

SERVICE POLICY LETTER

Reference number:	SPL-30-1089	Issued: 20 April, 2018
Subject:	Vantage Essential Aftersales Launch Information	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Deliveries of Vantage start very soon. We would like to give you all of the important information about related After Sales elements:

- New Features
- Tools and Equipment
- Maintenance and Support Documentation
- Technical Support, ePDI, ePDR and Warranty



New Unique Features for Vantage

Emergency Call System (eCall SOS)

The eCall system provides the user with an emergency call system. The system uses the GPS satellite network to provide an accurate location for emergency services to find the site of an accident.

Automatic Operation

The eCall system is directly connected to the Occupant Restraint Control (ORC) system. If the ORC system detects a crash scenario and deploys the airbags, the eCall system will be operated automatically.

When this happens:

- A 2-way voice call is automatically opened with an eCall operator.
- An automated text message is sent to the Operating Centre to advise that an accident has occurred and will provide information such as location.

Manual Operation

The system can also be activated manually by pressing and holding the SOS button for 2 to 4 seconds. This can be used in the event of an accident that was not severe enough to deploy the airbags, but still requires assistance from the emergency services. (Please note this button is recessed to prevent accidental operation).

Note: *eCall is applicable to UK and European vehicles only.*

Electronic Differential – E-Diff

In an e-diff, electronic management allows for sophisticated control of how the rear differential lock opens and closes, based on how the car is behaving. As with the DSC system, the Active Differential uses sensors placed about the car to detect how the car is behaving.

The system holds a 'map' of how the car should be behaving in a given set of circumstances. It is then able to take action based upon deviations from this 'map'. At any road speed it can detect very subtle changes in the car's behaviour which may indicate the car is slipping into understeer or oversteer and take appropriate action. The system is therefore able to maintain power and maximise performance in challenging circumstances.

Carbon Ceramic Brakes

Carbon Ceramic Brakes are currently undergoing extensive testing and development and once this testing is complete we plan to offer CCB's as an option on Vantage. Testing is planned for completion in Q3 2018.

Unique Tools and Equipment

The mandatory requirements for the repair and maintenance of Vantage follow:

Special Tools

For Special tools for Vantage please refer to Service Policy Letter SPL-18-1021 for more information.

Vantage Vehicle Protection Kit (43-28553)

The vehicle protection kit is available for Vantage.

Vehicle Interior Protection Kit (43-28667)

The universal interior protection kit is available for Vantage.

Note: *A separate communication will be issued detailing the content, pricing and approximate launch timing of the Vantage ISO. This will include Dealer Tools, Parts and Accessories.*

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedure will be available in the Vantage Workshop Manual.

Electrical Information Manual

The 3D System Views, 3D Component Locations, (PDF) Network and Wiring Diagrams for Vantage will be added to Vantage Electrical Information on DCS.

Module Software Procedures (MSP)

The 3D MSP Manual will be available for Vantage and is applicable to all Vantage variants. This can be found in Workshop Information on DCS. We recommend that you refer to the User Guide before you use the 3D MSP Manual.

The Parts Manual

A new Parts Catalogue has been written for the new Vantage. The 3D Parts Catalogue has been constructed to work in HTML5 and will function correctly in all internet browsers.

AMDS 2.0

AMDS 2.0 has support for Vantage. It will be updated when necessary to include new features.

Maintenance Sheet

The maintenance sheet for Vantage is available on the DCS portal in:
After Sales>Dealer Support>Vantage>Forms>Vehicle Maintenance Sheet.

Technical Support, ePDI, ePDR and Warranty

Technical Support

If you need technical support for Vantage, please use the usual AskAmtech email address, phone numbers, contacts and the TSR process.

ePDI

The online ePDI system has been updated to include Vantage.

ePDR

The ePDR system is Aston Martin's primary early warning system. It lets us identify new technical problems quickly. Please tell your Aston Martin technicians to send an EPDR in less than 24 hours of finding a problem with a vehicle during its life. EPDRs must include problem, root cause and a solution and include a photo of the problem. Please do this without delay to make sure that Aston Martin can resolve quality concerns quickly.

Warranty Claim Submissions

Send all Warranty claims for zero-month warranty or PDI repairs in less than 24 hours so that we can catch all "Emerging Issue" (EI) trends. Please submit all Warranty claims through DCS classic in the usual way.

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 of Client Services