

SERVICE POLICY LETTER

Reference number:	SPL-01-0588V2	Issued: 06 December 2016
Subject:	Installation of Paint Protection Film (Helitape) on DB11	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Reason for Version 2 of this Service Policy Letter (SPL-01-0588V2).

We have issued Version 2 of this Service Policy Letter because we have corrected the Part Number for the kit. The change to the document has a black line adjacent to it in the margin. Please destroy all copies of SPL-01-0588 and replace them with this Service Policy Letter SPL-01-0588V2.

Dear Colleagues,

In line with the options selected by the Customer, a number of DB11s have been specified without paint protection film (Helitape) installed.

While damage to paintwork from stone chipping is unlikely, Aston Martin Lagonda Ltd. strongly recommend that this film is installed to protect the paintwork of all DB11s. Please review this recommendation with your Customer.

If the Customer agrees to this recommendation, at PDI of any DB11 that does not have paint protection film already installed, install the paint protection films that follow:

- HY53-10624-AA – Rear Sill Appliqué Paint Protection Film RH
- HY53-10625-AA – Rear Sill Appliqué Paint Protection Film LH
- HY53-10630-AA – Rear Quarter Paint Protection Film RH
- HY53-10631-AA – Rear Quarter Paint Protection Film LH
- HY53-10638-AA – Rear Sill Blade Paint Protection Film RH
- HY53-10639-AA – Rear Sill Blade Paint Protection Film LH

We will supply the films as a kit, Part Number HY53-91-10027.

Install the paint protection films as described in the instructions attached to this Policy Letter.

The time needed to install the paint protection films is 0.35 hours. We will refund the cost of parts and labour as a Zero Month Coverage Category Warranty claim under Op Code 01.08.HE, Installation of Paint Protection Film (Helitape).

If a Customer refuses to have the paint protection films installed, you must make them aware that, if a Warranty claim is made for paintwork damage that we think is caused by stone chipping, any such claim can be rejected if the applicable vehicle does not have paint protection films installed.

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, Client Services.