

SERVICE POLICY LETTER

Reference number:	SPL-30-1135	Issued: 29 November, 2018
Subject:	Service Schedules for DB11, Vantage (19MY) and DBS Superleggera	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Service Schedules are time or mileage dependent, whichever occurs first. Most service items (e.g. engine oil and filter) have fixed replacement points. Other items (e.g. pollen filter) are optional and may not need replacement on low-mileage vehicles. This can reduce service times without any loss in quality or reliability.

The appendices that follow show the key aspects of the Service Schedules:

- **Appendix 1 – Example of the Owner's Guide Service Section**
- **Appendix 2 – DB11 Service Check Sheet (V8 & V12)**
- **Appendix 3 – Vantage (19MY) Service Check Sheet**
- **Appendix 4 – DBS Superleggera Service Check Sheet**

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




Steven Tiltman
Client Technical Services Manager


Appendix 1 – Example of the Owner's Guide Service Section

<p style="text-align: center;">10,000 Miles/16,000 km/1st Year</p> <p>Odometer: _____</p> <p>Technician Name: _____</p> <p>Date: _____</p> <p>Next Service Due: _____</p>	<p style="text-align: center;">Authorised Dealer Stamp</p> <p>Service Advisor Name: _____</p> <p>Service Advisor Signature: _____</p>												
<p style="text-align: center;">Service Details</p> <table border="1"><tr><td>Service Actions Checked:</td><td>Yes / No</td></tr><tr><td>Air Filter Changed:</td><td>Yes / No</td></tr><tr><td>Pollen Filter Changed:</td><td>Yes / No</td></tr><tr><td>Spark Plugs Changed:</td><td>Yes / No</td></tr><tr><td>Anti Corrosion Inspection:</td><td>Yes / No</td></tr><tr><td>Fluids Changed:</td><td></td></tr></table>	Service Actions Checked:	Yes / No	Air Filter Changed:	Yes / No	Pollen Filter Changed:	Yes / No	Spark Plugs Changed:	Yes / No	Anti Corrosion Inspection:	Yes / No	Fluids Changed:		<p style="text-align: center;">Additional Service Information</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
Service Actions Checked:	Yes / No												
Air Filter Changed:	Yes / No												
Pollen Filter Changed:	Yes / No												
Spark Plugs Changed:	Yes / No												
Anti Corrosion Inspection:	Yes / No												
Fluids Changed:													

Appendix 2 – DB11 Service Check Sheet (V8 & V12)

 DB11 Service Check Sheet		V12		V8		V12		V8		
		12Mth	1.5 hrs	1.1 hrs	48Mth	2 hrs	4.1 hrs	60Mth	1.5 hrs	1.1 hrs
		24Mth	2 hrs	1.6 hrs	60Mth	5 hrs	4.6 hrs	72Mth	5 hrs	4.6 hrs
		36Mth	2 hrs	1.6 hrs	72Mth	5 hrs	4.6 hrs			
Registration:	Owner:	Key no.:		Job Number:		Date:				
VIN:	Vehicle:	Odometer:		Technician:						
Pre Maintenance Work		Check	Rectify	Advise	Signature:		Dealer Stamp:			
Install the Vehicle Protection Kit.										
Do a check for diagnostic trouble codes (DTCs).										
Every 12mth 10,000 mls/ 16,000 km	Additional Items Under Body	Check	Rectify	Advise						
x	Engine oil: Replace.									
x	Engine oil filter: Replace.									
30,000 mls/ 48,000 km	Air filter: Replace.									
24mths/ 2yrs	Brake fluid: Replace.									
72 mths/ 6yrs	Engine coolant: Replace.									
60,000 mls/ 96,000km	Automatic differential: Replace the oil and clean the filter.									
x	Under body components: Examine the condition, operation, attachment. Examine for leaks.				Technician Report:					
x	Under body fluid pipes: Examine the condition, operation and attachment of all pipes. Examine for leaks.									
x	Braking system: Examine the condition, operation, attachment of the for wear and adjustment. Examine for leaks.									
x	Automatic differential: Oil level, Check and Adjust.									
Every 12mths 10,000 mls/ 16,000 km	Additional Items Upper Body	Check	Rectify	Advise						
80,000 mls/ 128,000 km	Spark plugs: Replace.(V12)									
40,000mls/64,000km	Spark plugs: Replace.(V8)									
20,000 mls/ 32,000 km	Pollen filter: Replace - Option.									
x	Accessory drive belt: Examine the condition, operation and attachment.									
x	Brake system: Examine the condition, operation, attachment, fluid level and fill if necessary. Examine for leaks.									
x	Cooling system: Examine the fluid level and fill if necessary. Examine for leaks.									
x	Windscreen and headlight wash system: Examine the fluid level and fill if necessary. Examine for leaks.									
x	x Wiper blades and windscreen wash system: Examine the condition, operation and attachment.									
Every 12mths 10,000 mls/ 16,000 km	Additional Items General	Check	Rectify	Advise						
x	Service interval indicator: Reset.									
x	Road wheels: Examine the condition. Do a torque check of the wheel nuts.									
x	Tyre report: Complete. Examine and adjust the tyre pressures if necessary.									
x	Light units and horns: Examine the condition, operation and attachment.									
x	Occupant restraint systems: Examine the condition, operation and attachment.									
x	Door locks, latches, hinges and bonnet catches: Examine the condition, operation and attachment.									
Every 12mth 10,000 mls/ 16,000 km	Additional Items Road Test	Check	Rectify	Advise						
x	Powertrain system: Check for too much noise, vibration and harshness.									
x	Braking system: Check for too much noise, vibration and harshness.									
x	Suspension system: Check for too much noise, vibration and harshness.									
x	Steering system: Check for too much noise, vibration and harshness.									
x	Wheels and tyres: Check for too much noise, vibration and harshness.									
x	Cabin environment: Check for too much noise, vibration and harshness.									
x	Driver information and warning system: Examine the operation.									
If you find malfunctions or defects, report to the customer for authorisation for replacement or repair, before you start the work.										

Appendix 4 – DBS Superleggera Service Check Sheet

 DBS Superleggera Service Check Sheet		V12		V12			
		12Mth	1.5 hrs	48Mth	2 hrs		
Registration:		Owner:		Key no.:			
VIN:		Vehicle:		Odometer:			
Pre Maintenance Work Install the Vehicle Protection Kit. Do a check for diagnostic trouble codes (DTCs). Check for applicable Recall Actions, Service Actions and Service Bulletins		Check	Rectify	Advise	Job Number:	Date:	
Every 12mths	Additional	Check	Rectify	Advise	Technician:		
10,000 mls/	Items	Under Body				Signature:	
16,000 km						Dealer Stamp:	
x	Engine oil: Replace.				Technician Report:		
x	Engine oil filter: Replace.						
30,000 mls/ 48,000 km	Air filter: Replace.						
24mths/ 2yrs	Brake fluid: Replace.						
72 mths/ 6yrs	Engine coolant: Replace.						
60,000 mls/ 96,000km	Automatic differential: Replace the oil and clean the filter.						
x	Under body components: Examine the condition, operation, attachment. Examine for leaks.						
x	Under body fluid pipes: Examine the condition, operation and attachment of all pipes. Examine for leaks.						
x	Braking system: Examine the condition, operation and attachment of components for wear and adjustment. Examine for leaks.						
x	Automatic differential: Oil level, Check and Adjust.						
Every 12mths	Additional	Check	Rectify	Advise			
10,000 mls/	Items	Upper Body					
16,000 km							
80,000 mls/ 128,000 km	Spark plugs: Replace.						
20,000 mls/ 32,000 km	Pollen filter: Replace - Option.						
x	Accessory drive belt: Examine the condition, operation and attachment.						
x	Brake system: Examine the condition, operation, attachment, fluid level and fill if necessary. Examine for leaks.						
x	Cooling system: Examine the fluid level and fill if necessary. Examine for leaks.						
x	Windscreen and headlight wash system: Examine the fluid level and fill if necessary. Examine for leaks.						
x	Wiper blades and windscreen wash system: Examine the condition, operation and attachment. Replace - Option						
Every 12mths	Additional	Check	Rectify	Advise			
10,000 mls/	Items	General					
16,000 km							
x	Service interval indicator: Reset.						
x	Road wheels: Examine the condition. Do a torque check of the wheel nuts.						
x	Tyre report: Complete. Examine and adjust the tyre pressures if necessary.						
x	Light units and horns: Examine the condition, operation and attachment.						
x	Occupant restraint systems: Examine the condition, operation and attachment.						
x	Door locks, latches, hinges and bonnet catches: Examine the condition, operation and attachment.						
Every 12mths	Additional	Check	Rectify	Advise			
10,000 mls/	Items	Road Test					
16,000 km							
x	Powertrain system: Check for too much noise, vibration and harshness.						
x	Braking system: Check for too much noise, vibration and harshness.						
x	Suspension system: Check for too much noise, vibration and harshness.						
x	Steering system: Check for too much noise, vibration and harshness.						
x	Wheels and tyres: Check for too much noise, vibration and harshness.						
x	Cabin environment: Check for too much noise, vibration and harshness.						
x	Driver information and warning system: Examine the operation.						

Tyre Report						
	Left Front (mm)			Right Front (mm)		
Pressure				Pressure		
Brand				Brand		
Date				Date		
Size				Size		
CW Rotation	Outer	Centre	Inner	Outer	Centre	Inner
Valve						
90°						
120°						
270°						
	Left Rear (mm)			Right Rear (mm)		
Pressure				Pressure		
Brand				Brand		
Date				Date		
Size				Size		
CW Rotation	Outer	Centre	Inner	Outer	Centre	Inner
Valve						
90°						
120°						
270°						

If you find malfunctions or defects, report to the customer for authorisation for replacement or repair, before you start the work.