

WARRANTY POLICY LETTER

Reference number:	WPL-30-1384	Issued: 26 March 2020
Subject:	Servicing Requirements in the Coronavirus (COVID-19) Pandemic	
Applicable to:	All Dealers	
Distribute to:	Executive Manager Business Manager Sales Manager After Sales Manager	Service Manager Warranty Staff Reception/Administration

Dear Colleagues,

It is Aston Martin's desire that customers should not be disadvantaged in any way with regards to Manufacturer's Warranty entitlement during the restrictions on normal Dealer operations caused by the COVID-19 pandemic.

There is a condition in the Owners Guide that failure to adhere to Aston Martin's specified Service Intervals will invalidate warranty coverage. This condition will be waived until restrictions on non-essential travel and social distancing are lifted, and normal Dealer operations are resumed. Customers will then be able to book their vehicle in for a service.

Owners will then be required to make sure that Service Records are brought up to date as soon as Dealer workshop scheduling allows, to maintain full Warranty cover.

It is important that customers are advised to follow the applicable COVID-19 advice from their local government and that their vehicles are kept in a roadworthy condition.

Yours faithfully,



Neil Morris

Warranty Manager