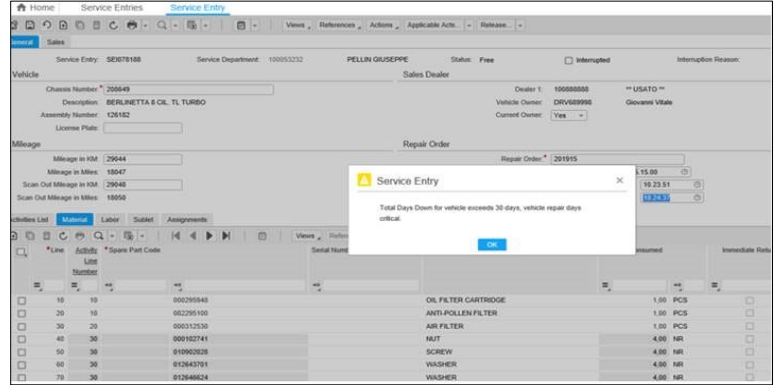


Fig. 3

Thank you for your co-operation.