

WARRANTY POLICY LETTER

Reference number:	WPL-30-0323	Issued: 28 February 2017
Subject:	Extended Service Contract – Changes for 2017 - Pricing, DB11 Registrations, Process and Documentation.	
Applicable to:	All North American Dealers	
Distribute to:	Executive Manager Business Manager Sales Manager After Sales Manager	Service Manager Warranty Staff Reception/Administration

Dear Colleagues,

We would like to make clear some points about the Aston Martin Limited Warranty and Extended Service Contract.

Pricing

Claims costs continue to rise. But, for the time being at least, we have been able to maintain prices at 2016 levels. Price stability is obviously important in controlling ownership costs, and we are hopeful that avoiding a price increase will have a positive effect on registration volumes.

DB11 Registrations

Following on from WPL-30-0314, the temporary registration process has now been removed because DB11 will show as a choice in the usual model list drop-down menu. From 1 March, you should register all DB11 extended contract registrations in the usual way.

Service History Requirements

Recently, we have received some questions about service history requirements for Warranty or Service Contract registration. Please note that it is the Dealer's responsibility to make sure that the service history of a car is either up-to-date, or reinstated, before you register an extended warranty or service contract. You should remember that servicing is based on both age and mileage. For example: a three-year old car that has 8,000 miles, but has no service history, would only be acceptable if all work covered by the first, second and third annual services was completed before the registration of cover.

Documents

Please also remember that it is the Dealer's responsibility to supply a copy of the terms and conditions booklet directly to the owner when a Limited Warranty or Extended Service Contract registration is made. For Limited Warranties, you must also print a copy of the validation certificate and hand this to the owner at the same time. Please refer to WPL-30-0276 for more information.

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

Thank you for your support. If you have any questions please email our warranty department at: warranty@astonmartin.com or contact Aston Martin Extended directly at: administration@astonmartin-extended.com.

Yours faithfully



Andy Hopkins

Client Support Manager.