

SERVICE POLICY LETTER

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|--------------------------|--|---|
| Reference number: | SPL-30-1257 | Issued: 29 March, 2019 |
| Subject: | Welcome to Technical Hub | |
| Applicable to: | All Dealers | |
| Distribute to: | After Sales Manager Executive Manager Service Manager Sales Manager | Warranty Staff Technician(s) Parts Staff |

Welcome to Technical Hub

From the 1st April 2019, you will be able to access Technical Hub, our new home for all Aston Martin Lagonda Technical Publications and Parts Ordering. This policy letter contains important information on the new website and essential guidance to help you transition to the new systems.

Accessing Technical Hub

Access to the Technical Hub site is in the Dealer Communication System (DCS Portal), and a new 'Technical Hub' button will be in the menu bar. Click this button to navigate to the Technical Hub website. To return to DCS, click the 'DCS' button in the menu bar on Technical Hub. For convenience, click this link to access the Technical Hub website:

<https://technicalhub.astonmartin.com>

Like DCS Portal, Technical Hub and Spotlight use Single Sign On. You will need to have your username and password available to access both these websites. If you are unsure, or your login details do not appear to work, please contact your system administrator.

Connection Speed

When you access Technical Hub and the 3D parts catalogues, please make sure that you have a stable and wired internet connection where possible. This will reduce the loading time for the 3D parts catalogues. Refer to SPL-30-0519 for further information.

User Guides

We have developed a user guide for the Technical Hub website and this includes a 'Quick Start Guide' to help you use the new system as quickly as possible. The user guide provides information on specific areas and all the content is searchable. The content has also been broken down into blocks to make navigation easier.

- [Technical Hub User Guide](#) (English)
- [Technical Hub User Guide](#) (French)
- [Technical Hub User Guide](#) (German)
- [Technical Hub User Guide](#) (Spanish)
- [Technical Hub User Guide](#) (Italian)
- [Technical Hub User Guide](#) (Chinese)
- [Technical Hub User Guide](#) (Japanese)

The user guide will be periodically updated. If you save the user guide link in your web browser, you will have access to the most up-to-date content.

Parts Details

We are pleased to announce that Parts ordering functions will now be accessible in the new Technical Hub system. The improved search function means that access to parts catalogues and other documents will be much quicker. Functions such as Parts Search and Quick Order have been improved, this includes CSV order uploads, additional stock warnings and multiple baskets. Any parts that are in your basket in DCS will be removed after 7am on the 1st April.

Accessory Catalogue

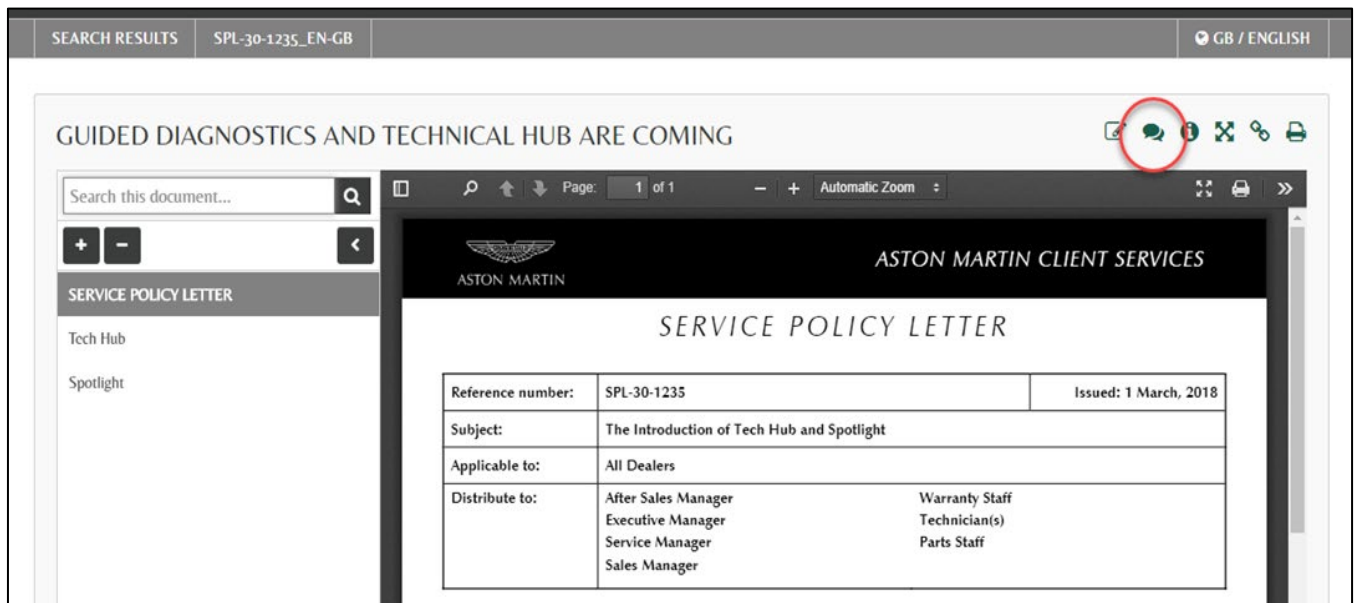
As part of the improvements being introduced with Technical Hub, we will update the accessory catalogue pages. Unfortunately, these improvements need further support and will not be available in the initial release but will be available soon. In the meantime, you will be able to view all accessory catalogues in a read-only format. Should you wish to order any parts, these will need to be copied and pasted into the Quick Order or Parts Search screens. More details will follow.

SpotLight Update

SpotLight is still on its way and will be launched later in April 2019. Some dealers have already had access to the website and feedback has been positive. We will send out further details on Spotlight shortly before launch.

Feedback

Finally, if you have feedback, you can click the feedback item in the corner of the viewing pane:



SEARCH RESULTS SPL-30-1235_EN-GB GB / ENGLISH

GUIDED DIAGNOSTICS AND TECHNICAL HUB ARE COMING

Search this document... Page: 1 of 1 Automatic Zoom

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ASTON MARTIN

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 |

Alternatively, if your feedback is regarding broader aspects of the website, you can send an email to the following address: dealer.it@astonmartin.co.uk

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



Steve Tiltman

Client Technical Services Manager