

SERVICE POLICY LETTER

Reference number:	SPL-30-1047	Issued: 8 January, 2018
Subject:	2018 Technical Training Update	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Throughout 2017 we reviewed our technical training and identified areas that require improvement. The information below summarises these improvements.

Technical Learning Path change:

Current learning paths still feature the older suite of training courses, and need to be updated to reflect the ever-evolving dealer environment.

New learning paths will be implemented on January 2018 and will show the new suite of courses that will form the 2018 training curriculum. Additional launch courses will be added throughout the year.

Updated Mandatory Courses:**Vehicle Technology Course:**

This replaces the Technician Induction Course and includes elements from the Engine Management Systems (EMS), Vehicle Electrical Systems (VES) and Advanced Aston Martin Diagnostic System (AMDS) courses. It aims to increase standards in technical induction training.

Note: *If a technician has already completed the EMS, VES and Advanced AMDS courses, then attendance of this course is optional.*

DB11 Introductory Course:

This has been rolled out globally and forms part of the new 2018 course curriculum. It is most effective when taken with the AMDS2.0 course, which is usually run in the same week.

AMDS2.0 Course:

The AMDS 2.0 course was rolled out globally in 2017 and will continue to be an essential part of the base curriculum in 2018.

New Vantage Launch Course:

This is scheduled for March 2018 in the UK, with the rest of the world to follow. The course examines the new features of the vehicle in depth, and includes a hands-on look at the new V8 engine.

Auto Shift Manual (ASM) / SportShift Course:

This course has been updated to cover all aspects of V8 Vantage ASM transmission. The course content is now more concise and is delivered over 2 days.

New Vehicle Launch Courses:

These courses will be added to learning paths to support new vehicle launches throughout the year.

New Developments:**New Technical E-Learning:**

Technical E-Learning is being developed for each new vehicle launch to satisfy the needs of the technician for more information. This will supplement the classroom format training. For smaller scale vehicle launches it will reduce the amount of classroom training that is necessary.

Training content on the Dealer Communication System (DCS):

Many of you will know that there is a Training tab on the DCS portal, and that currently it only contains a link to the training academy.

The Training page on DCS will be expanded to feature more content. This will include quick access to training material and E-Learning modules, and information on new training courses.

Technical Training - Future Plans:

We will continue new course development by improving the learning paths and training course content.

A new technician recognition scheme will use technicians' previous experience to contribute to a new curriculum and help to raise the standard of Aston Martin Technician.

2018 Course Costs and Durations Reduced:

All courses available in 2018 will run over 2 days, except for the new Vehicle Technology Course which will run for 3 days.

The cost of training will increase in 2018 to £300 per day, but more content will be delivered over fewer days. This will help to reduce expenses for dealers, and reduce the impact of having technicians off site at training.

For example:

	Previous Technician Induction Course	New Vehicle Technology Course
Duration	5 days	3 days
Course cost per day	£250	£300
Total course cost	£1000	£900
Hotel and expenses (average)	£900 @ 6 nights	£600 @ 4 nights
Total	£1900	£1500

We look forward to welcoming you on our new exciting courses for 2018.

If you have any questions about this Policy Letter, please contact: technical.training@astonmartin.com

Thank you for your continued support.

Yours faithfully



Phil Eaglesfield

Director, Client Services.