



Ferrari North America

Technical Information

Date:	June 2019
Bulletin #:	2595
Campaign #:	
Supersedes:	
Section:	10

Model Type: 458 Italia/Spider/Speciale/SpecialeA, F12 Berlinetta, F12 tdf, 812Superfast, California, California T, 488 GTB/Spider/Pista/PistaSpider, LaFerrari, Laferrari Aperta, FF, GTC4Lusso, GTC4LussoT

Model Year: All

Subject: Q & A Ferrari Predictive Maintenance

Please find enclosed a list of answers to the most frequent questions concerning the recently launched “Ferrari Predictive Maintenance” program that you may be asked by customers interested in subscribing to the program. To standardize the information disclosed, we therefore ask you to adhere to the content below.

1. What is Ferrari Predictive Maintenance?

Ferrari Predictive Maintenance is a new aftersales program created by Ferrari based on the calculated state of wear and wear rate of certain components of Ferrari vehicles. The purpose of this program, is to allow routine maintenance procedures to be performed when effectively necessary in relation to the actual usage of the Ferrari vehicle. Additional features are also under consideration. The Ferrari Predictive Maintenance program will provide the customer with information on which maintenance procedures are necessary and when.

2. For which components is wear calculated?

At the launch of the Ferrari Predictive Maintenance program, the components and materials considered will be: the oil filter and engine oil. As more modules of the Ferrari Predictive Maintenance are developed, other components/materials will be added to those considered by the wear calculation system.

3. Where can I find more information on the calculation of component wear?

The wear calculation module is accessed by Authorized Ferrari Dealers, and will be provided to the customer in a document titled “Ferrari Next” at the end of a service.



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4. What is the Ferrari Next document?

“Ferrari Next” is a document which the Authorized Ferrari Network gives to owners of Ferrari vehicles registered in the Ferrari Predictive Maintenance program at the end of every service. The “Ferrari Next” document contains the following information:

- the services available for the vehicle;
- completed scheduled maintenance activities;
- expired scheduled maintenance activities, which have not been completed;
- future scheduled maintenance activities.

5. Which Ferrari models can be included in the Ferrari Predictive Maintenance program?

All Ferrari vehicles produced **from February 2019** are **automatically** included in the Ferrari Predictive Maintenance program.

Owners of the Ferrari models indicated in the following table and produced **before February 2019** may electively register their vehicles in the program by signing the amendment to the Manufacturer's Warranty Booklet for approval. This amendment, which is printed on an adhesive label, must then be affixed to the Manufacturer's Warranty Booklet of the Ferrari vehicle in question.

California	458 Speciale	FF	488 Spider	GTC4 Lusso T
California T	458 Speciale A	LaFerrari	488 Pista	Portofino
458 Italia	F12berlinetta	LaFerrari Aperta	812 Superfast	488 Pista Spider
458 Spider	F12 TDF	488 GTB	GTC4 Lusso	



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6. Which Ferrari models cannot be included in the Ferrari Predictive Maintenance program, and why not?

All Ferrari vehicles prior to the California are not eligible for the Ferrari Predictive Maintenance program. These vehicles are not designed to interface with the DEIS diagnostic tool and can therefore not provide the system with the parameters necessary to calculate the degree of wear of the vehicle components.

All the vehicles listed in the table relative to question 5 are also excluded from the Ferrari Predictive Maintenance program if the owner does not register his/her vehicle in the program by signing the amendment to the Manufacturer's Warranty Booklet for approval.

7. Why sign up for the Ferrari Predictive Maintenance program, and what advantages does it offer?

Advances in technology and the superior quality of the components and lubricants used by Ferrari have made it possible to develop a customizable maintenance program to help ensure that certain components and materials are only replaced when effectively necessary, reducing waste and contributing to environmental sustainability. The “Ferrari Next” document handed to customers after each service performed as part of the Ferrari Predictive Maintenance program helps them plan their time more efficiently.

8. How much does it cost to be part of the Ferrari Predictive Maintenance program?

Registration in the Ferrari Predictive Maintenance program is completely free of charge.

9. Is the Ferrari Predictive Maintenance program linked to the customer or to the vehicle?

The Ferrari Predictive Maintenance program is linked to the vehicle as it is subject to the conditions specified in the Manufacturer's Warranty. In case of change of ownership, the new owner automatically is subject to conditions agreed to by the previous owner of the Ferrari vehicle.

10. Is registration in the Ferrari Predictive Maintenance program reversible?

No. Registration in the Ferrari Predictive Maintenance program is irreversible.



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11. What should I do if I have the vehicle serviced regularly by a service center outside the Authorized Ferrari Network?

The Authorized Ferrari Service Center chosen by the customer must be informed of any regular service procedures performed by independent service centers, and will enter the relative data into the component wear calculation system. This will make sure that the Ferrari Predictive Maintenance program for the vehicle is kept up to date, allowing it to notify the customer of the date of the next service.

Thank you for your co-operation.