

SERVICE POLICY LETTER

Reference number:	SPL-30-1194	Issued: 06 December, 2018
Subject:	Vanquish Zagato Shooting Brake - 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 Vanquish Zagato Shooting Brake start very soon. We would like to give you all the important information about related After Sales elements:

- New Features
- Electro-Chromatic Module Safety
- Tools and Equipment
- Maintenance and Support Documentation
- Technical Support, ePDI, ePDR and Warranty



New Features for Vanquish Zagato Shooting Brake

Electro-Chromatic Roof

The glass roof can be set to operate as either an opaque roof or a clear roof. With the ignition set to off, the roof will be always be opaque. With the ignition set to on, the roof can transition to be clear. To change the roof from opaque to clear, press the electro-chromatic roof button (A).



The transition time for the glass to change from clear to opaque will depend on the temperature of the glass roof and the internal temperature of the vehicle cabin. If the ambient temperature of the roof glass is between 5°C and 50°C, the roof transition time will be between 1-3 seconds. If the temperature falls to between -5°C and 5°C, this transition time can increase to up to 20 seconds. This can be reduced when the cabin interior temperature increases above 5°C.

WARNING: THE ELECTRO-CHROMATIC ROOF OPERATES AT HAZARDOUS VOLTAGE. ELECTRICAL CABLES FOR THE HAZARDOUS VOLTAGE SYSTEM ARE ORANGE IN COLOUR. IF THE ROOF TRIM BECOMES DAMAGED IT IS POSSIBLE THAT HIGH VOLTAGE ELECTRICAL COMPONENTS WILL BE EXPOSED. DO NOT TOUCH THESE COMPONENTS. THERE IS A RISK OF SERIOUS INJURY OR DEATH.

Electro-Chromatic Module Safety

Electrical Safety

The electro-chromatic module has an output voltage greater than 50V AC. This is high enough voltage to be classed as a Hazardous Voltage (HaV) system and physical protection is necessary.

The module has a safety link built in to the HaV connector, HaV output will not be supplied from the module until a 12V supply is connected and the HaV connector is physically connected.

When work is done on any part of the electro-chromatic system, the vehicle battery must first be disconnected and removed from the vehicle.

WARNING: THE VEHICLE BATTERY MUST BE DISCONNECTED AND REMOVED FROM THE VEHICLE BEFORE THE ELECTRO-CHROMATIC MODULE IS CONNECTED OR DISCONNECTED. IF YOU DO NOT, THERE IS A RISK OF SERIOUS INJURY OR DEATH.

Maximum AC voltage and current output of the module when the electro-chromatic roof is switched on:

- 160 V (RMS)
- 6.8 mA (RMS)

Unique Tools and Equipment

The special tools and vehicle protection kit for Vanquish are applicable for Vanquish Zagato Shooting Brake.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual for Vanquish and Rapide is suitable for Vanquish Zagato Shooting Brake. For unique content please submit a manhour request form.

The Parts Manual

Vanquish Zagato Shooting Brake content has been added to the Vanquish Zagato Parts Manual.

AMDS

AMDS has support for Vanquish Zagato Shooting Brake. It will be updated when necessary to include new features.

Maintenance Sheet

Vanquish Zagato Shooting Brake uses the generic Vehicle Maintenance Sheet. This will be available on the DCS portal in: After Sales>Dealer Support>Vanquish (all variants)>Forms>Vehicle Maintenance Sheet.

Technical Support, ePDI, ePDR and Warranty

Technical Support

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

Electronic Pre Delivery Inspection (ePDI)

The online ePDI system has been updated to include Vanquish Zagato Shooting Brake.

Electronic Product Defect Report (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. ePDR's must include the problem, root cause, the solution and 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



Andrew West

Director, Client Services