

SERVICE POLICY LETTER

Reference number:	SPL-30-0582	Issued: 17 October 2016
Subject:	Introduction of a new ePDI Form and Online Process	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

As part of the many changes that the launch of DB11 will bring, we have made some important changes to the PDI (Pre-Delivery Inspection) system. Since the launch of new Vanquish in 2013, we have asked you to start completing a new Report form during the PDI for a specific number of new vehicles. The feedback from the forms has given us important data about problems in the early vehicles so that we could correct those problems quickly.

From the launch of DB11, we will introduce a new PDI process that can be completed online. The contents of the new ePDI form combine features of the Generic PDI (Figure 1) (that has been used for some time in paper format) and the New Model PDI Report Form. (Figure 2).

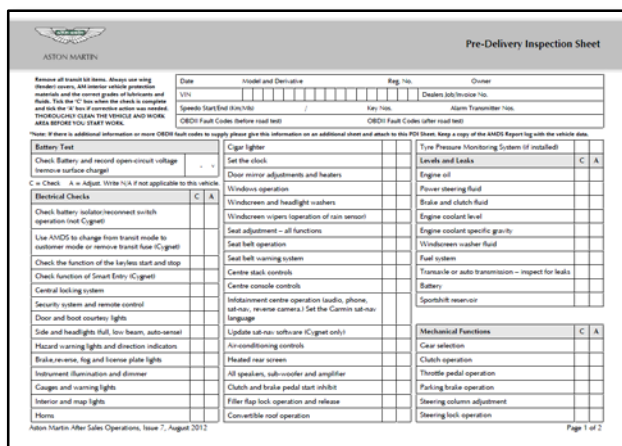


Figure 1

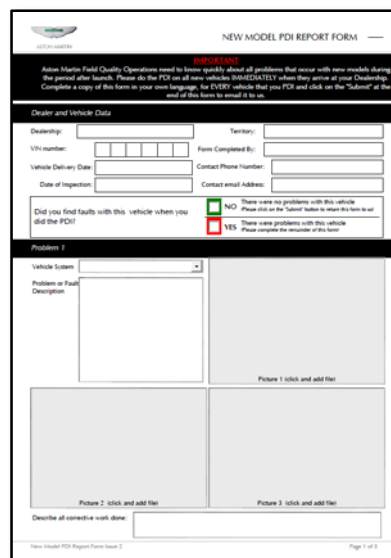


Figure 2

The online version looks similar to other areas of the DCS Warranty processes that you will already be familiar with. It will be located on DCS classic, from a link in the Warranty menu.

How to complete the form

Click on the E-PDI link (1) in the Warranty menu (2) on DCS classic (refer to Figure 3).

Figure 3

Enter the last six characters of the vehicle VIN (called the chassis number) in the field (3) then click on "SUBMIT" (4). DCS will confirm if the vehicle is available to PDI (1). Click on "ADD" (2) to continue with the PDI (refer to Figure 4).

Figure 4

You will now see the screen shown in Figure 5. Complete the fields as follows:

Note: *Fields that are marked with an asterisk (*) are mandatory.*

1. **"Chassis":** Make sure that the correct six character chassis number is shown.
2. **"Date Inspected":** Click on the date that you are completing the PDI.
3. If you prefer, you can type the date in the field.
4. **"Battery Voltage":** measure the voltage of the vehicle battery and enter the voltage in the field.
5. **"Odometer - PDI Start":** Enter the odometer indication before you do the PDI.
6. **"Odometer - PDI End":** Enter the odometer indication when you have fully completed the PDI.
7. **"Tech Guild Ref No":** Enter your Technician's Guild Reference Number or click the button to do a search for this.
8. **"P1000 Code Cleared":** If there are stored Diagnostic Trouble Codes (DTCs) before you start the PDI, click "Yes". Enter the codes found in the "Comments" box (11) then delete the codes.
9. **"Paint Defect Found?":** If you found any defect in the paintwork of the vehicle, click "Yes". Add more information in the "Comments" box (11).

10. **"EPDR Number"**: If you have made an Electronic Product Defect Report (EPDR) for the vehicle, enter the number in this field.
11. **"Comments"**: Make any applicable comments here.

Enter ALL the fields below and click on 'Submit' to add a PDI for this vehicle

* Compulsory Field

1

3

4

5

6

7

8

9

11

2

10

Chassis

102793

Date Inspected *

Battery Voltage *

Odometer - PDI Start *

KMS

Odometer - PDI End *

KMS

Tech Guild Ref No *

P1000 Code Cleared *

No Yes

Paint Defect Found? *

No Yes

EPDR Number *

Comments *

October 2016

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

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Figure 5

Examination of the vehicle

When you have completed these fields, scroll down to the vehicle examination sections (refer to Figure 6).

Click on the title bar (1) of a section. The list will expand for that section.

Complete each of the tasks (2) on the vehicle and click the applicable button (3):

- "C" (4) shows that you have done a check of the item.
- "A" (5) shows that work was necessary to correct or adjust a condition. When you have clicked the "A" column, a pop-up window will show. Refer to **"If you need to correct or adjust a condition"** that follows.
- "NA" (6) shows that the item is not applicable to the vehicle.

Do the same procedure for the remaining sections (7) then click on "SUBMIT" to send the form data to us.

If you have not completed a necessary field, a message will show that tells you what data you must add.

For each of the items that follow, click the applicable button when you have done a check of that item:

- "C" shows that you have done a check of the item.
- "A" shows that work was necessary to correct or adjust a condition. When you have clicked the "A" column, a pop-up window will show. If necessary, you can upload photographs and describe the work done in the "Notes" box.
- "NA" shows that the item is not applicable to the vehicle.

EXTERIOR					
1	2	3	4	5	6
ID	EXTERIOR		C	A	NA
1	Examine the condition of the vehicle paintwork and panel alignment		☐	☐	☐
2	Examine the condition, operation and attachment of all door locks, latches, hinges, bonnet catches and fuel flap		☐	☐	☐
3	Examine the condition, operation and attachment of the wiper blades and the windscreen wash system		☐	☐	☐
4	Examine the condition, operation and attachment of all light units and horns		☐	☐	☐
5	Examine the condition of the road wheels. Do a torque check of the wheel nuts.		☐	☐	☐
6	Examine the condition and orientation of the tyres. Do a check and if necessary, adjust the tyre pressures		☐	☐	☐
7	Complete the functional test of the tyre pressure sensor system		☐	☐	☐

INTERIOR

UNDERBODY

ENGINE BAY

ROAD TEST

HAND-OVER PREPARATION

BACK SUBMIT

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Figure 6

If you need to correct or adjust a condition

When you click a button in the adjust column (1), a pop-up window (2) will show (refer to Figure 7).

Click on the "Choose file" or "Browse..." button (3) (this changes with the internet browser that you use).

Navigate to image file that you want to upload. Click on the file and it will be added to the field.

Note: Please make sure that the file size is not larger than 4 Mb.

Click on "Add image" (4) to upload the file.

You can write notes about the images or work that you have done in the "NOTES" box (4).Figure 7.

When you have added all applicable images and notes, click on "Save" (5) or "Cancel/Close" to go back to the e-PDI main sections.

EXTERIOR

http://amdealers-test/departments/serviceoperations/WarrantyTest/EPDI/Fileupload.aspx?QID=5 - Intern...

Upload Images for Each Question

Select "Choose file" / "Browse" and "Add Image" to confirm your selection

Max file size of 4mb

Browse...

Add image

Please Enter Notes

NOTES

	C	A	NA
flap	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

Save Cancel / Close

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Figure 7

New Car Acceptance information

When you do the new-car acceptance (1) procedure for the applicable vehicle (2), you can only do the Warranty acceptance for the vehicle if you have first completed the ePDI process (refer to Figure 8).



ASTON MARTIN

ORDERS FOR [DEALER NAME]

Warranty Admin

Home

Enquiry

Dealer Parts

Parts Manuals

Parts Ordering

Parts Returns

Invoicing

Service Bay Tools

CRM Portal

Vehicle Ordering

View Allocations

View Allocations New Models

DB11 Configurator

View Vehicle Orders

View Options

View Dealer Fit Options

New Car Acquisition

Buromatch Registration

Dealer Tools

VIN/Options Enquiry

Wholesale Finance

AMUNA Stock Locator

Demco Fleet Tracker

1 Aug 2015 001 Vanquish Coupe Stock Touchtronic 3 (8 Speed) LHD 08/05/2015 15:52:48 thomasdur

2 Nov 2015 002 DB9 GT Coupe Stock Touchtronic 2 LHD 19/08/2015 01:32:29 User name not found A170681 DB926780 REGISTER

3 Oct 2014 002 V12 Vantage S Roadster Stock 7-speed Sportshift III LHD 17/07/2014 11:07:02 User name not found 320337 V1230333 REGISTER

4 Oct 2015 003 Vanquish Carbon Coupe Stock Touchtronic 3 (8 Speed) LHD 14/07/2015 22:22:28 User name not found 327293 VQ102969 REGISTER

5 Aug 2013 001 Vanquish Carbon Volante Stock Touchtronic 3 (8 Speed) LHD 12/03/2013 23:21:44 adm_brianclark 103672 VQ102972 REGISTER

6 Jan 2016 002 Rapide S Stock Touchtronic 3 (8 Speed) LHD 09/10/2015 02:55:15 User name not found F05382 RPD05317 REGISTER

7 May 2016 001 Vanquish Coupe Stock Touchtronic 3 (8 Speed) LHD 11/02/2016 01:10:43 adm_brianclark J03116 VQ103190 ACCEPT

8 Jul 2015 001 DB9 Volante Stock Touchtronic 2 LHD 15/04/2015 14:02:16 User name not found B16797 DB926582 ACCEPT

9 Aug 2015 001 Vanquish Volante Stock Touchtronic 3 (8 Speed) LHD 20/05/2015 21:11:42 thomasdur K02675 VQ102736 ACCEPT

10 Sep 2015 001 Rapide S Stock Touchtronic 3 (8 Speed) LHD 23/06/2015 23:20:41 User name not found F05182 RPD05092 ACCEPT

11 Nov 2015 001 Vanquish Volante Stock Touchtronic 3 (8 Speed) LHD 20/08/2015 18:50:43 User name not found K02879 VQ102948 ACCEPT

12 Mar 2016 001 V8 GT5 Coupe Sport Ed Stock 7-speed Sportshift II LHD 24/11/2015 20:14:28 thomasdur C26082 ANV23261 ACCEPT

13 315 001 Rapide S Stock Touchtronic 3 (8 Speed) LHD 08/10/2015 16:31:11 adm_hannaspace RPD053285 ACCEPT

14 113 001 V8 Vantage GT Roadster Stock 7-speed Sportshift II LHD 11/06/2015 17:32:01 User name not found D20337 ANV21280 ACCEPT

15 Jan 2016 001 DB9 GT Coupe Stock Touchtronic 2 LHD 08/10/2015 09:27:16 adm_hannaspace A17216 DB926915 ACCEPT

Orders To Be Accepted 15

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Figure 8

If you have not completed the ePDI process and you try to complete the Warranty acceptance, you will see the error message shown in Figure 9. You must complete the e-PDI before you can start the vehicle Warranty.

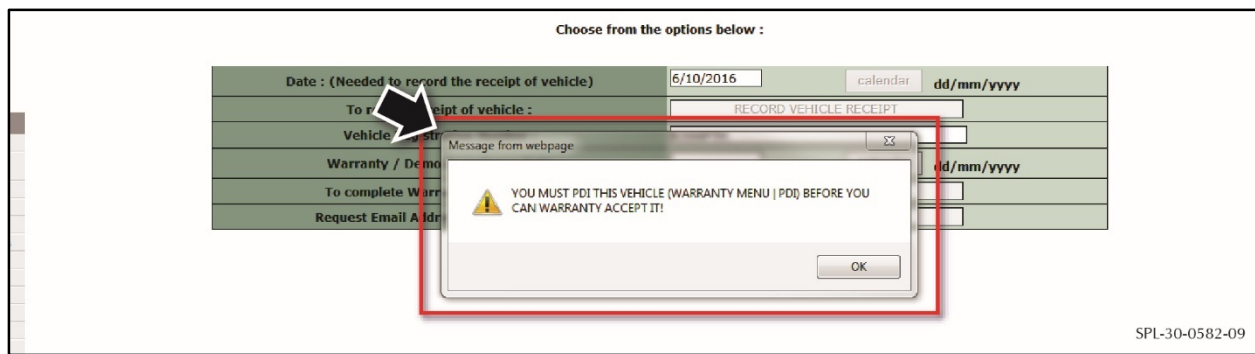


Figure 9

Please make sure that this Service Policy Letter is copied to all of the applicable personnel in your Dealership. If you have any questions about this document, 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