

WARRANTY POLICY LETTER

Reference number:	WPL-30-0307V3	Issued: 24 February 2016
Subject:	Limited Warranty and Extended Service Contract – Changes from 1 April, 2016	
Applicable to:	All North America Region Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager	Sales Manager Warranty

Reason for Version 3 of this Warranty Policy Letter (WPL-30-0307).

Because of reasons that we cannot control, the launch date of the new changes has changed from Version 2 of this letter. Changes to this document have a black line adjacent to them in the left margin. Please destroy all copies of WPL-30-0289 that you have and replace them with this Warranty Policy Letter WPL-30-0307V3.

Dear Colleagues,

We would like to tell you about some changes to the Aston Martin Limited Warranty (LW) and Extended Service Contract (ESC) programme. The changes that follow become effective for all Extended Service Contracts that are registered on or after April 1, 2016.

Introduction of 6 month Extended Service Contract

After receiving feedback from Dealers in the region, we are pleased to be able to announce the introduction of a six month duration Extended Service Contract. This new product could provide a more cost effective solution for owners that only use their cars during the summer months. Full pricing information can be found in the appendices to this Policy Letter. Multi-Point Inspection requirements for this new product remain unchanged. That is: an inspection must be completed before registration or renewal.

Extended Service Contract Pricing

Our Limited Warranty (LW) and Extended Service Contract (ESC) prices have remained static for the last two years or so. We have recently completed a programme performance review, which examines claims performance, volumes and model mix. This is to address current concerns, and provide for future trends. As a consequence of the review, we will be applying an increase in LW and ESC prices.

The appendices at the end of this Policy Letter contain full pricing information, and similar documents on DCS are being updated. As stated above, these changes apply to all registrations made on or after April 1, 2016.

Recategorisation of Virage

As part of the review process described above, we are pleased to be able to announce that we will switch Virage from the DBS/Rapide LW and ESC price band to that of the DB9. This change will mean that from April 1, 2016, Virage owners will be able to purchase Extended Service Contract coverage for the same price as DB9 owners.

Documents

We are working on a revised version of the Extended Service Contract brochure. Copies will be sent to your Parts Departments when this is available.

Other documentation will not change. Dealers, however, should remember that you should download a copy of the ESC Terms and Conditions from DCS. These must be given to the owner whenever an Extended Service Contract registration is made. Similarly, for Limited Warranty registrations a copy of the agreement and a print of the validation certificate must be given to the new owner.

Please make sure that all applicable staff know about these important changes and that they continue to promote Extended Service Contract.

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

Yours faithfully

A handwritten signature in blue ink that reads "A Hopkins".

Andy Hopkins
Client Support Manager.

Appendix 1 – Aston Martin Service Contracts - US Dealer Prices

Aston Martin Service Contracts US Dealer Prices - (Dealer copy only)												
Premium Coverage (up to 5 years) Contract & Duration	V8 Vantage			DB9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)		
	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP
3 Mth PO Limited Warranty	1222.09	n/a	n/a	1370.81	n/a	n/a	1445.17	n/a	n/a	1556.70	n/a	n/a
6 Mth PO Limited Warranty	1765.24			1980.06			2087.46			2248.57		
9 Mth PO Limited Warranty	2308.40			2589.30			2729.76			2940.44		
12 Mth PO Limited Warranty	2715.76			3046.24			3211.48			3459.34		
6 Mth Extended Service Contract	1765.24	750.00	2515.24	1980.06	750.00	2730.06	2087.46	750.00	2837.46	2248.57	750.00	2998.57
12 Mth Extended Service Contract	2715.76	1250.00	3965.76	3046.24	1250.00	4296.24	3211.48	1250.00	4461.48	3459.34	1250.00	4709.34
24 Mth Extended Service Contract	5037.54	1875.00	6912.54	5615.88	1875.00	7490.88	5946.36	1875.00	7821.36	6442.08	1875.00	8317.08
Premium Coverage (5 to 10 years)	V8 Vantage			DB7/9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)		
	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP	Retailer Net US\$	Margin	MRP
6 Mth PO Limited Warranty	2123.26	n/a	n/a	2338.08	n/a	n/a	2445.48	n/a	n/a	3054.12	n/a	n/a
12 Mth PO Limited Warranty	3266.56			3597.04			3762.28			4698.64		
6 Mth Extended Service Contract	2123.26	750.00	2873.26	2338.08	750.00	3088.08	2445.48	750.00	3195.48	2606.59	750.00	3356.59
12 Mth Extended Service Contract	3266.56	1250.00	4516.56	3597.04	1250.00	4847.04	3762.28	1250.00	5012.28	4010.14	1250.00	5260.14
24 Mth Extended Service Contract	6139.14	1875.00	8014.14	6717.48	1875.00	8592.48	7047.96	1875.00	8922.96	7543.68	1875.00	9418.68
Pre Owned (PO) Limited Warranty cost should be included within the sale price of the vehicle. ESCs can be sold to owner at additional cost/profit.												

Effective April 1, 2016

AMUSA DWP 030416

Appendix 2 – Aston Martin Service Contracts – Alberta Dealer Prices

Alberta - Dealer Price List - Not for Retail Use - Prices exclude applicable local taxes													
Premium Coverage (up to 5 years)		V8 Vantage			DB9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)		
Contract & Duration	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Vanquish (MY01-07)
3 Mth PO Limited Warranty	1411.05	n/a	n/a	1582.82	n/a	n/a	1668.71	n/a	n/a	1797.54	n/a	n/a	n/a
6 Mth PO Limited Warranty	2038.19			2286.30			2410.36			2596.44			
9 Mth PO Limited Warranty	2665.32			2989.78			3152.02			3395.34			
12 Mth PO Limited Warranty	3135.67			3517.40			3708.25			3994.52			
6 Mth Extended Service Contract	2038.19	825.00	2863.19	2286.30	825.00	3111.30	2410.36	825.00	3235.36	2596.44	825.00	3421.44	n/a
12 Mth Extended Service Contract	3135.67	1375.00	4510.67	3517.40	1375.00	4892.40	3708.25	1375.00	5083.25	3994.52	1375.00	5369.52	
24 Mth Extended Service Contract	5819.86	2063.00	7882.86	6487.81	2063.00	8550.81	6869.52	2063.00	8932.52	7442.09	2063.00	9505.09	
Premium Coverage (5 to 10 years)		V8 Vantage		DB7/9, Virage, V12 Vantage				DBS, Rapide			Vanquish (MY13-)		Vanquish (MY01-07)
6 Mth PO Limited Warranty	2451.70	n/a	n/a	2699.81	n/a	n/a	2823.87	n/a	n/a	3009.95	n/a	n/a	n/a
12 Mth PO Limited Warranty	3771.85			4153.56			4344.42			4630.70			
6 Mth Extended Service Contract	2451.70	825.00	3276.70	2699.81	825.00	3524.81	2823.87	825.00	3648.87	3009.95	825.00	3834.95	4277.98
12 Mth Extended Service Contract	3771.85	1375.00	5146.85	4153.56	1375.00	5528.56	4344.42	1375.00	5719.42	4630.70	1375.00	6005.70	6687.27
24 Mth Extended Service Contract	7092.20	2063.00	9155.20	7760.16	2063.00	9823.16	8141.87	2063.00	10204.87	8714.44	2063.00	10777.44	12140.59
Pre Owned (PO) Limited Warranty cost should be included within the sale price of the vehicle. ESCs can be sold to owner at additional cost/profit.													

Effective April 1, 2016

ASTON MARTIN CANADA IMPORTERS

Appendix 3 – Aston Martin Service Contracts – British Columbia Dealer Prices

British Columbia - Dealer Price List - Not for Retail Use - Prices exclude applicable local taxes														
Premium Coverage (up to 5 years)			V8 Vantage			DB9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)		
Contract & Duration	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin
3 Mth PO Limited Warranty	1500.93			1684.16			1775.77			1913.17				
6 Mth PO Limited Warranty	2168.01			2432.66			2565.00			2763.48				
9 Mth PO Limited Warranty	2835.09			3181.18			3354.23			3613.77				
12 Mth PO Limited Warranty	3335.40			3742.56			3946.15			4251.50				
6 Mth Extended Service Contract	2168.01	825.00	2993.01	2432.66	825.00	3257.66	2565.00	825.00	3390.00	2763.48	825.00	3588.48		
12 Mth Extended Service Contract	3335.40	1375.00	4710.40	3742.56	1375.00	5117.56	3946.15	1375.00	5321.15	4251.50	1375.00	5626.50		
24 Mth Extended Service Contract	6193.86	2063.00	8256.86	6906.37	2063.00	8969.37	7313.52	2063.00	9376.52	7924.25	2063.00	9987.25		
Premium Coverage (5 to 10 years)			V8 Vantage			DB7/9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)		
6 Mth PO Limited Warranty	2609.08			2873.74			3006.08			3204.56				
12 Mth PO Limited Warranty	4013.98			4421.14			4624.73			4930.09				
6 Mth Extended Service Contract	2609.08	825.00	3434.08	2873.74	825.00	3698.74	3006.08	825.00	3831.08	3204.56	825.00	4029.56		
12 Mth Extended Service Contract	4013.98	1375.00	5388.98	4421.14	1375.00	5796.14	4624.73	1375.00	5999.73	4930.09	1375.00	6305.09		
24 Mth Extended Service Contract	7551.03	2063.00	9614.03	8263.54	2063.00	10326.54	8670.69	2063.00	10733.69	9281.43	2063.00	11344.43		
Pre Owned (PO) Limited Warranty cost should be included within the sale price of the vehicle. ESCs can be sold to owner at additional cost/profit.														

Effective April 1, 2016

ASTON MARTIN CANADA INC. DWP 0307V3

Appendix 4 – Aston Martin Service Contracts – Ontario Dealer Prices

Ontario - Dealer Price List - Not for Retail Use - Prices exclude applicable local taxes															
Premium Coverage (up to 5 years)	V8 Vantage			DB9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)			Vanquish (MY01-07)		
	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP
3 Mth PO Limited Warranty	1513.77	n/a	n/a	1698.64	n/a	n/a	1791.06	n/a	n/a	1929.69	n/a	n/a	n/a	n/a	n/a
6 Mth PO Limited Warranty	2186.56			2453.58			2587.09			2787.34					
9 Mth PO Limited Warranty	2859.35			3208.53			3383.12			3644.97					
12 Mth PO Limited Warranty	3363.94			3774.74			3980.14			4288.21					
6 Mth Extended Service Contract	2186.56	825.00	3011.56	2453.58	825.00	3278.58	2587.09	825.00	3412.09	2787.34	825.00	3612.34	n/a	n/a	n/a
12 Mth Extended Service Contract	3363.94	1375.00	4738.94	3774.74	1375.00	5149.74	3980.14	1375.00	5355.14	4288.21	1375.00	5663.21			
24 Mth Extended Service Contract	6247.30	2063.00	8310.30	6966.16	2063.00	9029.16	7376.95	2063.00	9439.95	7993.13	2063.00	10056.13			
Premium Coverage (5 to 10 years)	V8 Vantage			DB7/9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)			Vanquish (MY01-07)		
6 Mth PO Limited Warranty	2631.58	n/a	n/a	2898.61	n/a	n/a	3032.11	n/a	n/a	3232.35	n/a	n/a	3709.15	n/a	n/a
12 Mth PO Limited Warranty	4048.59			4459.39			4664.78			4972.86					
6 Mth Extended Service Contract	2631.58	825.00	3456.58	2898.61	825.00	3723.61	3032.11	825.00	3857.11	3232.35	825.00	4057.35	3709.15	825.00	4534.15
12 Mth Extended Service Contract	4048.59	1375.00	5423.59	4459.39	1375.00	5834.39	4664.78	1375.00	6039.78	4972.86	1375.00	6347.86	5706.36	1375.00	7081.36
24 Mth Extended Service Contract	7616.60	2063.00	9679.60	8335.45	2063.00	10398.45	8746.23	2063.00	10809.23	9362.43	2063.00	11425.43	10829.45	2063.00	12892.45
Pre Owned (PO) Limited Warranty cost should be included within the sale price of the vehicle. ESCs can be sold to owner at additional cost/profit.															

Effective April 1, 2016

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Appendix 5 – Aston Martin Service Contracts – Quebec Dealer Prices

Quebec - Dealer Price List - Not for Retail Use - Prices exclude applicable local taxes															
Premium Coverage (up to 5 years)	V8 Vantage			DB9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)			Vanquish (MY01-07)		
	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP	Retailer Net CAD	Margin	MRP
3 Mth PO Limited Warranty	1471.02			1640.63			1726.50			1860.29			1860.29		
6 Mth PO Limited Warranty	2124.81			2369.79			2493.84			2687.08			2687.08		
9 Mth PO Limited Warranty	2778.59			3098.96			3261.17			3513.87			3513.87		
12 Mth PO Limited Warranty	3268.94			3645.83			3836.68			4133.96			4133.96		
6 Mth Extended Service Contract	2124.81	825.00	2949.81	2369.79	825.00	3194.79	2493.84	825.00	3318.84	2687.08	825.00	3512.08	2687.08	825.00	3512.08
12 Mth Extended Service Contract	3268.94	1375.00	4643.94	3645.83	1375.00	5020.83	3836.68	1375.00	5211.68	4133.96	1375.00	5508.96	4133.96	1375.00	5508.96
24 Mth Extended Service Contract	6086.39	2063.00	8149.39	6744.69	2063.00	8807.69	7126.40	2063.00	9189.40	7720.97	2063.00	9783.97	7720.97	2063.00	9783.97
Premium Coverage (5 to 10 years)	V8 Vantage			DB7/9, Virage, V12 Vantage			DBS, Rapide			Vanquish (MY13-)			Vanquish (MY01-07)		
6 Mth PO Limited Warranty	2570.51			2815.48			2939.54			3136.00			3136.00		
12 Mth PO Limited Warranty	3954.63			4331.51			4522.37			4824.62			4824.62		
6 Mth Extended Service Contract	2570.51	825.00	3395.51	2815.48	825.00	3640.48	2939.54	825.00	3764.54	3136.00	825.00	3961.00	3136.00	825.00	4466.95
12 Mth Extended Service Contract	3954.63	1375.00	5329.63	4331.51	1375.00	5706.51	4522.37	1375.00	5897.37	4824.62	1375.00	6199.62	4824.62	1375.00	6978.00
24 Mth Extended Service Contract	7457.77	2063.00	9520.77	8116.10	2063.00	10179.10	8497.80	2063.00	10560.80	9102.28	2063.00	11165.28	9102.28	2063.00	12722.03
Pre Owned (PO) Limited Warranty cost should be included within the sale price of the vehicle. ESCs can be sold to owner at additional cost/profit.															