

WARRANTY POLICY LETTER

Reference number:	WPL-30-1068	Issued: 09 March, 2018
Subject:	New Vehicle Delivery Procedures - Transit Damage	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager	Warranty Staff Sales Manager

Dear Colleagues,

Occasionally Aston Martin receive warranty claims for damage to new vehicles, which have not been noted and reported by the dealer during the time period specified in the New Vehicle Delivery Procedure document.

In these cases, if the Vehicle Condition Report (VCR) shows that the vehicle was not damaged when it left the factory, Aston Martin is unable to recover repair costs from the carrier. In this situation, we are unable to accept a warranty claim or a transit damage claim.

The New Vehicle Delivery Procedure document is in the Dealer Communication System (DCS) (amdealers.com) under the menu option Distribution > Documents. In DCS (astonmartin.com) the path is: After Sales > Dealer Support > Select a Model > "Vehicle Storage and Battery Care."

Please make sure that staff involved in new vehicle receipt are familiar with the New Vehicle Delivery Procedure document and follow the procedures specified in it.

Key points:

- Inspect the vehicle with the carrier's driver in attendance.
- Do the inspection in a well-lit area with the vehicle on the ground.
- Use a mirror to inspect below the front, rear and sides of the vehicle for damage.
- The vehicle transit cover must stay on the vehicle until the handover inspection is complete.
- Check the vehicle transit cover for any signs of:
 - misfit
 - impact marks
 - damage
 If there are impact marks or damage to the cover, include photographs of the cover (still on the vehicle) when you send in the delivery VCR.
- Check all paint on the exposed areas of the vehicle (doors and decklid) and note any issues on the delivery VCR.
- Make sure the interior protection is installed, if it is not, record all damage or missing items.
- Check the contents of the luggage area. If necessary use AMDS to remove the vehicle from "transit mode" to do this.
- Both the dealer representative and the carrier's driver must complete sign and date the VCR.
- If there is transit damage you must send the VCR to the Aston Martin Outbound Operations Team. Please do this by email within a maximum of two working days from receipt of the vehicle.
- Send to: transit.claims@astonmartin.com
- Send digital photographs of the damage in less than three working days. If the paintwork is damaged, send a completed Aston Martin Paint Report form and an escribe estimate.

Please make sure that this information is copied to all of the applicable personnel in your dealership.

Thank you for your support, if you have any questions please email our warranty department at:
warranty@astonmartin.com

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Neil Morris', with a stylized flourish at the end.

Neil Morris

Warranty Manager