SERVICE POLICY LETTER

Reference number:	**SPL-30-0578**	**Issued: 25 October 2016**
Subject:	**DB11 Essential Aftersales Launch Information**	
Applicable to:	**All Dealers**	
Distribute to:	**After Sales Manager** **Executive Manager** **Service Manager** **Sales Manager**	**Warranty Staff** **Technician(s)** **Parts Staff**

Dear Colleagues,

The delivery of DB11 will start very soon and this important new model introduces many new systems and components that are new to Aston Martin. Many of the new features in DB11 will set the benchmark for future models.

Because of the many differences between DB11 and previous models, most of the functions that are related to the maintenance, service and repair of the vehicle are different too.

New Features Introduced for DB11

DB11 has many new attributes that are all designed to enhance performance, drive and build quality while increasing efficiency and reducing the environmental impact of the vehicle. The main features are shown in the list below. Please refer to the Product Marketing Bulletin for more information.

- Aston Martin's new AE31 5.2 litre V12 twin-turbocharged engine
- Stop-start technology
- Intelligent cylinder activation
- 8-speed transmission with paddle shift with GT, Sport and Sport+ modes.
- LED head and tail lights
- Dynamic Torque Vectoring (DTV)
- Active rear spoiler and virtual spoiler (Aston Martin Aeroblade)
- Full colour TFT (Totally Flat Screen) LCD (Liquid Crystal Display) instruments
- A completely new infotainment system that fully integrates the audio, satellite navigation and phone systems
- Optional touch sensitive and rotary master control for the infotainment system
- Keyless Entry and Keyless Go
- Dual-zone climate control.

Important Maintenance Differences of DB11

Electronic Modules

CAUTION: DO NOT INTERCHANGE ANY ELECTRICAL MODULES FROM ONE DB11 TO ANOTHER. IF YOU DO, THE MODULES CAN BE PERMANENTLY DAMAGED.

IMPORTANT:

You will not be able to configure a module taken from another vehicle. If you try to do so, you will damage the module from the other vehicle and make it unusable on the vehicle from which it was removed.

DB11 is not like other Aston Martin and Lagonda vehicles. If you think that a module has failed, you cannot install a module from a donor vehicle to test it.

We are working to make the data available that will tell you which modules can be interchanged and/or configured.

Engine Coolant

The AE31 engine uses "FROSTOX HT12" anti-freeze in its coolant. Do not use any other type of anti-freeze in this engine. Frostox is now available from Parts Operations.

Air Conditioning Refrigerant

Because of EU legislation, from 17MY, all Aston Martin vehicles in EU certificated countries have a different air conditioning refrigerant installed. This refrigerant is HFO-R1234yf. Refer to "**Air Conditioning Service Unit**" for information about the necessary equipment for this refrigerant.

CAUTION: DAMAGE WILL BE CAUSED IF THE INCORRECT REFRIGERANT IS INSTALLED IN THE AIR CONDITIONING SYSTEM. YOU MAY ALSO BE LIABLE FOR PROSECUTION. THE REFRIGERANTS AND THE COMPRESSOR OILS MUST NOT BE MIXED IN THE VEHICLE OR IN THE SERVICING EQUIPMENT.

Maintenance and Support Documentation

A part of the ongoing development and improvement of the workshop data that we plan to provide for future models, we are increasing the use of 3D technology. This will to make it quicker and easier to find the information you are looking for and explore the construction and components of the vehicle in a 3D environment.

In the DCS portal, we have added a new tab in the After Sales (1) area. Click on the "WORKSHOP INFORMATION" tab (2) and then click to select DB11 (3) (refer to Figure 1).

Note: This area of the DCS portal is still under development and can change from time to time.

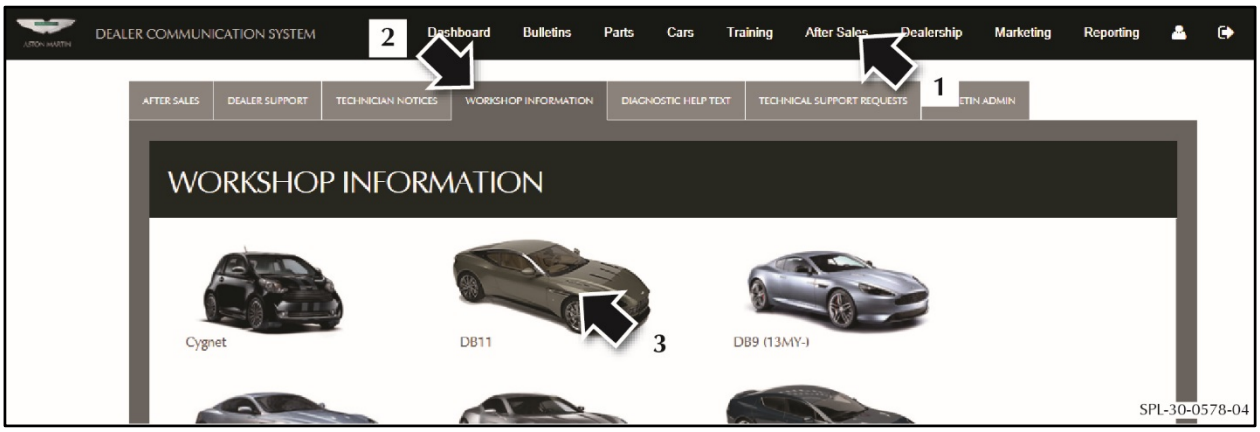


Figure 1

1. A list of workshop data for that model will show (refer to Figure 2). There are links to the following manuals:The Workshop Manual
2. The New Description and Operation Manual
3. The New Electrical Information Manual.

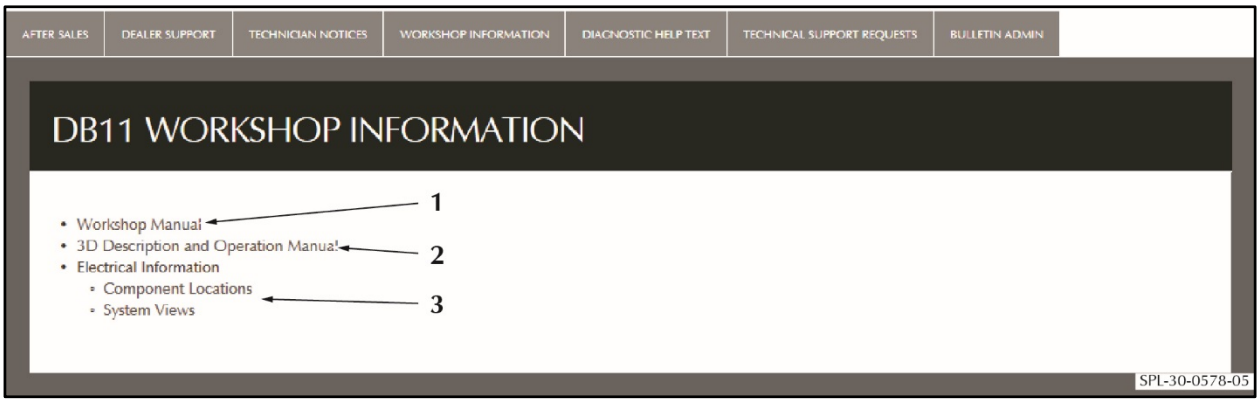


Figure 2

Please refer to the headings below for more information about the manuals.

Note: ***You must use Internet Explorer and have the "Cortona" viewer plug-in installed on your computer to view the 3D content.***

The Workshop Manual

The Workshop Manual for DB11 is in the same easy-to-use format as other recent models.

Many procedures in the DB11 WSM now follow a slightly different format. Where installation procedures are the same as the removal procedures but in reverse, there is no longer a complete procedure for each. Instead there is a note to highlight that "Installation is the opposite of the removal sequence".

Any notes that are required for installation, such as torque figures, are added as a subtext. Torque figures are also now highlighted in bold so it is easier to scan through the document quickly and see them.

The result is that the full procedure can be printed out easier, and the torque figures are collected in fewer pages, rather than spread out through a larger document.

Any procedures that are not the same for removal and installation follow the existing format, with full removal and installation steps given.

Many of the most important procedures are available now for DB11. The remaining procedures will be added soon.

The New Description and Operation Manual

We have now created a separate Description and Operation manual that will give your technicians and other staff important information about the vehicle's components and systems. The new Description and Operation manual is in a similar format to recent Parts Manuals and has 3D interactive content (refer to Figure 3). This exciting new function will let you view a ghosted image of the vehicle (1) that you can rotate and zoom. All of the components in a system are shown with descriptive text at the left (2). Links in the text (3) let you zoom in on a selected part.

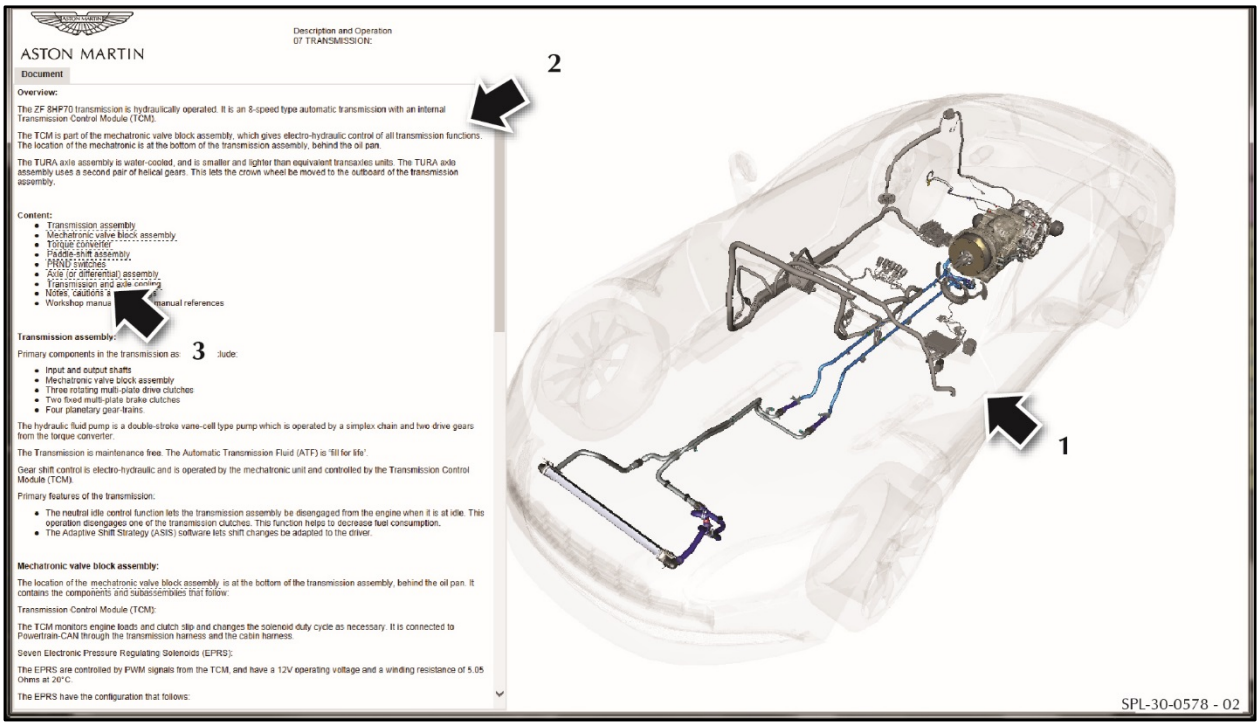


Figure 3

The New Electrical Information Manual

This significant new addition to the workshop information will give valuable data about the electrical components and systems of DB11. At the moment, two main categories are available:

1. Electrical Component Locations
2. Electrical System Views

This is a new manual that will be be continously developed.

1. Electrical Component Locations

A 3D viewer that lets you see where all of the important fuses, ground connections and modules are located on the vehicle.

2. Electrical System Views

From this area, you can choose a specific electrical system of the vehicle and then view wiring and connector data.

From the first electrical systems views page, click on a system in the menu on the right of the page. The vehicle system will show.

Select an electrical system page from the "**Catalogue Page**" drop down menu (1) (refer to Figure 4). You will now see the wiring diagram (2) for the system and a list of the components (3) in that system.

If you click on a component reference (4) in the list (3), The item will be highlighted in yellow in the 3D view (5) and in the wiring diagram (6). If you double click on the component reference (4), the 3D view will zoom in to that component.

You can use zoom and pan to navigate around both the 3D view and the wiring diagram.

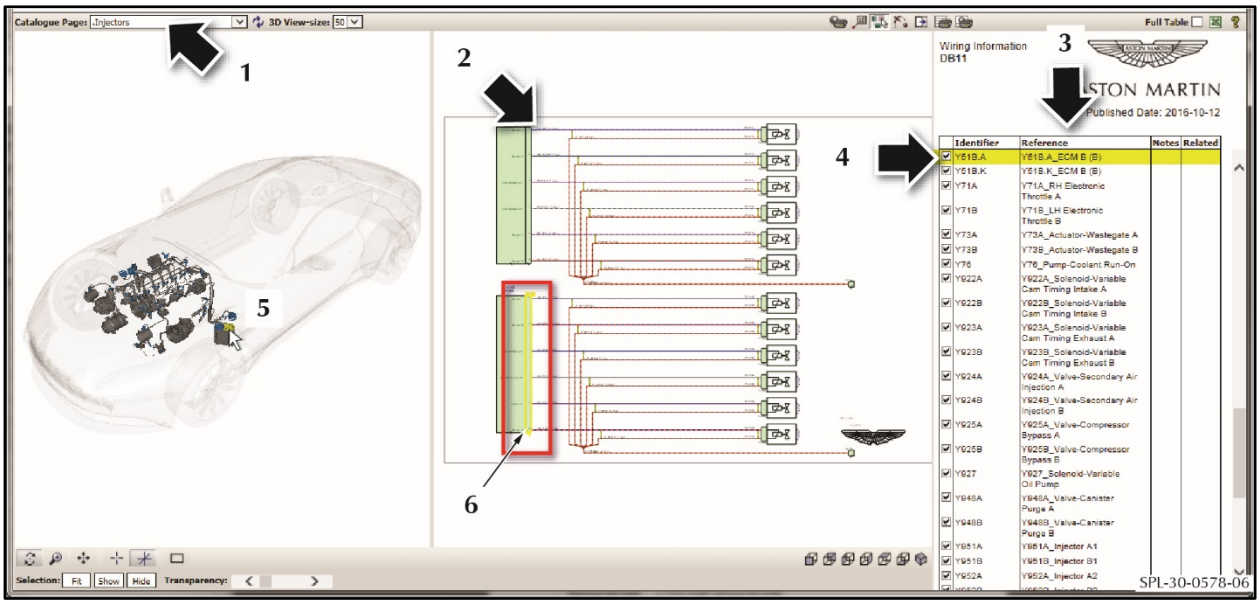


Figure 4

The Parts Manual

The Parts manual for DB11 is now available on the DCS portal (refer to Figure 5.

1. Click on the "Parts" menu item (1).
2. Click on the "PARTS MANUALS" tab (2).
3. Click on the DB11 image (3).

A new introduction in the Parts Manual is the addition of the special tools for DB11. You can see the special tools and their use in the Cortona 3D viewer. Refer to "**Special Tools**" below.

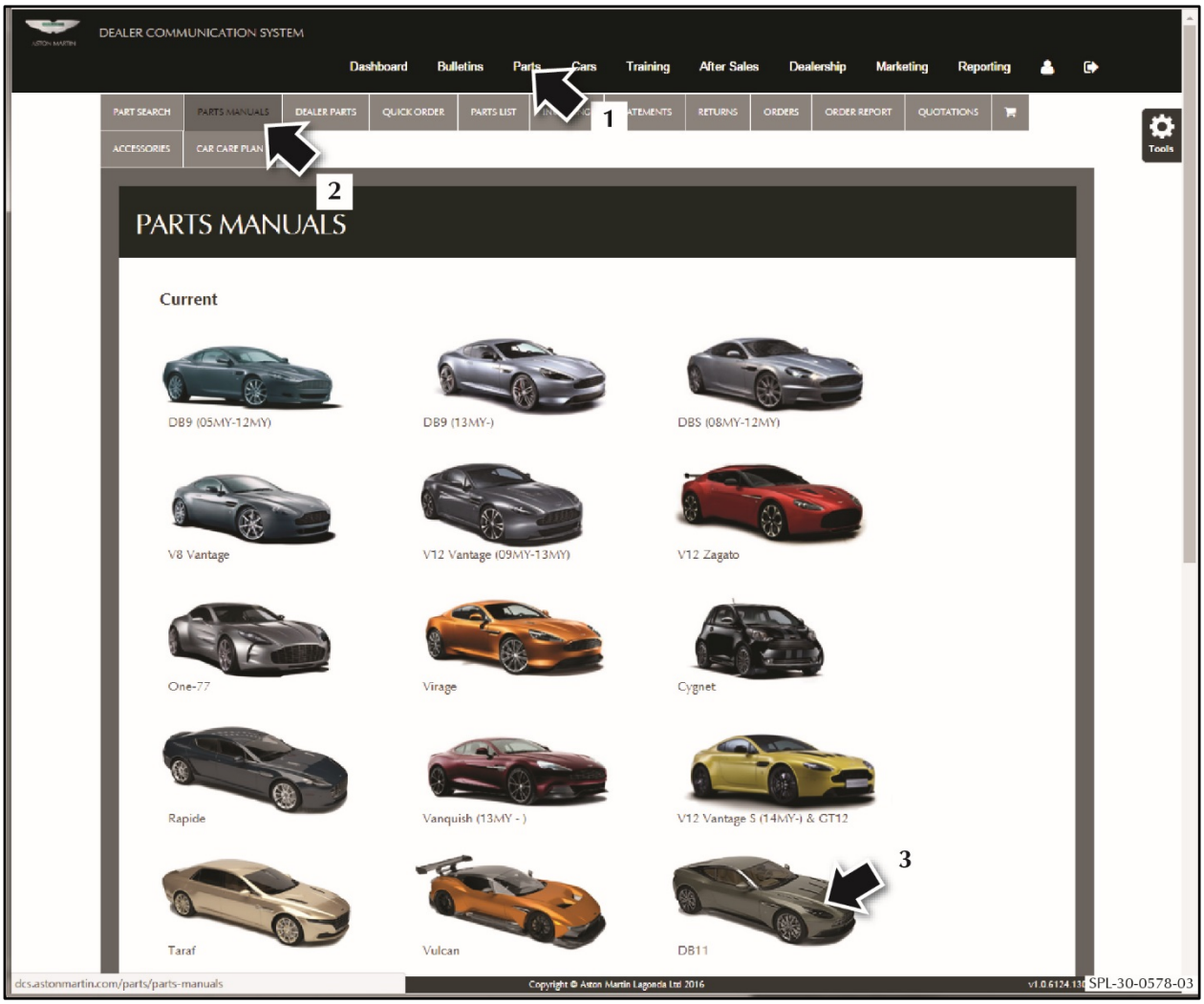


Figure 5

Maintenance Sheet

There is a specific maintenance sheet for DB11 that is now available on the DCS portal in:
After Sales>Dealer Support>DB11>Forms>Vehicle Maintenance Sheet.

Unique Tools and Equipment

Special Tools

An example of the special tools section of the Parts Manual is shown in Figure 6. The first page will show all of the special tools in their related positions to the vehicle. If you click on the drop-down menu (1), you can choose the tools for a specific area of the vehicle. Use the view buttons (2) to select between rotate, zoom, move and so on. When you hover the mouse cursor over a tool image (3), the tool data will be highlighted (4) in the table at the right of the page. You can also click on the part description and the part in the image will be highlighted yellow. If you double-click on the tool name, the view will zoom in to the image of the tool.

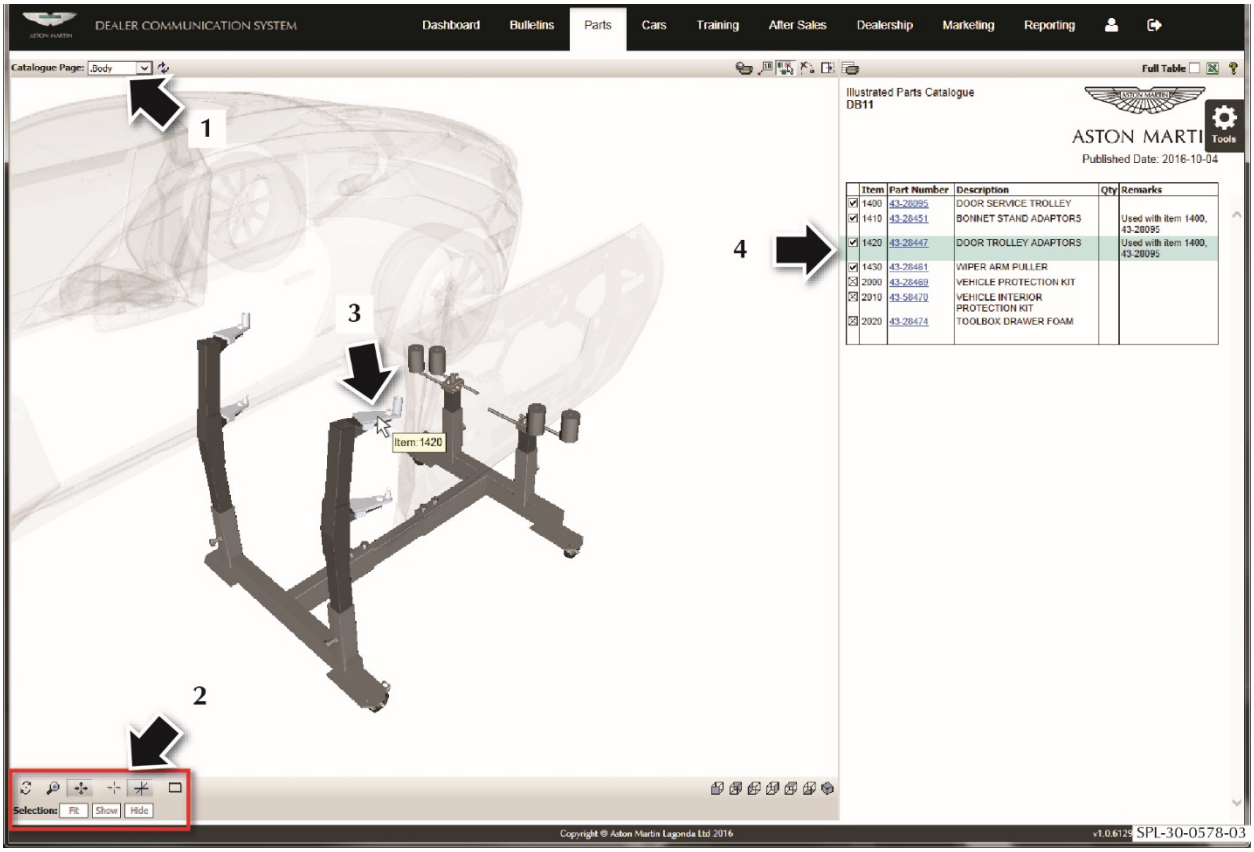
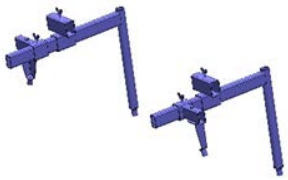
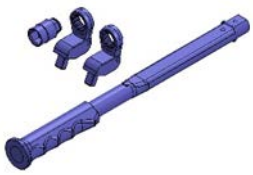


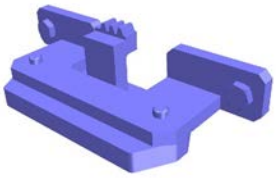
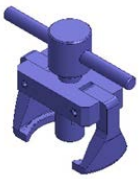
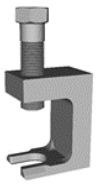
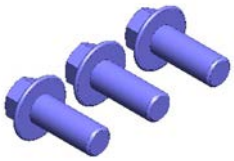
Figure 6

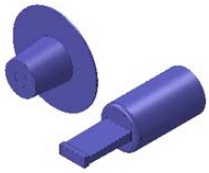
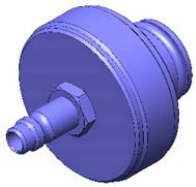
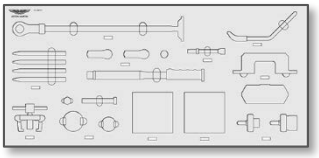
The following table gives a list of all of the special tools that are specific only to DB11. These tools are mandatory and will be sent to you from Parts Operations. You will be invoiced through your parts account in the usual way.

Table 1

AML Part Number	Description	Image	Used with	Used with (Image)
43-28442	DB11 Engine Support Brackets		43-27939	
43-28443	DB11 V12 Front Engine Lifting Eyes		43-8442 / 43-28445	
43-28444	DB11 V12 Rear Engine Lifting Eyes		43-28445	
43-28445	DB11 Engine Lifting Support		43-28443 and 43-28444	

AML Part Number	Description	Image	Used with	Used with (Image)
43-28446	DB11 IP Trolley Adaptors		43-28096	
43-28447	DB11 Door Trolley Adaptors		43-28095	
43-28448	DB11 Front Sub Frame Trolley Front Support arms		43-27981	
43-28449	DB11 Rear Sub Frame Trolley Front Support arms		43-27981	
43-28450	DB11 Rear Sub Frame Trolley Rear Support Arms		43-27981	
43-28451	DB11 Bonnet Stand Adaptors		43-28095	
43-28452	Seat Trolley/Work stand		Engine stand	
43-28453	DB11 Rear Suspension Setting Tool		N/A	N/A
43-28454	Rear Suspension Camber Bolt Torque Tool		N/A	N/A

AML Part Number	Description	Image	Used with	Used with (Image)
43-28455	DB11 Alloy Wheel Alignment Studs		N/A	N/A
43-28456	DB11 Crank Holding Tool		N/A	N/A
43-28457	DB11 brake pedal release tool		N/A	N/A
43-28458	DB11 fuel line EVAP adaptor		N/A	N/A
43-28459	DB11 fuel tank drainage adaptor		N/A	N/A
43-28461	DB11 wiper arm puller		N/A	N/A
43-28462	Front crank shaft oil seal installer		N/A	N/A
43-28463	DB11 Front Upper Hub Ball Joint Splitter Adaptor		43-27801 ***SEE NOTE***	
43-28464	DB11 Hub holding tool bolts		43-28144	

AML Part Number	Description	Image	Used with	Used with (Image)
43-28465	Cooling hoses blanking caps		N/A	N/A
43-28466	A/C pipe blanking caps		N/A	N/A
43-28467	DB11 coolant pressure test and bleed caps.		N/A	N/A
36-24868	Locking wheel bolt master set	N/A	N/A	N/A
43-28469	Vehicle protection kit	N/A	N/A	N/A
43-28470	Vehicle interior protection kit	N/A	N/A	N/A
43-28474	Tool foam 1-DB11		N/A	N/A

Note about Special Tool 43-27801

Special tool number 43-27801 was deleted as a mandatory tool in 2009. You now need to use the adaptor (Part Number 43-28463) with this tool (43-27801) to disconnect the DB11 top ball joint. If you do not have 43-270801, you can order it now.

Vehicle Protection Kit (43-28469)

DB11 has a specific protection kit that will be sent to you as part of the mandatory special tools.

Vehicle Interior Protection Kit (43-28470)

We have developed an interior protection kit for DB11. This has covers for the seats, steering wheel and carpets to protect them from damage while you do work. This kit has been designed to be universal so you can use it in other Aston Martin models.

Tool foam 1-DB11 (43-28474)

When you receive the tool foam for the DB11 tools, please apply the special tool number labels in the positions shown in Figure 7.

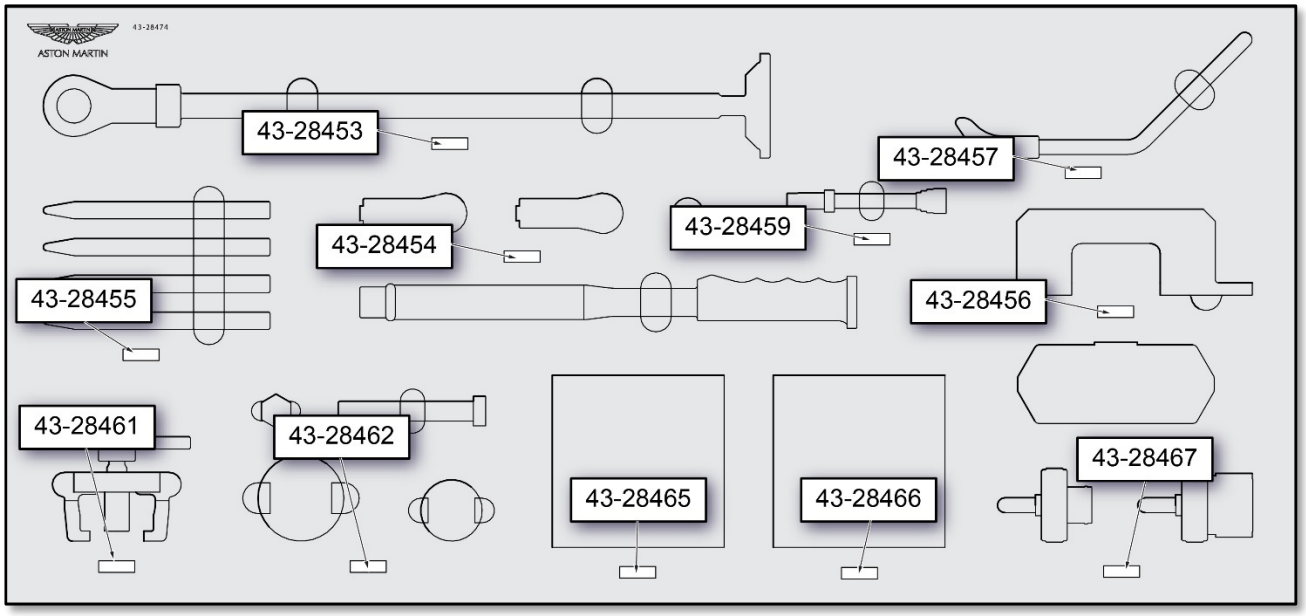


Figure 7

Air Conditioning Service Unit

Dealers in the applicable countries will need the Robinair AC1234-8 air conditioning service unit to service air conditioning systems that have HFO-R1234yf refrigerant.

CAUTION: DAMAGE WILL BE CAUSED IF THE INCORRECT REFRIGERANT IS INSTALLED IN THE AIR CONDITIONING SYSTEM. YOU MAY ALSO BE LIABLE FOR PROSECUTION. THE REFRIGERANTS AND THE COMPRESSOR OILS MUST NOT BE MIXED IN THE VEHICLE OR IN THE SERVICING EQUIPMENT.

This unit is designed so that it impossible to install the incorrect refrigerant in the air conditioning system. Please refer to Service Policy Letter SPL-12-0568 for more information. Dealers that need this equipment can buy it through Parts Operations at a special price for a limited period. We will issue a separate Service Policy Letter about this soon.

AMDS 2

The all new AMDS 2.0 equipment is now being despatched from Parts Operations. It is based on a powerful Panasonic Toughbook computer that has both AMDS 1 and AMDS 2.0 software installed that now run in the Windows 10 operating system.

- AMDS 2.0 software will only support DB11 and future models
- AMDS 1 software will only support all models before DB11

Note: The two versions of the AMDS software will be regularly updated independently of each other as new developments become available.

Technical Support, ePDI, ePDR and Warranty

Technical Support

If you need technical support for DB11, please use the usual AskAmtech email address, phone numbers, contacts and the TSR process.

ePDI

We are introducing a new online electronic Pre-Delivery Inspection (ePDI) system at a similar time as DB11 will start to be delivered. When it is made live, it must be used for all models. We will issue separate Service Policy Letter that gives all of the information about the system and how to use it.

Transit Mode

The first DB11s that arrive at your Dealership will **not** have the vehicle electronic systems in "Transit Mode". We will tell you when we start to enable transit mode on DB11 for delivery.

ePDR

The EPDR system is Aston Martin's primary early warning system. It lets us identify new technical problems quickly. Please tell your Aston Martin technicians to send an EPDR in less than 24 hours of finding a problem with a vehicle during its life. EPDRs must include problem, root cause and a solution and include a photo of the problem. Please do this without delay to make sure that we can give help quickly.

Warranty Claim Submissions

Send all Warranty claims for zero-month warranty or PDI repairs in less than 24 hours so that we can catch all "Emerging Issue" (EI) trends. Please submit all Warranty claims through DCS classic in the usual way.

If you have any questions about this Policy Letter, please speak to Client Services - Technical on Tel: +44 (0) 1926 644720.

Thank you for your continued support.

Yours faithfully

Phil Eaglesfield

Director of Client Services