

AFTER SALES POLICY LETTER		
To:	All Dealers	Reference SPL-30-0534
For the attention of:	After Sales Manager	
Please copy to:	Executive Manager	
	Service Manager	
	Sales Manager	Issued: 10 June 2014
	Warranty	
	Technician(s)	
	Parts	
Subject:	Important Reminder about Recall RA-03-0017 and Quarantine QN-03-0019	Page 1 of 2

IMPORTANT INFORMATION

RECALL RA-03-0017/QUARANTINE QN-03-0019

Dear Colleagues,

We are writing to ask you for your help and support to continue with the essential process of completing the Recall Action campaign on all vehicles that are with our Customers. It is very important that Customers have every confidence in Aston Martin and that we are all making maximum effort to correct this problem.

If you already have stock of the new throttle pedal assembly available, please review your Customer records and pro-actively speak to Customers to prioritise the throttle pedal replacements in the order that follows:

1. (Highest Priority) – All Customers that have booked, or tried to book their Vehicle in, were not able to have the work completed because parts were not available.
2. Vehicles from the initial launch of Recall RA-03-0016 and Quarantine QN-03-0017 that have **NOT** had the throttle pedal replaced at all.
3. Vehicles that have had version 1 of Recall RA-03-0016 or Quarantine QN-03-0017 done, **but NOT** RA-03-0016V2 or QN-03-0017V2.
4. Vehicles that have had Version 1 or 2 of RA-03-0016 or QN-03-0017 **but NOT** RA-03-0017 or QN-03-0019.
5. All other vehicles.

We intend to also write to Customers again, to remind them that if they have still not yet had the work completed, they should:

- Speak to a Dealer as soon as possible,
- Arrange an acceptable time to have the work completed.

We will also suggest that they may, if they wish, ask a Dealer to examine the installed throttle pedal on their vehicle to make sure that it is the newest level of the part.

Warranty Claims

It is very important that you submit your Warranty claim promptly after the work is completed. The records of your claims are used in the reporting process for the Recall Action that Aston Martin need to submit to the applicable authorities.

If you have any questions about the information above, please speak to Steve Tiltman (Tel: +44 (0)1926 644700 or email: steve.tiltman@astonmartin.com).

Thank you for your continued support.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'P. Eaglesfield', with a stylized flourish at the end.

Phil Eaglesfield
General Manager, Global After Sales Operations