



Ferrari North America

Technical Information

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Bulletin #: 2670
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Supersedes:
Section: 10

Subject: Ferrari Predictive Maintenance – Applicable Activities error messages

Here is the full list of possible error messages displayed on **Applicable Activities** and what they mean.

Applicable Activities error messages.

1. Algorithm cannot be applied due to inconsistent data
2. Not all parameters are present
3. No valid guide style defined for...
4. Point 2 must be a scan in for Algorithm OIL
5. No valid zone defined for market

The messages are displayed in column “**Reason for Inclusion/Exclusion**” of **Applicable Activities**, regardless of the column “**Traffic Light**” - Fig. 1.

Fig. 1

Reference Activity	Description	Traffic Light	Reason for Inclusion/Exclusion	Data Minima Ammissibile per Rimborso Dealer	Data Minima Ammissibile Cliente	Data Massima Ammissibile Cliente
☐ F488_F48801	Controllo annuale o 20.000km - basic	Green		26/02/2020	26/03/2020	26/05/2020
☐ F488_F48801D	Cambio olio e filtro motore dinamico	Green	L'algoritmo non può essere applicato a causa dell'inconsistenza dei dati	26/02/2020	26/03/2020	26/05/2020
☐ F488_F48802	Controllo annuale o 20.000km - basic	Red	Age of vehicle doesn't match with age on reference activity.	26/02/2021	26/03/2021	26/05/2021
☐ F488_F48811	Cambio liquido freni -ogni 2 anni-	Red	Age of vehicle doesn't match with age on reference activity.	26/02/2021	26/03/2021	26/05/2021

1. Algorithm cannot be applied due to inconsistent data

This is an erroneous error message since a data collection period is required after the warranty date is set. In this first stage, the Applicable Activity “**Dynamic engine oil and filter change**” will remain linked to the “**Annual or 20,000 km check-up – basic**”.

Corrective measure: No intervention by the service network operator required. At the next “**Scan in**”, it will update and correctly store the data so that the algorithm can be executed.



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2. Not all parameters are present

This error message appears after a “Scan in”, but the DEIS has not been able to read one or more of the parameters that are essential for the calculation of the service.

Corrective measure: Repeat the “Scan in”. If the error persists, open an ICT ticket and wait for the problem to be solved before carrying out the work.

3. No valid guide style defined for ...(number of threshold value exceeded)

This error appears when the parameters read by the DEIS make it impossible to define the use of the vehicle or they exceed the possible threshold values (example: when the mileage read by the DEIS is not consistent.)

Corrective measure: Open an ICT ticket and wait for the problem to be solved before carrying out the work.

4. Point 2 must be a scan in for Algorithm OIL

This error appears when there is no “Scan in” for calculation of the oil algorithm.

Corrective measure: Repeat the “Scan in”. If the error persists, open an ICT ticket and wait for the problem to be solved before carrying out the work.

5. No valid zone defined for market ...(initials of market)

This error appears if the system has lost the market parameters for the vehicle in question.

Corrective measure: Open an ICT ticket and wait for the problem to be solved before carrying out the work.

Finally, we would like to remind you of two recommendations already mentioned in previous **Technical Information** bulletins:

- For oil top-ups and oil changes under warranty, you must only use codes that end in “W”, whereas for oil changes which are part of routine maintenance, you must only use codes that end in “S”. (see TI number **2664**).



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The date for changing the engine oil and filter, calculated using the [Ferrari Predictive Maintenance](#) algorithm and indicated in **Box C** (Fig.2), must never exceed the time limit of **2 years**, or **20,000 km** after they were last replaced (see IT number **2648**).

Fig. 2

Service Entry:

Mileage in KM: 1687

Mileage in Miles: 1048

Forecasted Date IN: 11/12/2019

☒ Predictive

Show

Filter / Unfilter Next Appointment

Description	Traffic Light	Reason for Inclusion/Exclusion	Earliest Permissible date for dealer reimbursement	Earliest Permissible Date for Customer	Latest Permissible Date for Customer
Controllo annuale o 20.000km - basic	Green		14/10/2019	14/11/2019	14/01/2020
Dynamic engine oil and oil filter change	Red	Date of Service must be in between	14/09/2020	14/10/2020	14/12/2020

If you realize that you have entered incorrect oil codes or that the time and/or km limits exceed the maximum limits mentioned above, you must send an e-mail to SAT (see the address below) and simultaneously open a ticket for IT Ferrari and wait for the problem to be solved. **Please include the ticket number in your email.**

For any queries or help, contact us using the following e-mail address:

FGT-FerrariPredictiveMaintenance@ferrari.com.

Thank you for your co-operation.