

WARRANTY POLICY LETTER

Reference number:	WPL-30-0320V2	Issued: 28 February 2019
Subject:	Parts Return Requests (PRRs)	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

We have done a review of the procedure for parts that are removed during a warranty repair (called “displaced parts”). The review has been done to be more effective in achieving quality and commercial objectives.

When a Warranty claim is accepted, the parts that are displaced during the repair may be marked for return to the supplier of the parts, for investigation into the reason for the failure (the “failure mode”). A record of the Part Return Request (PRR) is sent to the “Return Parts” file in the Warranty section of DCS (refer to Figure 1).

RET / DEST	NO	TYPE	CHASSIS	REPAIR ORDER NO	PART NO	DESCRIPTION	PARTS REQ	DETAILS
<input type="checkbox"/>	21	DES After 20/12/2016	C19358	4033	6G33-6C729-BA	CAP STUB ASSY	1	DETAILS
<input type="checkbox"/>	22	PRR	C20187	02452/01992	6G33-7A564-AA	SLAVE CYLINDER	1	DETAILS
<input type="checkbox"/>		DES After						

Figure 1 - PRR part shown green (“SLAVE CYLINDER”)

A record of the request will also be sent to Aston Martin’s logistics partner, CV Freight (CVF).

Procedure to make a part available for collection

- CVF will send out a PRR notification by email. There will be one email for each PRR. Figure 2 shows the format of the email.

If a part that is marked PRR is in your Return Parts file (but you do not receive a PRR notification in less than 8 days of the Warranty claim acceptance date), the email address that CVF has may be out-of-date. If this happens, please send the name and email address of the person that should receive PRR notifications to: warranty@astonmartin.com. AM Warranty department will update our system and the CVF system.

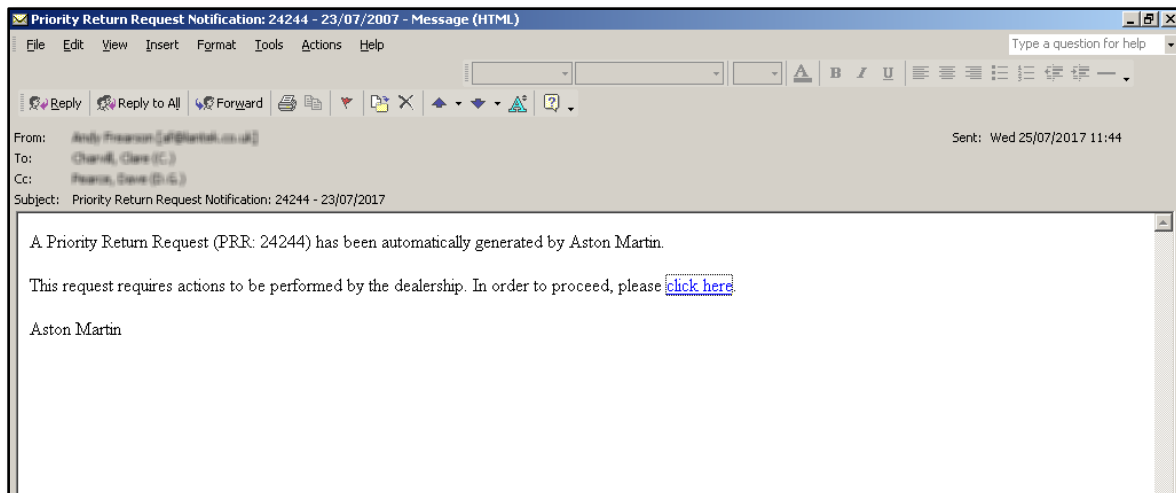


Figure 2

- Click on the "click here" link and the form that follows will show (refer to Figure 3):

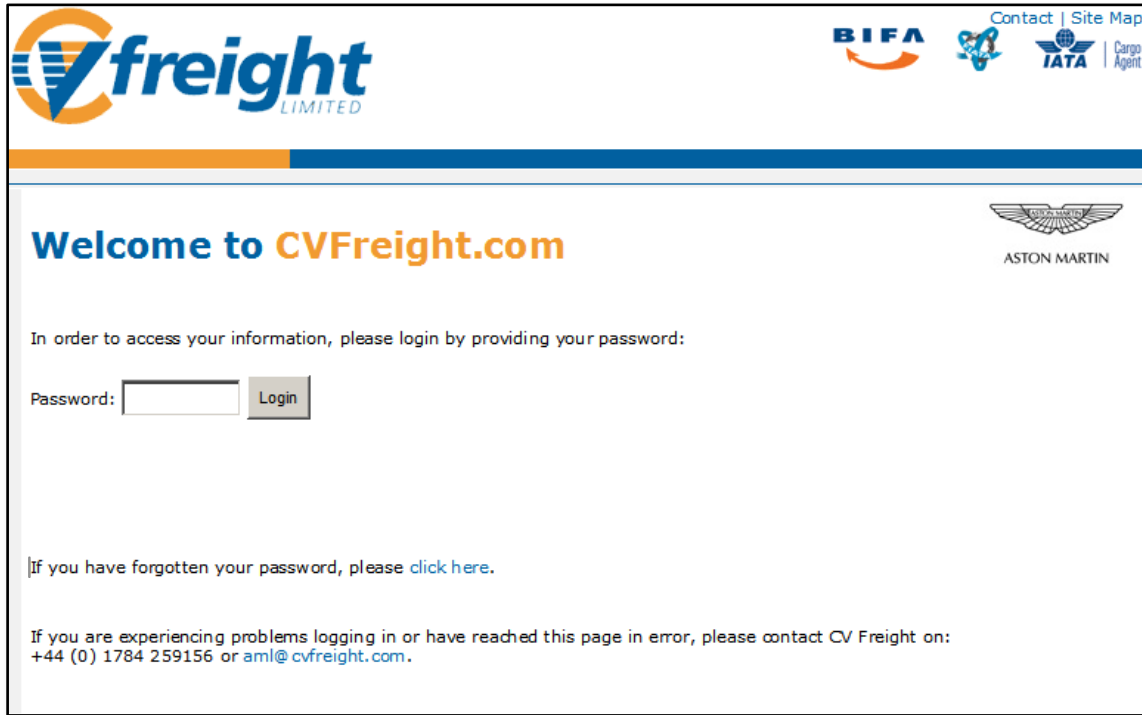


Figure 3

- Enter your password in the applicable field and click on "Login". This password will have been sent to you in a separate email. It will be changed every month. When you click "Login", the form shown in Figure 4 below will display.

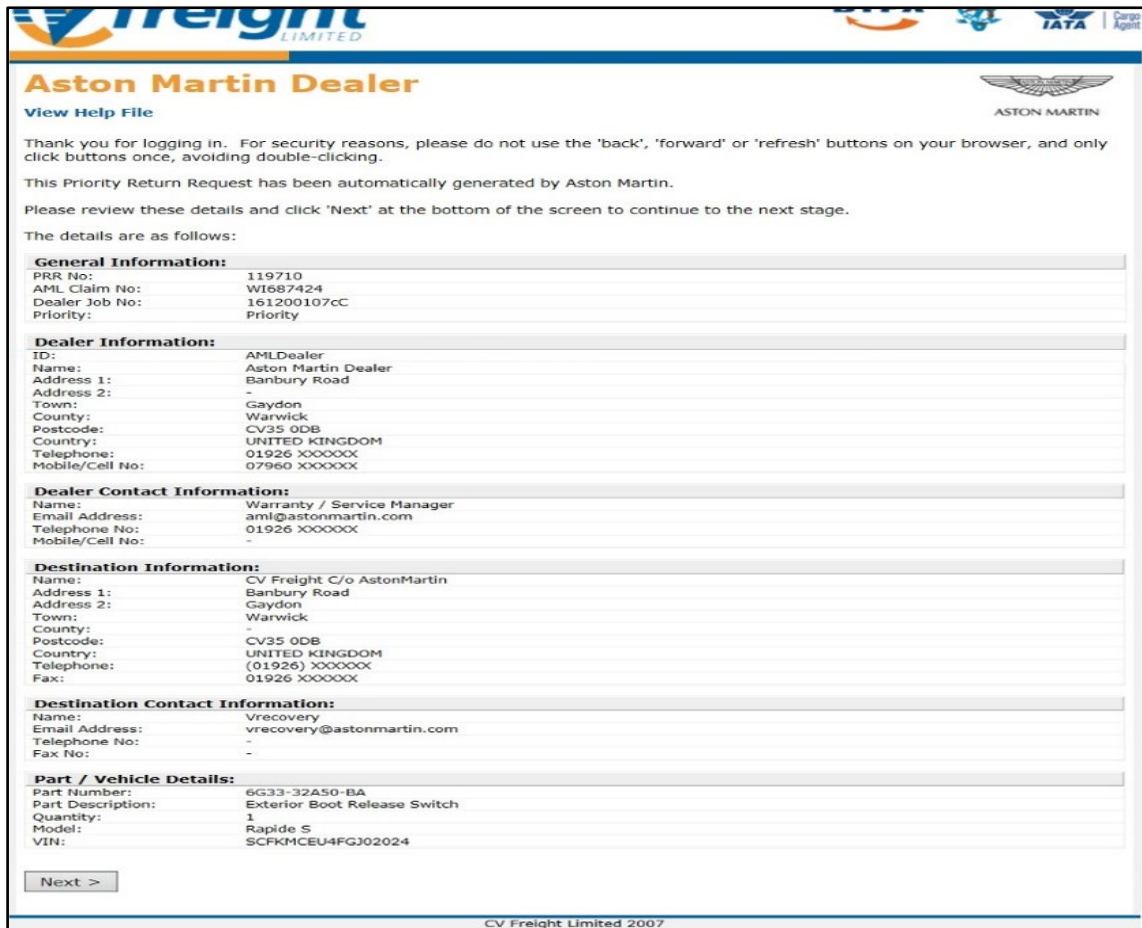


Figure 4

4. Click on “Next” to go to the return label. An example is shown in Figure 5.

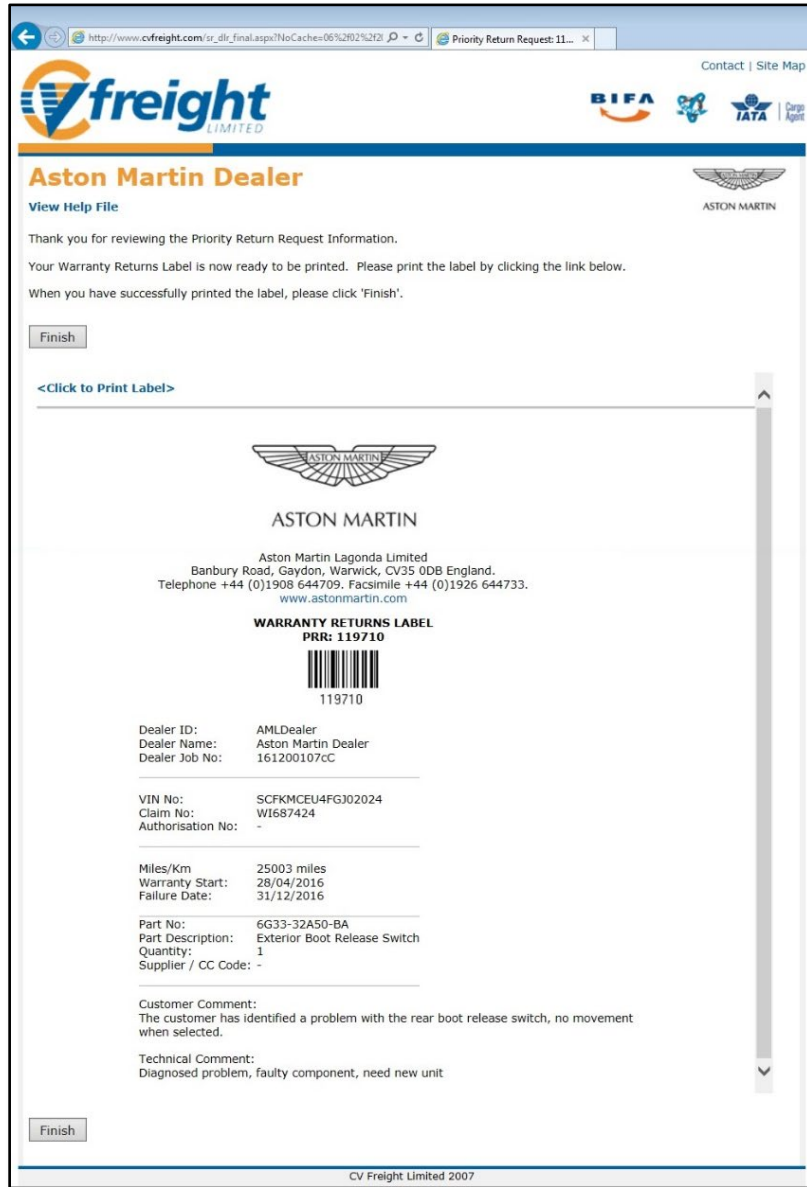


Figure 5

5. Click on “<Click to Print Label>” to print a copy of the label, then click “Finish”. The confirmation screen shown in Figure 6 will show.

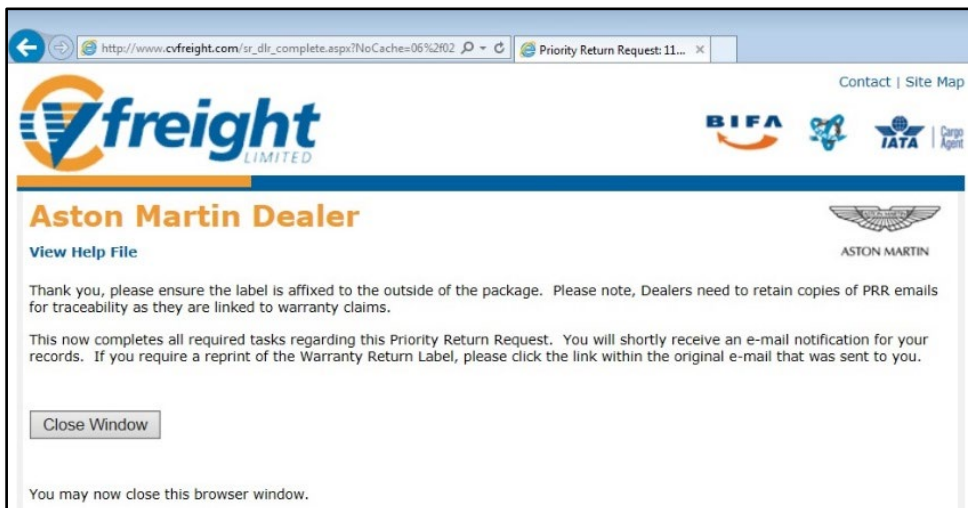


Figure 6

6. Click on “Close Window” to finish the process. The PRR will now have the status “Awaiting Availability”.

Note: *It is important that you complete steps 1 thru 6 as soon as you receive the PRR notification as Aston Martin are specifying a new time limit for Dealers to make parts available for collection.*

CV Freight will send an email that says:

“The latest spreadsheet listing Aston Martin Warranty PRRs to be collected from your Dealership is attached.

Would you please complete the form (tick the status column to confirm that parts are available for collection) and return via e-mail to aml@cvfreight.com”

The Dealer Collection Request file (example shown in Figure 7 below) will be attached, in less than 8 days after PRR notification.


					
E-mail: aml@cvfreight.com					
CV Freight File Ref:				Month:	January 2017
Carrier Name:				Collection Date:	
Number of Packages:				Gross Weight:	
Dealer Name		Aston Martin Dealer			
PRR Number	Status	Received	Missing	Notes	
119107					
119212					
119213					
119216					
119285					
119371					
119375					
No of Packages Received:				Collection Date:	
Scanned Date:				Name:	

Figure 7

When the Dealer Collection Request file is completed and emailed back to CV Freight the status of the PRR(s) will be changed to “Available”.

When the part has been collected, it will be tested by the supplier. If the result of the investigation into the part failure is that the part supplier is liable, we will recharge them for the cost of the Warranty claim. The terms of the supplier contracts specify that parts that are needed for investigation/testing must be delivered in a reasonable timeframe. If this does not happen, the part supplier can refuse to test, and it is possible that we may not recover the cost of the Warranty claim.

From the date of this Warranty Policy Letter:

A part marked for return on an accepted Warranty claim must be made available for collection in 10 working days (from the date the PRR notification is generated).

Note: *If parts are not made available within this time, an automated email is forwarded to Dealers from CV Freight requesting that parts are made available within 3 days. Failure to meet this deadline will result in a Dealer Recharge to cover the cost of AML’s lost opportunity of supplier recovery. **NOTE:** This automated email instructs dealers to make parts available only, and does not insist that parts are collected within this time. The standard collection period from CV Freight remains the same.*

Parts marked for PRR, for destruction, and parts marked for Non-Warranty Return (NWR).

We would also like to make clear the Aston Martin policy that is related to the three different statuses that are assigned to displaced parts, after a Warranty Claim is Accepted:

- Parts marked for Priority Return Request (PRR)
- Parts marked for destruction
- Parts marked for Non-Warranty Return (NWR)

Parts marked for Priority Return Request (PRR)

A record of all displaced parts will be sent to your "Return Parts" file that is in the Warranty section of DCS classic. The process for returning parts that are highlighted in green, through the PRR (Parts Return Request), has been described above.

Parts marked for destruction

You can dispose of parts that are highlighted in orange, after the date that is specified in the "TYPE" column.

Parts marked for Non-Warranty Return (NWR)

Some displaced parts are not needed for return to the supplier through the PRR process, but they are needed by AML for re-manufacturing programmes. These parts will be highlighted in white, and marked for return to Aston Martin through the Non-Warranty Return (NWR) process. AML Parts Operations will arrange collection, and if applicable, refund the surcharge element of the Part price.

Parts that are marked "PRR" will be collected by CV Freight, or an agent appointed by CV Freight, and then shipped to the supplier.

Parts that are marked "NWR" will be collected by an agent that is appointed by AML Parts Operations, and then shipped to their warehouse in the UK.

All displaced parts must be retained for 28 days after the Warranty claim is Accepted or until they are collected via the PRR or NWR process.

Please do not return displaced parts to AM Parts Operations by NWR **before** the Warranty claim is Accepted. These parts may be needed for return as PRR when the claim is assessed and accepted. Parts that are returned by the wrong process will need to be traced before they are re-manufactured. They may be diverted to the supplier for investigation into the Failure Mode and possible cost recovery by Aston Martin. If this happens (and the part can be traced and shipped to the supplier), an appeal charge of £100 (or equivalent in Dealer Parts Account operating currency) will be attached to the Warranty claim as an administration fee.

If the part has already been sent to re-manufacturing, it is possible that we can attach an "Appeal" charge to the Warranty claim to compensate AML. This is because the supplier will not be able to investigate the failure, and we will not be able to charge them.

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

Yours faithfully



Neil Morris

Warranty Manager