



# Ferrari North America

## Technical Information

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Section: 10

**Subject: Registration of Maintenance Services**

Please note that there is a new section in Modis to register maintenance services for the models listed below.

### Table of models

Models		
360 Modena (all versions)	550 Barchetta	612 One to One
F430 (all versions)	575 Maranello	599 GTB Fiorano
456 GT / GTA	575 Superamerica	599 SA Aperta
456 M GT / GTA	612 Scaglietti	599 GTO
550 Maranello	612 Scaglietti Sessanta	Enzo

### Purpose

- Create a single, secure archive for storing and consulting the service history of vehicles;
- Encourage owners to have maintenance performed by an Authorized Ferrari Dealer;
- Help maintain the residual value of the vehicle;
- Help ensure that all the procedures necessary to keep the vehicle in proper working order are performed correctly;
- Provide official documented proof of prior procedures carried out on the vehicle.

Any procedures performed outside of the Authorized Ferrari Dealer network may also be registered in the archive from within the Service Entry to create an even more detailed service history of the vehicle.



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## Checking for Maintenance Service Record contract associated with vehicle

To check if a “Maintenance Service Record” contract exists for the vehicle, click the button Maintenance Contracts in Vehicle Database Query – Fig. 1.

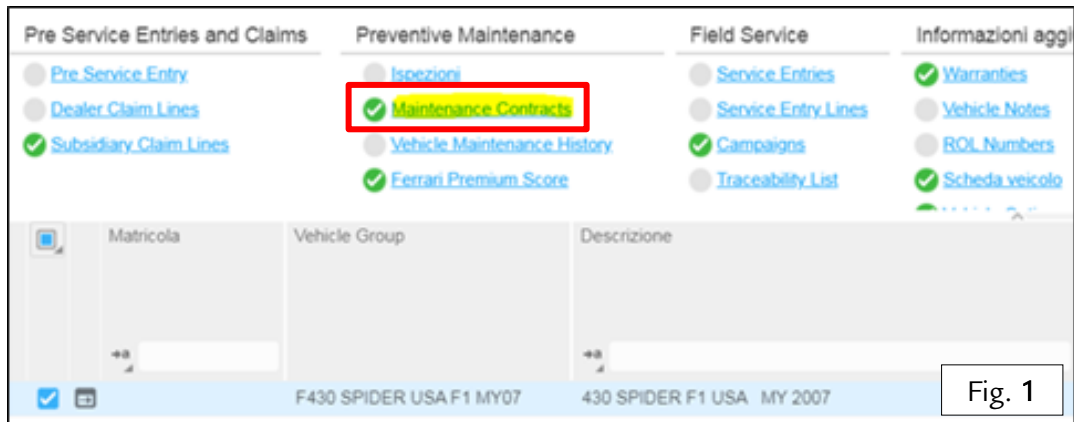


Fig. 1

Whether or not a contract for this service exists for the vehicle is shown in the section Maintenance Contracts – Fig. 2.

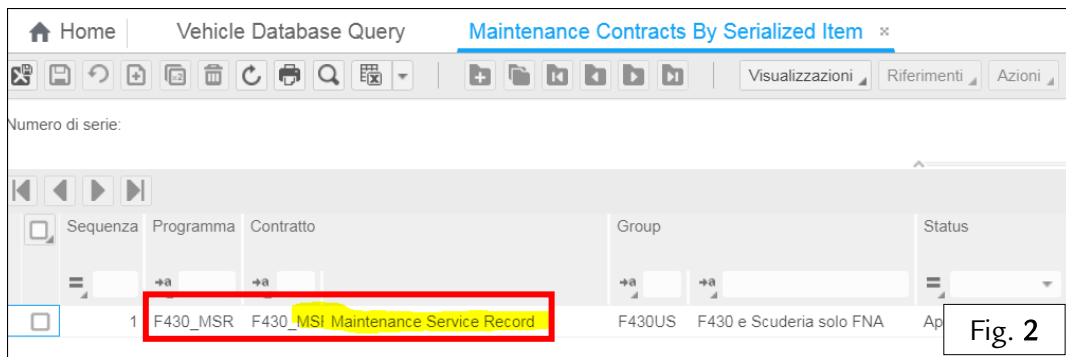


Fig. 2



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### Maintenance procedures

The system indicates the procedures required for the vehicle in accordance with the time/mileage intervals of the maintenance schedule in the usual section **Applicable Activities** – Fig. 3.

Selection	Type of Activity	Attività	Description	Date of Execution	Traffic Light
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract	Annual service or every 15,000 miles		Amber
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract	Change gearbox and diff oil every 2 years or 15,000 miles		Amber
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract	Change power steering fluid every 2 years or 15,000 miles		Amber

Fig. 3

The system determines which activities are due for the vehicle by referring to the service history archived in the system, and indicates them with a green traffic light if they are part of 7-Year Maintenance, and an **Amber** traffic light if they would be customer pay. If you have any documentation relative to prior services performed on the vehicle, you must provide this documentation and request its registration in the service history of the vehicle before consulting the system to determine the activities necessary.

This will allow the system to display the necessary activities correctly, eliminating the possibility of unnecessary duplicated procedures.

### Requesting prior service history registration

The process for requesting the registration in the online archive of maintenance procedures performed prior to the launch of the new function is described as follows:

1. The dealer must be in possession of the **Manufacturer's Warranty Booklet**, containing the details of the procedures performed on the vehicle, or of copies of the invoices/Repair orders for these procedures.
2. This documentation must be sent to the e-mail address [satservice@ferrari.com](mailto:satservice@ferrari.com) with [FNA-WarrantyHelpdesk@ferrari.com](mailto:FNA-WarrantyHelpdesk@ferrari.com) in copy.



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3. The documentation submitted will be subject to evaluation. If the documentation is determined to be complete and valid, it will be loaded into the archive to populate the vehicle service history.

Ferrari reserves the right to reject any documentation deemed incomplete.

## Print function

The service history of the vehicle may be printed by pressing the button with the printer icon in the section “Vehicle Maintenance History” – Fig.4.

<input type="checkbox"/>	Transaction Date	Reference Activity	Mileage in KM	Mileage in Miles
<input type="checkbox"/>	13/05/2019	F152ME_F152( Controllo annuale o 20.000km - basic	8077	5019
<input type="checkbox"/>	13/05/2019	F152ME_F152( Cambio olio e filtro motore dinamico	8077	5019

Fig. 4



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Example of print-out

Maintenance Contract	Effective Date	Expiry Date	Status
Genuine Maintenance Service 7 years	XXXXXXXX	XXXXXX	Approved

Transaction Date	Mileage in KM	Mileage in Miles
XXXXXXXXXX	965	600

Reference Activity	Description
F458SU_F45S01	Controllo annuale o 20.000km - basic

Materiale	Art.	Descrizione	Quantità
	000280901	CARTUCCIA GREEN FILTRO OLI	1,00 NR
	DUMMY_070001326	DUMMY AS40 Item for Migration	10,00 NR
	082295100	FILTRO ANTIPOLLINE	1,00 NR

Manodopera	Task	Descrizione	Quantità
	43010000400	TAGLIANDO ANNUALE O 20.000 KM	2,25 HR
	43810000031	BOBINA DI ACCENSIONE BANCATA D	0,35 HR
	43810000041	BOBINA DI ACCENSIONE BANCATA S	0,35 HR

Transaction Date	Mileage in KM	Mileage in Miles
27.10.2017 19:00	1720	1068

Reference Activity	Description
F458SU_F45S02	Controllo annuale o 20.000km - basic

Materiale	Art.	Descrizione	Quantità
	000252154	FILTRO ARIA A PANNELLO	1,00 PCS
	000280901	CARTUCCIA GREEN FILTRO OLI	1,00 PCS
	082295100	FILTRO ANTIPOLLINE	1,00 PCS

Manodopera	Task	Descrizione	Quantità
	43010000400	TAGLIANDO ANNUALE O 20.000 KM	2,25 HR
	43810000047	BOBINE DI ACCENSIONE - SOFFIAT	0,80 HR

Altro	Art.	Descrizione	Quantità
	70001326S	OLIO MOTORE SHELL HELIX ULTRA	10,00 PCS

Thank you for your cooperation