

Ferrari North America, Inc.

March 2018

Dear Ferrari Dealer:



Ferrari has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 Ferrari 488 vehicles, from Assembly No. 127144 to Assembly No. 150205 (from VIN No. 209354 to VIN No. 229413). We want to assure you that our clients' safety is our priority, and we are committed to correcting this condition in their vehicles.

This Safety Recall campaign consists in the update of the Instrument Panel Node software (NQS). The operation must be carried out to ensure that the estimated wear level of the brake discs is correct and corresponding to the actual wear thereof. A discrepancy between estimated and actual wear may lead to the critical wear threshold of the brake discs being reached without the driver being informed, with consequent possible damage to the discs themselves and an increased risk of accident.

IMPORTANT

Ferrari is notifying all affected owners with a letter indicating that the repair is available, and will update the NQS software, free of charge. Owners may contact Ferrari North America at (201)816-2668. Ferrari's campaign number for this recall is C24000064.

Upon transmittal of the repair under the normal warranty system, we will reimburse you for the labor necessary to carry out this campaign.

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

*Technical Department
Ferrari North America, Inc.*



U.S.A. RECALL CAMPAIGN NO. C24000064



**488
GTB**

**488
SPIDER**

Model Year 2016

NQS Software Update

RECALL CAMPAIGN OVERVIEW

INTRODUCTION: Ferrari NQS Software update.

SUBJECT: Recall Campaign No. C24000064.

VEHICLES: MY 2016 488 GTB (see Modis for VINs involved).

CONDITION: A discrepancy between estimated and actual wear may lead to the critical wear threshold of the brake discs being reached without the driver being informed, with consequent possible damage to the discs themselves and an increased risk of accident. The algorithm used to calculate the wear percentage of the carbon-ceramic brake discs may not work properly due to a software error, which, in some specific circumstances, generates a reset of the estimated wear value. The risk is that the critical wear threshold of the brake discs is reached without the corresponding warning light and message being shown on the instrument panel to the driver.

REMEDY: Ferrari will repair the vehicle free of charge. The repair involves updating the Instrument Panel Node software (NQS).



RECALL CAMPAIGN OVERVIEW (cont.)

PARTS INVOLVED: Not applicable.

Update the CRM customer database in Modis accordingly as soon as you receive any notification regarding the status of the vehicle (e.g., change of ownership, scrapping, etc.).

SERVICES UNDER WARRANTY:

Refund for the costs incurred by the implementation of the RECALL CAMPAIGN in question, shall be made immediately after a warranty notice has been received by the Technical Service Department. This notice should include the following information:

› Campaign number	64
› Cost code	24
› Malfunction code.....	4495000028
› Problem code	01
› Operation code	44090003230
› Time allowance.....	0.5 Hours

The procedure described in this Technical Information Bulletin must be completed as soon as possible, with the utmost urgency.

REIMBURSEMENT: Upon receipt of a warranty claim via Modis.

RED ONLINE: In the case of a failure, a Red Online (ROL) is required.



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488
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TECHNICAL INSTRUCTIONS

Please read all instructions before performing this campaign.

The procedure required for this **RECALL CAMPAIGN** consists of updating the Instrument Panel Node software (NQS):

- IMPORTANT -

If the aforementioned activity IS NOT LISTED on the DEIS Server, or if the software version to be loaded DOES NOT MATCH the version indicated in this bulletin, contact the SAT Help Desk and wait for further instructions.

- IMPORTANT -

Software downloading procedures must be performed with the cable DEIS-VCI connection, and NOT with Bluetooth and/or W-LAN connections.

- IMPORTANT -

If, upon connecting the DEIS, the pending activities include multiple downloads for the same ECU, always load the most recent software version and always open an ROL for the correct management of the previous software versions.

- IMPORTANT -

This update **must** be performed with the PC-Tester DEIS updated to the latest software versions indicated as follows (or later versions):

- Module 0	Portal and Troubleshooting	49
- Module 1	DEIS Diagnostic software	76
- Module 2	Technical Documentation	12
- Module 3	Tools	7

Check the software number and, if necessary, update your DEIS Tester immediately.

After updating the DEIS, the first vehicle diagnostic cycle must be performed using a cable connection.

- IMPORTANT -

If multiple downloads are necessary, always perform them one at a time.

- IMPORTANT -

As the download procedure is susceptible to failure, lift the engine compartment lid, remove the cosmetic inspection shield and connect the battery to a stabilized battery charger.

- IMPORTANT -

If the software update is not successful, repeat the procedure immediately without switching off the DEIS Tester and disconnecting it from the vehicle. If the Tester is disconnected from the vehicle, the VIN may not be recognized next time it is connected and you will not be able to continue with other tasks.

The software to be installed is: NQS SW version “05.26”.

- Connect the DEIS tester to the power unit.
- Connect the DEIS tester to the VCI interface with the specific network cable.
- Press “DEIS” to launch the diagnostic program.
- Check that the PC-Tester DEIS software is updated to the latest version.
- Select the NQS node and press the “Extended Identification” button.
- Save the identification of the NQS node present in the vehicle.
- Before downloading, make sure that there are not errors in the NQS ECU. Rectify any problems indicated by the ECU before starting the software update procedure.
- Press “Activities” and follow all the steps for a normal software update procedure as prompted by the DEIS tester.
- Check that the ECU software update procedure has been completed successfully by comparing the identification parameters of the ECUs against the parameters prior to the update. Select the NQS node, press “Extended

Identification” and check that the “DRAWING NUMBER” and “SOFTWARE VERSION” values match the software installed and that the “PRODUCTION DATE” value is the date in which the update was performed (see Fig. 1 below).

Extended Identification	DTC	Fig. 1
ECU		
Engine Left	DRAWING NUMBER	
	HARDWARE NUMBER	
	HARDWARE VERSION	
	HOMOLOGATION NUMBER	
	ISO CODE	
	PRODUCTION DATE	
	SOFTWARE NUMBER	
	SOFTWARE VERSION	
	TESTER CODE	

- At the end of the procedure, remember to save the identification parameter for the selected node.
- Check that there are NO errors in the **NQS** node.
- **Note:** In case of errors, open an **ROL**.
- Close the diagnostics program and disconnect the interface from the vehicle.
- Disconnect the stabilized battery charger from the vehicle.
- Road test the vehicle:
 - Total 10 Km
 - Normal driving.
- Check for ECU errors with the DEIS tester using the “SCAN OUT” function. Resolve any problems that arise.

Note: The SCAN OUT procedure is mandatory for warranty claim approval.

ACKNOWLEDGEMENT Form*

Personal data of the data subject pursuant to Italian Legislative Decree no. 196/2003 are processed in a Ferrari S.p.A. database in accordance with the provisions of Legislative Decree no. 196/2003 regarding the protection of personal data. Data processing, for which Ferrari S.p.A. guarantees the maximum confidentiality, is performed to ensure compliance with legal obligations. Pursuant to art. 7 of Legislative Decree no. 196/2003, the data subject has the right to obtain confirmation of the existence or not of personal data, communication in intelligible form of personal data, the origin, the ratio and the purpose of the processing itself when it is performed with electronic tools. The data subject may also obtain the update, correction or, if applicable, the integration of the data as well as the erasure, anonymization of the data or the interruption of the processing performed in violation of the law. The data subject also has the right to object, in whole or in part, for legitimate reasons, to the processing of data relating to the purposes of the collection or to commercial communications, advertising or direct selling. In order to exercise these rights the data subject can write to Ferrari S.p.A. by sending an e-mail to customerservice@owners.ferrari.com or a fax to 0536 940140.

RECALL CAMPAIGN No. 64,

NQS software update for the algorithm calculating the wear of the carbon-ceramic brake disks

The vehicle with chassis No. [VIN] _____ has been

- Sold
- Stolen
- Scrapped
- Other _____

IF THE VEHICLE HAS BEEN SOLD TO A NEW OWNER, PLEASE ENTER THE FOLLOWING INFORMATION:

(First name)..... (Last name).....

(Address).....

(Zip code)..... (City/town)..... (State/Province).....

Yours faithfully..... Date.....
(Your name in full)

*Please send to Ferrari Customer Care by fax (+39 0536 940 140) or by email to customerservice@owners.ferrari.com.

ACKNOWLEDGEMENT Form



IMPORTANT WARNING ON VEHICLE SAFETY

Subject: RECALL CAMPAIGN No. 64,
NQS software update for the algorithm calculating the wear of
the carbon-ceramic brake disks
Notified with: Technical Information No. 2488 sent in March 2018.
Vehicle concerned: 488 GTB / 488 Spider

I hereby (please print in CAPITAL LETTERS),

(First name)..... (Last name).....

Technical Manager of the Dealership / Importer / Branch,

.....

CONFIRM

that I have read the aforementioned RECALL CAMPAIGN No. 64.

On

and that I will therefore ensure that the operations described in the relative
Technical Information 2488 are implemented immediately.

Company stamp

A large empty rectangular box with a thin black border, intended for a company stamp.

Yours faithfully.....
(Your name in full)

Date.....