

SERVICE POLICY LETTER

Reference number:	SPL-30-1074	Issued: 20 August, 2018
Subject:	EPDR submission process	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

This new version of Policy Letter ASPL0360V2 has been issued to update the EPDR (Electronic Product Detail Report) submission process. Amendments to this document have a black line against them in the left side margin. Please destroy all previous copies of ASPL0360V2 and replace them with this Service Policy Letter SPL-30-1074.

Dear Colleagues,

To improve our understanding of emerging field problems (called Emerging Issues or EI), we have decided to repeat the latest status regarding the EPDR submissions. This includes providing guidelines for the submission of EPDRs. This is aimed at improving our EI data feed to the EI Tracker System.

Note: *EPDR is Aston Martin's prime Emerging Issues Concern Reporting System and should not be used to request Technical Assistance.*

For Technical Assistance see Policy Letter ASPL0228 which specifically outlines the Technical Service Request (TSR) Process. Technical Assistance using the TSR Process delivers a response along with any necessary Manufacturer/Dealer interaction.

EPDR Submission Criteria

1. An EPDR should be submitted for any issues the Quality team should be made aware of, such as high severity or high Customer impact issues.
2. An EPDR should only be submitted when the Root Cause has been identified, this should be included in the EPDR.
3. An EPDR should be submitted for product quality concerns only.
4. An EPDR should be submitted for all roadside recoveries.
5. An EPDR should be submitted for all paint claims which occur within three Months in Service (MIS).
6. An EPDR should be submitted for corrosion on any current production vehicles.
7. An EPDR should be submitted for all new reoccurring concerns.
8. Where a Diagnostic Trouble Code (DTC) is present it should be reported using the DTC rather than the failed component description. A list of DTCs can be found under the 'Electrical' or 'Powertrain' paths, as well as on the Fault Code Report button.
9. It is not acceptable to list multiple issues on one EPDR submission. Consequently a separate EPDR should be raised for each individual issue. Multiple EPDRs can however be quickly and easily entered without having to re-enter the VIN separately, simply by using the 'New EPDR - Same VIN' button. This option is shown after the 'Submit' button has been used.
10. The EPDR System is our Emerging Issues Concern Reporting System, so **no feedback response should be expected by Dealers**. Solutions to EPDRs are delivered to Dealers by means of: Service Bulletins (SBs), Service Actions (SAs) and Recall Actions (RAs).

Note: *It is vitally important that we achieve a 100% submission of EPDR for emerging field vehicle concerns. Please make every effort to ensure that EPDRs are submitted for relevant issues.*

Attachment Submission

Attachments aid understanding - please add them to an EPDR where appropriate. If you are unable to add attachments follow the procedure found in Section 3 of the "DCS User Guide – After Sales Communications" to ensure that the browser is compatible with the Dealer Communication System (DCS). The User Guide can be found in the DCS, under the "After Sales" menu > "After Sales" tab > "Useful Links": "DCS User Guide – After Sales", or by using the link below:

[DCS User Guide - After Sales](#)

If you are still unable to attach additional files (logs, videos, photographs, etc.) send them to the email address below. Reference the EPDR number and VIN in the subject box.

EPDR@astonmartin.com

Photographic Presentation

Lighting

Poor, or incorrect, lighting is the usual cause of poor quality photographs. If possible, take the photographs in good, natural light. If the light is poor (refer to Figure 1) try to use high powered workshop lighting (for example a halogen lamp). The camera flash can be used as an alternative but it can provide poor results when used for close-up photographs. If you need to use the camera flash, do not take the photograph too near or the flash will be too bright and cause the detail in the photograph to be lost (refer to Figure 2). If the camera has an optical zoom function, you can hold the camera at a longer distance and zoom in. This will help to prevent the flash from being too bright.

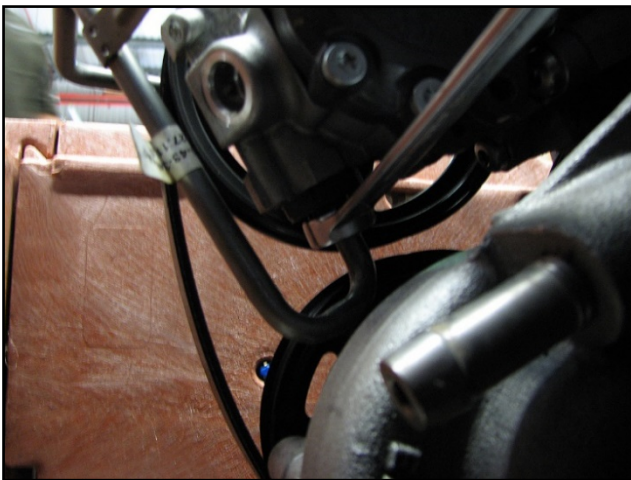


Figure 1

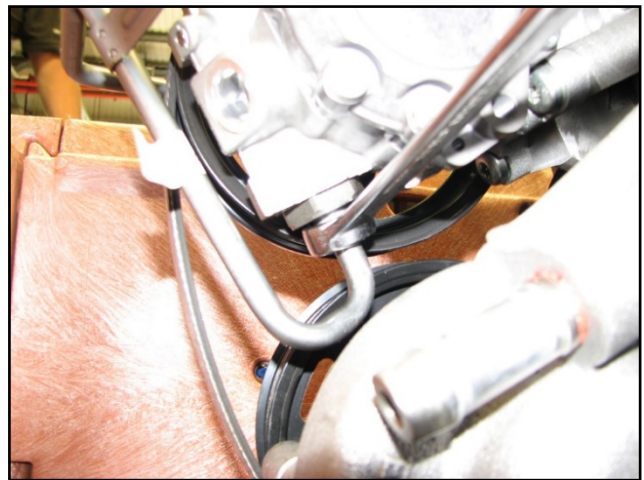


Figure 2

Close-ups

When possible, take a photograph from a distance to show the whole area that the problem is in and its scale. (refer to Figure 3).



Figure 3

It is very important that the picture is clear and sharp (refer to Figure 4). If it is not focussed correctly (refer to Figure 5) this is not acceptable. If the camera has a "macro" feature, you should enable this. Some cameras have different picture modes which are available through a menu system.



Figure 4



Figure 5

Highlights

If it helps to show an applicable problem area, use software to add arrows (refer to Figure 6) or other shapes to highlight the area concerned (refer to Figure 7 and Figure 8). Reflections can be used to show distortion in a component (refer to Figure 9).



Figure 6



Figure 7

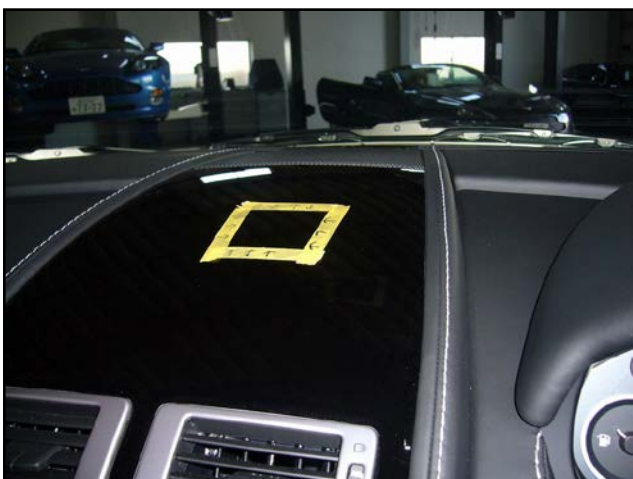


Figure 8

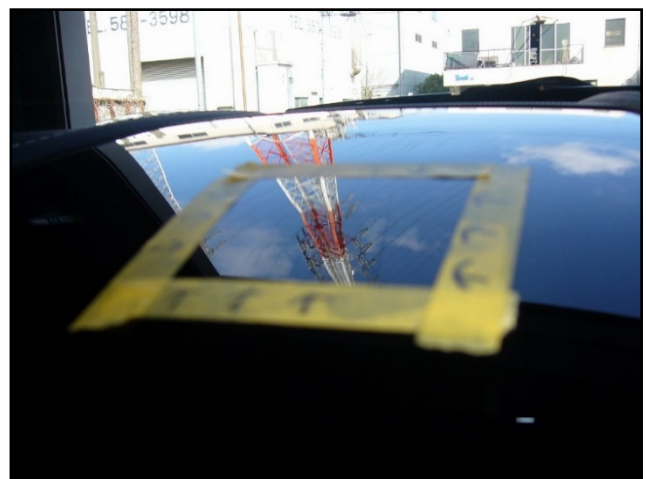


Figure 9

If you have any questions about this Service Policy Letter, please contact the EPDR team at EPDR@astonmartin.com

Thank you for your continued support.

Yours faithfully

A handwritten signature in blue ink, consisting of a series of loops and a long horizontal stroke that ends in a large oval.

Steven Tiltman

Client Technical Services Manager