



# Ferrari North America

## Technical Information

Date: September 2019  
 Bulletin #: 2611  
 Campaign #:  
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 Section: 10

**Model Type:** 458 Italia, 458 Spider, 458 Speciale, 458 Speciale A, 488 Pista Spider, F12 Berlinetta, 488 GTB, 488 Spider, California T, F12tdf, California, 812 Superfast, 488 Pista, GTC4 Lusso, GTC4 Lusso T, FF, LaFerrari, LaFerrari Aperta, Portofino

**Model Year:** All

**Subject:** Ferrari Predictive Maintenance, added functions in New Modis for routine maintenance management

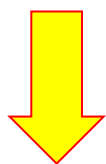
Please note that the following improvements will be introduced to help simplify the management of routine maintenance on the New Modis portal:

- New version of the Ferrari Next document;
- Modified **Applicable Activities** session, with new columns, and the introduction of the **Algorithm simulation function for calculating predicted service dates** for vehicles participating in the “Ferrari Predictive Maintenance” program;
- New QR Code on warranty booklet sticker for vehicles registered in “Ferrari Predictive Maintenance” program.

### New version of the Ferrari Next document

The **Ferrari Next** document has been revised, with modifications made to the “**Scheduled Activities**” section. This section no longer indicates a specific date for each forthcoming maintenance activity, and now indicates a time period within which the customer must have the activity performed. This period is indicated by the columns “**From**” (A) and “**No later than**” (B).

**BEFORE**



**NOW**

Activity	Date expected
Annual or 20,000km check	08/01/2020
Belt replacement - every 4 years or 80,000km	30/03/2020
Air filter replacement - every 4 years or 40,000km	02/12/2020
Change of brake fluid - every 2 years	02/12/2020
Oil and dynamic engine filter replacement	30/03/2021

Activity	From	No later than
Annual or 20,000km check	08/02/2020	08/04/2020
Belt replacement - every 4 years or 80,000km	30/02/2020	30/04/2020
Air filter replacement - every 4 years or 40,000km	02/11/2020 <b>(A)</b>	02/11/2020 <b>(B)</b>
Change of brake fluid - every 2 years	02/11/2020	02/01/2021
Oil and dynamic engine filter replacement	30/02/2021	30/04/2021



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## Modified Applicable Activities session and introduction of Algorithm simulation function for calculating predicted service dates

To help Authorized Ferrari Dealers plan their activities, the following improvements have been made to the “Applicable Activities” session.

### New columns – Fig.1.

#### A. Earliest permissible date for dealer reimbursement

Previously denominated "Lower limit of execution date", this is the earliest date from which Ferrari will reimburse the costs for maintenance procedures performed ahead of schedule. The intention of this is to avoid requiring the customer to bring the vehicle back multiple times in a short period of time if the customer is at the dealership for other issues/concerns.

#### B. Earliest Permissible Date for Customer – shown on Ferrari Next

New column indicating the earliest permissible date for next service activity communicated to customer in the Ferrari Next document. This is the only “earliest date” that the customer can see.

#### C. Latest Permissible Date for Customer – shown on Ferrari Next

New column indicating the latest permissible date for next service activity communicated to customer in the Ferrari Next document. This is the only “latest date” that the customer can see.

#### D. Latest permissible date for dealer reimbursement

Previously denominated "Upper limit of execution date", this is the latest date from which Ferrari will reimburse the costs for maintenance procedures performed after their prescribed time. The intention of this is to give the dealer a window of flexibility in case the customer shows up slightly later than the “latest permissible date” communicated to him.



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For vehicles registered in the **Ferrari Predictive Maintenance** program, the aforementioned dates may change at each new SCAN IN, as they are calculated and updated by the algorithm in accordance with effective usage of the vehicle by the customer.

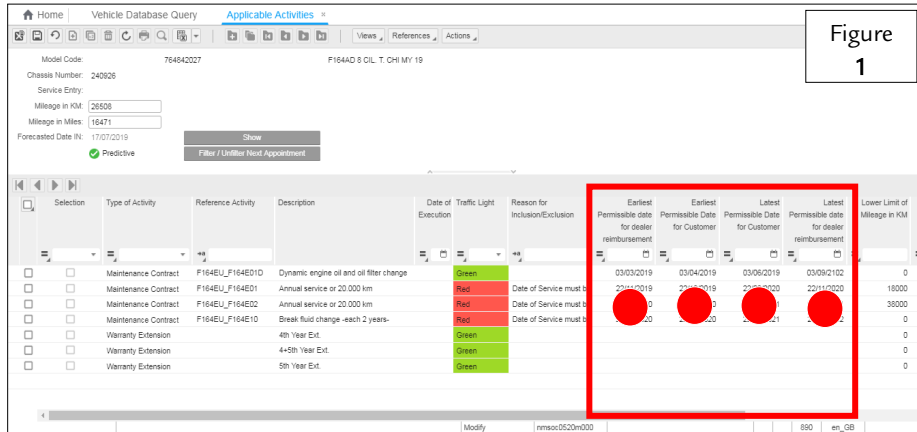


Figure 1

## New “Filter next appointments” button

This button may be used to filter and display upcoming appointments for a specific VIN number in accordance with one or more of the following criteria:

- A. All activities flagged with a **green traffic light**;
- B. Activities between the first “**Earliest permissible date for dealer reimbursement**” and the subsequent months selected. Activities are listed in order of date.

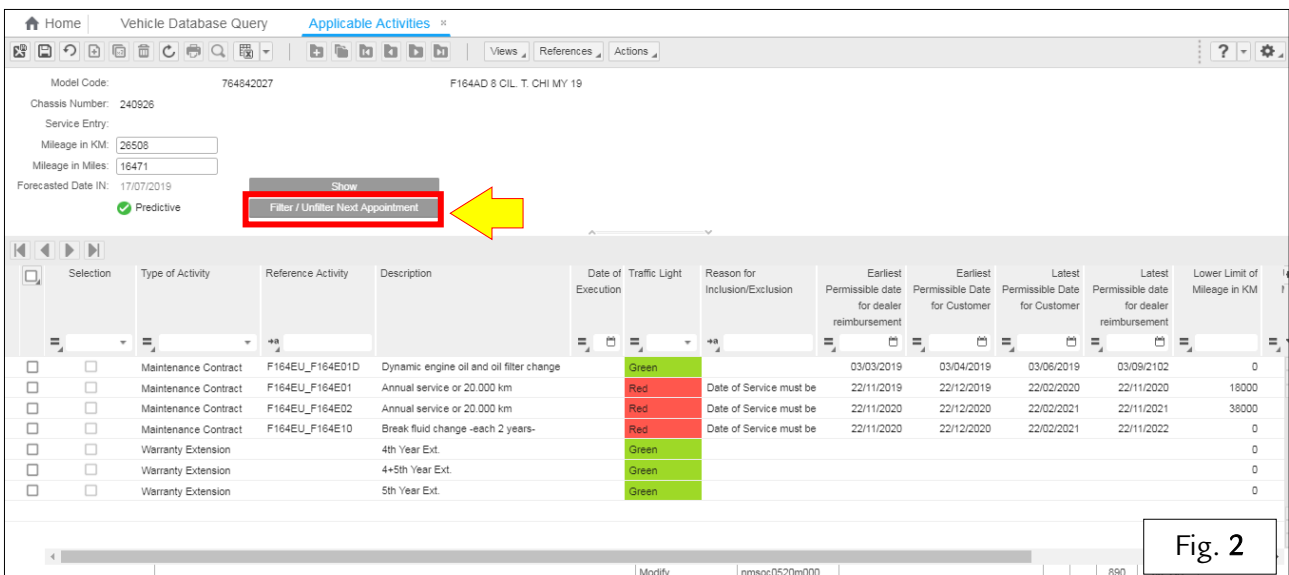


Fig. 2



## Algorithm simulation function for calculating predicted service dates for vehicles participating in the “Ferrari Predictive Maintenance” program

This is a tool which may be used in all cases where the SCAN IN data in the system is not recent.

When the session is opened, the presumed mileage of the vehicle, calculated in accordance with the data acquired from the last available SCAN IN, is shown by default in the box (A).

To update the **Applicable Activities**:

- If the vehicle is in the workshop, perform a SCAN IN to update the predictive calculation.
- If the vehicle is not in the workshop, the operator must **always** use the simulation session when speaking to the customer by phone to book the next service, entering the updated mileage indicated by the customer in the relative “Mileage” box (A) of the **Applicable Activities** session and then pressing the button **Show** – Fig.3.

### - IMPORTANT -

The system recalculates/updates the predicted next service activity dates on the basis of the SCAN-IN or simulation session, avoiding the possibility of erroneously booking non-reimbursable maintenance activities.

For vehicles registered in the **Ferrari Predictive Maintenance** program, the “Forecasted Date IN” field cannot be modified. The modifications made to the simulation will not be saved by the system.

Selection	Type of Activity	Reference Activity	Description	Date of Execution	Traffic Light	Reason for Inclusion/Exclusion	Earliest Permissible date for dealer reimbursement	Earliest Permissible Date for Customer	Latest Permissible Date for Customer	Latest Permissible date for dealer reimbursement	Lower Limit of Mileage in KM
<input type="checkbox"/>	Maintenance Contract	F164EU_F164E01D	Dynamic engine oil and oil filter change		Green		03/03/2019	03/04/2019	03/06/2019	03/09/2102	0
<input type="checkbox"/>	Maintenance Contract	F164EU_F164E01	Annual service or 20.000 km		Red	Date of Service must be	22/11/2019	22/12/2019	22/02/2020	22/11/2020	18000
<input type="checkbox"/>	Maintenance Contract	F164EU_F164E02	Annual service or 20.000 km		Red	Date of Service must be	22/11/2020	22/12/2020	22/02/2021	22/11/2021	38000
<input type="checkbox"/>	Maintenance Contract	F164EU_F164E10	Break fluid change -each 2 years-		Red	Date of Service must be	22/11/2020	22/12/2020	22/02/2021	22/11/2022	0
<input type="checkbox"/>	Warranty Extension		4th Year Ext.		Green						0
<input type="checkbox"/>	Warranty Extension		4+5th Year Ext.		Green						0
<input type="checkbox"/>	Warranty Extension		5th Year Ext.		Green						0

Fig. 3



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## QR Code on warranty booklet sticker for vehicles registered in “Ferrari Predictive Maintenance” program.

A QR CODE has been included in the warranty booklet sticker for vehicles registered voluntarily in the **Ferrari Predictive Maintenance** program by their owners. This QR CODE has been introduced because a number of spot checks have revealed cases of incorrect documents uploaded into Service Entries. The QR code is used by the system to check that the documents are correct.

The procedure now requires the user to upload a scan of the sticker signed by the customer, with the date and dealer stamp applied to the Manufacturer's Warranty Booklet (as indicated in **Technical Information 2580**).

The new QR Code will allow the system to identify any attachments that are not correct for the registration procedure. In the case of an incorrect document, the user is prompted to upload the correct document.

The new sticker, which retains the same part number as the previous sticker, may be ordered by you from our Spare Parts Department in the quantities needed, using the part numbers indicated below. These part numbers are available in the **Stickers and Labels** section of the **Spare Parts Catalog** for all models eligible for the **Program**.

Language	Part No.	Language	Part No.
Italian	000934214	Chinese	000934233
English (USA)	000934235	Spanish	000934222
French	000934220	Portuguese	000934223
Canadian	000934681		

Thank you for your co-operation.

