

WARRANTY POLICY LETTER

Reference number:	WPL-30-0312	Issued: 28 September 2016
Subject:	Process to Return Removed Parts for Warranty Repairs	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty staff Technician(s) Parts staff

Dear Colleagues,

There have been several recent occurrences where parts that have been removed during Warranty repairs (called "displaced parts") and then delivered to suppliers through the Parts Return Request (PRR) process, do not have the correct identification label attached to them. If a part does not have the correct identification label attached, the supplier can refuse to test the part. This means that Aston Martin can lose the opportunity for potential cost recovery for the defective part.

The responsibilities of Dealers in relation to Parts Storage and Returns are given in Section H of the Warranty Policy and Procedures manual. Your attention is drawn to Section H1.1, which states that:

"For identification during storage, a label detailing the Part Number, job number and reason for replacement must be securely attached to the displaced part",

and Section H1.3, which states:

"If the label relates to a major assembly, the serial number of the displaced unit must be recorded in the space provided"

You can order the Warranty Returns Labels from Aston Martin Parts. The part number is 703032-PK.

Please also refer to Section H1.10 where it states that:

"Parts will be inspected upon receipt at the Material Returns Centre. Where repair and return procedures have not been met, the claim will be debited and parts may be returned to the Dealer."

Examples of this include:

- The part that is received does not match the description on the Returns Label, or
- The Returns Label is missing.

Please be aware that Aston Martin will soon start to enforce this condition and that claims can be rejected if the correct labels are not attached.

Please make sure that this information is copied to all of the applicable personnel in your Dealership.

Thank you for your support with this programme, if you have any questions please email our Warranty Department at warranty@astonmartin.com.

Yours faithfully



Neil Morris

Warranty Supervisor.