

SERVICE POLICY LETTER

Reference number:	SPL-30-1307	Issued: 26 September, 2019
Subject:	Vantage AMR - 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 Vantage AMR will start soon. We would like to give you all the important information about related After Sales elements:

- New Features
- Tools and Equipment
- Maintenance and Support Documentation
- Technical Support, ePDR and Warranty
- DTC Information



New Features for Vantage AMR

Manual Transmission

The manual transmission features a seven speed gearbox that uses a dog-leg first gear.

AMShift

When AMShift is active, up or down shifts do not require the driver to lift their foot off the accelerator pedal.

Press the AMShift button (A) to set AMShift ON or OFF. A message will be shown in the instrument cluster when AMShift is active.



Unique Tools and Equipment

The mandatory requirements for the repair and maintenance of Vantage AMR follow:

Gear Shift Locking Tool (43-28725)

Tool to hold the gear selector in the correct position during manual transmission procedures.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedures will be available in the Vantage Workshop Manual.

Electrical Information Manual

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

The Parts Manual

The Parts manual for Vantage will be updated to include Vantage AMR content.

AMDS 2.0

AMDS 2.0 has support for Vantage AMR.

Maintenance Sheet

Vantage AMR will use the vehicle maintenance sheet for Vantage 19MY (available in Technical Hub).

Technical Support, ePDR and Warranty

Technical Support

If you need technical support for Vantage AMR, 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. 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 solution. They must also 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.

DTC Information - **IMPORTANT**

All Vantage AMR vehicles with a manual transmission will permanently log the below DTCs:

Instrument Cluster (IC) – U010187

Drive Unit (DRVU) – P011164

Body Control Front (BCF) – U011587

These DTCs will be visible when AMDS2 is connected to a vehicle. It will not be possible to clear the DTC from the control modules. There is no fault with the vehicle and the malfunction indicator lamp (MIL) will not illuminate.

The customers experience will not be affected. Please ignore the DTCs if related DTCs are **NOT** shown.

If these DTCs are shown with related DTCs, you must diagnose the fault in the usual way.

We advise that you do not tell your customer about these DTCs as this can cause them confusion.

Thank you for your continued support.

Yours faithfully



John Cranfield

Senior Manager – Client Technical Services