

SERVICE POLICY LETTER

| | | |
|--------------------------|--|---|
| Reference number: | SPL-30-1257V2 | Issued: 3 September, 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 |

Reason for Version 2 of this Service Policy Letter

This version (V2) of Service Policy Letter SPL-30-1257 includes information about the inbox and search functions within Technical Hub. The changes to this document have a black line against them in the left margin. The following paragraphs are deleted in V2: Parts Details; Accessory Catalogue; Spotlight Update. Please destroy all copies of SPL-30-1257 that you have and replace them with SPL-30-1257V2.

Welcome to Technical Hub

Technical Hub is the new home for all Aston Martin Lagonda Technical Publications and Parts Ordering. This policy letter contains important information on the website and essential guidance to help you transition to the new systems. It has the following parts:

- Accessing Technical Hub
- Connection Speed
- User Guides
- User Inbox
- Forwarding Notifications to an Email Address
- Search Functions
- Feedback

Accessing Technical Hub

Access to the Technical Hub site is in the Dealer Communication System (DCS Portal); the 'Technical Hub' button is 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 which 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.

User Inbox

1. On the main menu page of Technical Hub, click on your login identity (refer to Figure 1).

Note: *The number displayed to the right of the login identity denotes the number of unread messages in your inbox.*

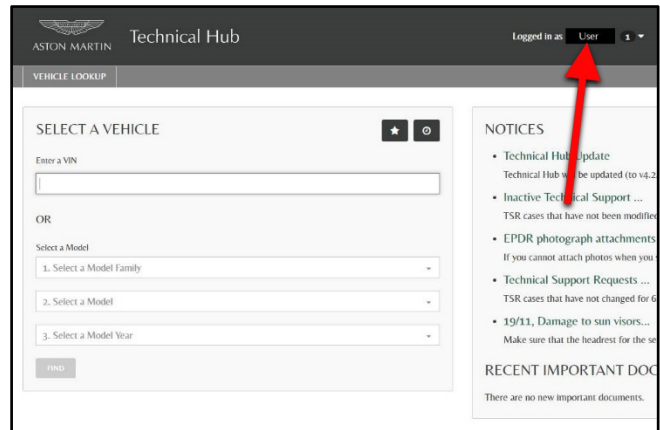


Figure 1

2. Click on 'Inbox' (refer to Figure 2).

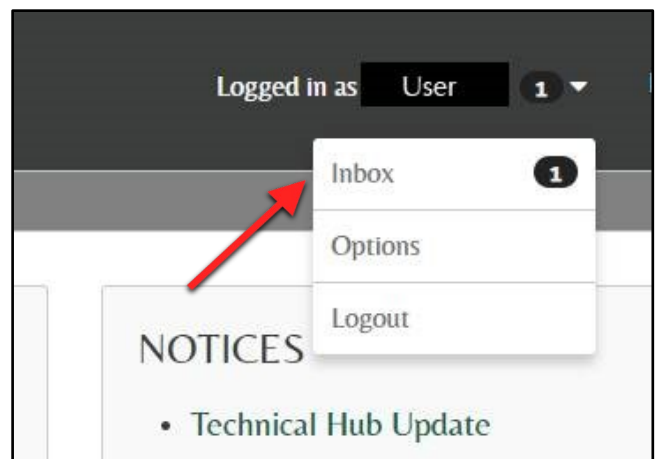


Figure 2

3. Your message inbox will appear (refer to Figure 3). Click on a message to open it or use the Search function to find a message.

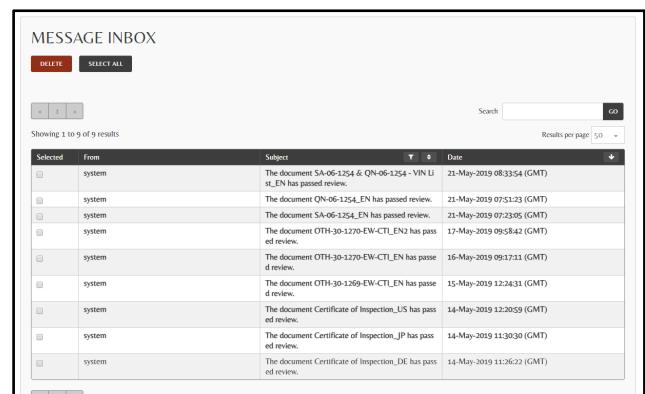


Figure 3

Forwarding Notifications to an Email Address

- From the main menu page of Technical Hub (refer to Figure 1) click on 'Options' (refer to Figure 4).

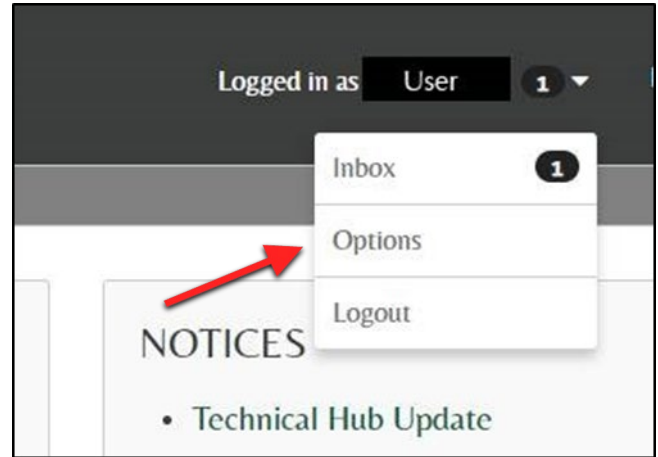


Figure 4

- Click on the box to receive notifications by email (refer to Figure 5).

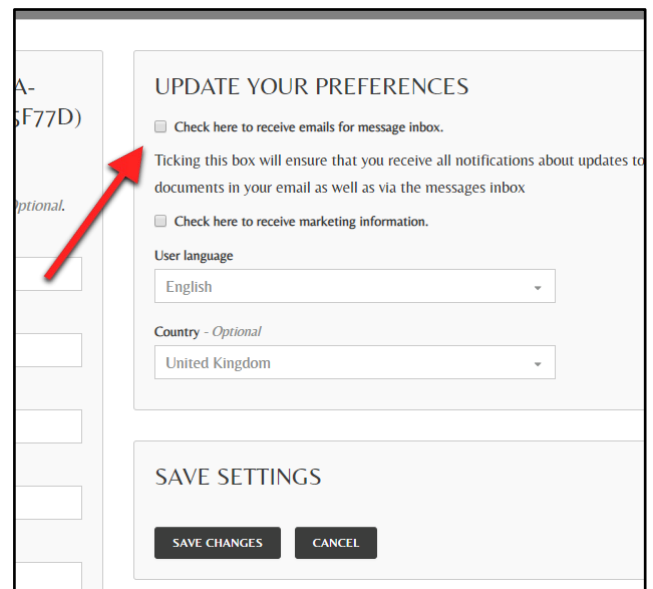


Figure 5

- Click on 'SAVE CHANGES' (refer to Figure 6).

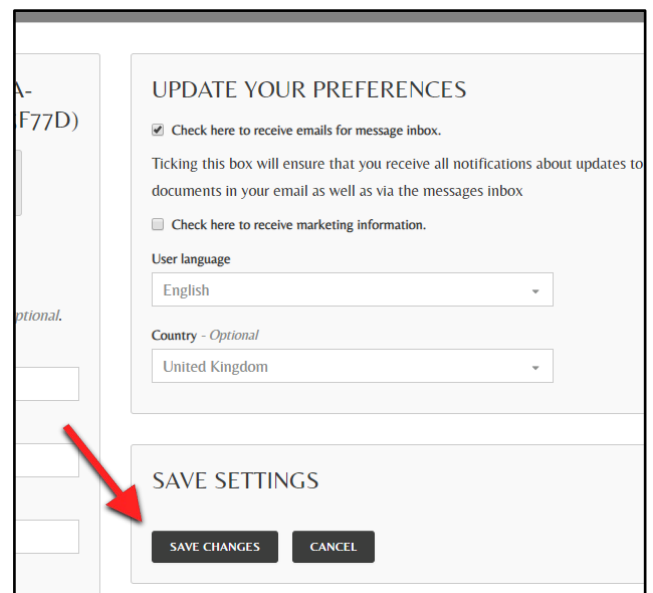


Figure 6

Search Functions

A Search reviews text in both the title and content of every document. The following functions can be used when searching for parts of words, or word combinations.

Wildcards

A wildcard is useful when only part of a word is known.

* - for any number of unknown characters

| Search | Results |
|----------|---|
| corrupt* | corrupt, corruption, corrupted |
| *rupt | corrupt, interrupt, disrupt |
| *rupt* | corrupt, corruption, anticorruption, interrupt etc. |
| co*upt | corrupt |

? - for one, unknown character

| Search | Results |
|--------|--------------|
| te?t | test, text |
| test? | tests, teste |

Quotation Marks

"" – for phrases

| Search | Result |
|---------------|--|
| "test result" | Text with the precise phrase 'test result' |

Boolean Operators

These are used for word combinations.

| Operator | Description | Search | Priority |
|----------|---------------|---|----------|
| ! | NOT this | !corrupt – finds text without the word 'corrupt' | 1 |
| && | this AND this | corrupt && disrupt – finds text with 'corrupt' and 'disrupt' | 2 |
| | this OR this | corrupt disrupt – finds text with 'corrupt' or 'disrupt' but not both | 3 |
| + | Plus | The term to the right must be present | 4 |
| - | Minus | The term to the right must not be present | 4 |

Combinations

Any combination of the above functions may be used. Their order of priority is listed in the table above. Brackets () can be used to group the functions.

| Search | Result |
|--------------------------------------|---|
| (test result) && (corrupt – text) | Text that contains either 'test' or 'result' AND contains 'corrupt' but not 'text'. |

Feedback

If you have feedback on the content of a document, click the feedback icon in the corner of the viewing pane (refer to Figure 7).

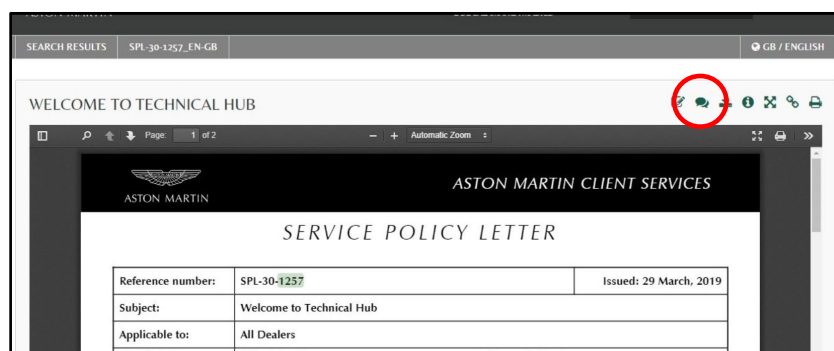


Figure 7

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

A handwritten signature in black ink, appearing to read 'John Cranfield', written in a cursive style.

John Cranfield

Client Technical Services Manager