

SERVICE POLICY LETTER

Reference number:	SPL-30-1235	Issued: 1 March, 2018
Subject:	The Introduction of Tech Hub and Spotlight	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Aston Martin will soon be launching two new systems that will completely change the way we diagnose and correct faults on vehicles. These systems are fully integrated with existing systems and will:

- Provide technicians with all the information they require to repair a car quickly and efficiently.
- Replace our Technical Support Request (TSR) system with a simple and improved communication system.
- Enable better tracking of vehicles, diagnostic work, common issues and warranty claims.

The systems are briefly explained below.

Tech Hub

Tech Hub is a new website containing all of AML's technical publications. It allows the user to access:

- Vehicle-specific information, according to a VIN.
- Other technical information, by means of a powerful search function.
- An enhanced part-ordering module that uses the new search capabilities. This can search by vehicle model for parts and parts manuals.

Spotlight

Spotlight is an intuitive web-based platform that guides technicians through a series of questions to identify the root cause of a problem.

Spotlight will replace the current TSR system. It is fully integrated with AMDS2 and Tech Hub (below).

Pilot testing of both systems is currently under way. Tech Hub will be launched early in Q2 and Spotlight soon afterwards. Each Dealer will pay a fee according to its size category. The fee will be in the region of £3,200.

Further details will be provided on a second Policy Letter which will be issued before the system goes live. 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.