

SERVICE POLICY LETTER

Reference number:	SPL-30-1299	Issued: 16 August, 2019
Subject:	DBS Superleggera Volante - 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 DBS Superleggera Volante have now started. We would like to give you all the important information about related After Sales elements:

- Tools and Equipment
- Maintenance and Support Documentation
- Technical Support, ePDI, ePDR and Warranty



Unique Tools and Equipment

The mandatory requirements for the repair and maintenance of DBS Superleggera Volante follow:

Special Tools

There are no new unique Special Tools for DBS Superleggera Volante.

Folding Roof Support (43-28490)

Support for the convertible roof.

Tonneau Cover Service Support (43-28493)

Support for the tonneau cover hinges.

Vehicle Protection Kit (43-28469)

The standard DB11 vehicle protection kit is applicable to DBS Superleggera Volante.

Vehicle Interior Protection Kit (43-28470)

The standard DB11 interior protection kit is applicable to DBS Superleggera Volante.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedures for DBS Superleggera Volante will be in the DBS Superleggera Workshop Manual.

Electrical Information Manual

The 3D System Views, 3D Component Locations, (PDF) Network and Wiring Diagrams for DBS Superleggera Volante will be added to DBS Superleggera Electrical Information in Technical Hub.

Module Software Procedures (MSP)

The 3D MSP Manual is available for DBS Superleggera Volante. This can be found in Workshop Information in Technical Hub. We recommend that you refer to the User Guide before you use the 3D MSP Manual.

The Parts Manual

The Parts manual for DBS Superleggera will be updated to include Volante content.

AMDS 2.0

AMDS 2.0 has support for DBS Superleggera Volante.

Maintenance Sheet

The maintenance sheet for DBS Superleggera Volante is available in Technical Hub.

Technical Support, ePDI, ePDR and Warranty

Technical Support

If you need technical support for DBS Superleggera Volante, please refer to SpotLight and refer your session to AMtech help.

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. EPDRs must include the problem, root cause and a solution and include a photo of the problem.

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



John Cranfield

Senior Manager – Client Technical Services