

## SERVICE POLICY LETTER

|                          |                                                                                                         |                                                                     |
|--------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Reference number:</b> | <b>SPL-30-1389</b>                                                                                      | <b>Issued: 07 May, 2020</b>                                         |
| <b>Subject:</b>          | <b>COVID-19 Minimum Standards for Cleaning and Processing Vehicles</b>                                  |                                                                     |
| <b>Applicable to:</b>    | <b>All Dealers</b>                                                                                      |                                                                     |
| <b>Distribute to:</b>    | <b>Head of Business</b><br><b>After Sales Manager</b><br><b>Service Manager</b><br><b>Sales Manager</b> | <b>Warranty Staff</b><br><b>Technician(s)</b><br><b>Parts Staff</b> |

Dear Colleagues,

We understand that the COVID-19 outbreak has given us all a range of ongoing challenges, and we recognise that each dealer in the global network has been managing these challenges in positive and innovative ways.

This Service Policy Letter communicates our minimum standards and new processes that must be put in place to safeguard Aston Martin dealer staff and customers during this period.

You will need to read carefully and devise the best way to adopt these new practices.

Key topics in this document:

- Strategies to clean and maintain the dealer site to make sure high traffic and touch points are safe.
- Educate, support and liaise with customers in a safe and helpful manner without impacting customer service.
- Recommendations for approved cleaning products and methods to help combat the virus.
- Promote best practice in the workshop, and when moving and handing over vehicles.

With your cooperation we will ensure that we are doing all we can to minimise the risk of transmission of COVID-19.



Example of Aston Martin Hangzhou Dealer

## 1 General

### 1.1 General Information

- Make sure to comply with local health and safety laws and government guidance.
- For the latest advice, visit the World Health Organisation (WHO) website:  
<https://www.who.int/>
- A page for Q&A on coronaviruses (COVID-19) is also available:  
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- The guidelines in this document are subject to change as the COVID-19 outbreak and the information available continue to be developed.

### 1.2 Dealer Site and Staff

- The body temperature of all staff should be measured at the start of their shift with a non-contact forehead thermometer. Take a second reading with a separate device to validate the first reading.



**Example device manufactured by DeltaTrak**

- Social distancing, applicable local laws and COVID-19 guidelines issued by the government at the dealer location must always be obeyed by dealer staff and customers.
- Touch point such as IT equipment, telephones, workshop tools and other shared use items must be cleaned frequently.
- Substitute exchanges of paperwork for digital alternatives if possible.
- High-traffic areas of the dealer site, such as the customer service desk or parts counter, must be cleaned frequently.
- Appropriate hand sanitiser and/or wipes must be available to staff and customers
- Cleaning materials must be available for a customer if they wish to clean their vehicle key.
- Front line staff must wear applicable Personal Protective Equipment (PPE), such as face mask and disposable gloves. Follow the PPE manufacturer guidelines to wear/remove and dispose of used items safely.
- Fabric clothing must be laundered daily, and other clothing items and tools should be sanitised as appropriate.
- The Dealer must do a risk assessment of customer and staff activities at the dealership. This must include the vehicle collection/handover process.



**Personal Protective Equipment (PPE)**

### **1.3 Dealing with customers**

- Schedule customer visits to reduce the number of customers on site at one time.
- Limit the number of dealer staff that will interact with each customer and their vehicle.
- Use a collection and delivery service to limit footfall on site. This will make it easier to control cleanliness in the dealership environment.
- Cash should be avoided where possible and all payments should be taken with a contactless method.
- Use a recovery vehicle to transport the customer vehicle safely and minimise the dealer staff time in the customer vehicle
- Disposable items, such as cups and plates, must be used for customer refreshments where possible.

## 2 Customer Drop off / Pick up

This section gives information for when the customer attends the dealer site.

- Make the customer aware of all COVID-19 measures in place, so they know what to expect upon arrival.
- Advise the customer not to wait on site for work to be completed. Any exceptional cases are at the discretion of the dealer.
- Advise the customer that it is preferable that they enter the dealer on their own.
- Ask the customer if they have any common COVID-19 symptoms. If they do, the dealer manager must decide how to proceed.
- Customer parking bays should be assigned to make sure there is extra space, or a dedicated customer drop off and pick up area.

## 3 Collection and Delivery (Dealer Pick Up / Drop Off)

Where possible, the dealer must offer to collect the vehicle from the customer location and deliver it when the work is complete. This helps to minimise customer contact and complies with social distancing.

### 3.1 Before Pick up

- Vehicle condition reports, approvals or other must be electronic only if possible. Minimise physical transfer of paperwork.
- The dealer representative who collects the vehicle must have all necessary PPE, cleaning products, vehicle protective equipment, and any sundries such as refuse sacks.
- Only one person must be in a vehicle at a time. If more than one person is necessary, the dealer manager must approve and plan to safeguard the individuals.

### 3.2 Pick up / Drop off

- The dealer representative must wear all recommended PPE upon arrival at the customer location.
- The dealer representative must clean the common vehicle touch-points (see [Touch Points](#)) before and after:
  - the customer vehicle is moved.
  - handover of a loan vehicle, if applicable.
- New Vehicle Protective Equipment (VPE) must be installed to the customer and/or loan vehicle before collection.
- Used VPE must be removed from the customer/loan vehicle before delivery.
- Make sure you have stock of all required VPE items.
- Climate control systems should be set to off to restrict air movement in the vehicle.

## 4 Loan Vehicles

Aston Martin strongly advises against the use of loan vehicle services where possible. If loan vehicles are used, then please use the below guidelines:

- Manage fleet rotation to reduce the number of customers that use the same loan vehicle.
- The dealer must clean the vehicle before and after its use.
- Advise customers of the steps taken to safeguard them from COVID-19 while they use the loan vehicle.
- The pollen filter(s) should be frequently replaced to reduce the risk of cross contamination.

## 5 Vehicle at Dealer Site

This section gives information for when a vehicle is at the dealer site. This includes all vehicles.

- The dealer representative must clean the common vehicle touch-points (see [Touch Points](#)) before and after:
  - the vehicle is moved.
  - handover of a loan vehicle, if applicable.
- Climate control systems should be set to off to restrict air movement in the vehicle.

### 5.1 Vehicle entering dealer care

- Dealer staff must wear appropriate PPE before they go near a vehicle.
- Clean the vehicle key and put it in a sealed bag.
  - For keyless start variants – do not remove the key throughout the dealer process.
  - For non-keyless variants – remove the key from the bag with a disposable glove and only when necessary. Dispose of the used glove after the key is used.
- Used VPE (if applicable) must be removed from the vehicle.
- The vehicle must be taken to the designated cleaning area and cleaned.
- After the car is cleaned and new VPE is installed, dealer staff must use appropriate PPE to make sure it stays clean.
- Recommend the replacement of the pollen filter(s). Refer to maintenance check sheet for service intervals and more information.

### 5.2 Workshop and Warehouse

- If the below circumstances are necessary, the dealer manager must approve and plan to safeguard the individuals:
  - More than one person in a vehicle.
  - More than one person is necessary to do a task, such as moving large or heavy items.
- Dealer technicians should stay in their allocated ramp area where this is possible.

### 5.3 Vehicle leaving dealer care

- The vehicle must be taken to the designated cleaning area and cleaned.
- All VPE should be removed from the vehicle.
- When necessary, remove the vehicle key from the sealed bag with a disposable glove. Clean the key and dispose of the glove.

## 6 Vehicle Cleaning and Protection

The below guidelines are intended to supplement dealer cleaning policies and procedures.

### 6.1 General

**WARNING: ALWAYS READ AND FOLLOW THE MANUFACTURER INSTRUCTIONS AND FOLLOW SAFETY WARNINGS WHEN CLEANING PRODUCTS ARE USED.**

**WARNING: FUMES FROM CLEANING PRODUCTS MAY BE DANGEROUS IN CONFINED SPACES. MAKE SURE THAT THE VEHICLE IS WELL VENTILATED.**

**CAUTION: TEST CLEANING PRODUCTS BEFORE USE ON SUITABLE TEST SAMPLES TO MAKE SURE NO DAMAGE IS SUSTAINED TO VISIBLE SURFACES.**

**Note: Make sure you change PPE and VPE between uses.**

### 6.2 Vehicle Protection Equipment (VPE)

Please make sure you have stock of the following VPE items:

- Disposable seat covers.
- Steering wheel covers.
- Footwell mat protectors.
- Disposable gloves.

Aston Martin Parts Operations also have limited stocks of the workshop interior protection covers that can be used to help to avoid touch points in the vehicle. Parts numbers available are as follows:

| Kit type                                                             | Part number   |
|----------------------------------------------------------------------|---------------|
| Interior Protection Kit – DB9, DBS, V8/V12 Vantage, Virage, Vanquish | 700769        |
| Interior Protection Kit – Rapide                                     | AD43-43-10007 |
| Interior Protection Kit – DB11 / DBS Superleggera                    | 43-28470      |
| Interior Protection Kit – Vantage                                    | 43-28667      |

### 6.3 Touch Points

The below is a list of common touch points on the vehicle. These are items which are frequently touched and must also be frequently cleaned (where applicable):

**Note: The list does not contain all possible vehicle touch points. If you are not sure about a surface, then it must be cleaned.**

- |                                      |                                        |                              |
|--------------------------------------|----------------------------------------|------------------------------|
| • Steering wheel                     | • Cubby / stowage box                  | • Engine oil dipstick        |
| • PRND switchgear                    | • Cup holders                          | • Coolant reservoir cap      |
| • Manual gear lever                  | • Park brake control                   | • Brake fluid reservoir cap  |
| • Engine start button                | • Bonnet release and/or catch          | • Tyre valve caps            |
| • Interior door handle               | • Interior boot-lid / tailgate release | • Fuel filler flap           |
| • Exterior door handle               | • Seatbelts                            | • Boot-lid / tailgate handle |
| • Vehicle key(s)                     | • Seat adjuster levers / controls      | • Engine oil cap             |
| • Indicator stalk                    | • Power assisted steering fluid cap    | • Rear view mirror           |
| • Infotainment system                |                                        | • Screen wash reservoir cap  |
| • Heating, ventilation, A/C controls |                                        | • Sun visor                  |

## 6.4 Cleaning Recommendations

The following is a set of recommendations based on what is compatible with Aston Martin vehicles:

### 6.4.1 Summary:

**CAUTION: SOME MATERIALS CAN BE DAMAGED BY ALCOHOL BASED OR OTHER UNAPPROVED CLEANING PRODUCTS. MAKE SURE THAT THESE PRODUCTS ARE ONLY USED ON THE NECESSARY MATERIALS OR TRIM ITEMS.**

- Leather, PU, Interior Rubber
  - Use of mild neutral soap solutions is OK
  - Use of alcohol containing solution is NOT OK
  - Any wipes or cloths used must be soft and non abrasive
- Alcantara
  - Use of steam machines is NOT OK
  - Refer to <https://www.alcantara.com/download-area/> for all cleaning information.
- Fabrics other:
  - Autoglym interior shampoo

**CAUTION: DO NOT CLEAN SMALL AREAS AS MAY GET STAINING AT EDGES. CLEAN WHOLE AREA**

- Plastics, Chrome Plated Parts, Veneers (not open pore) and painted plastics.
  - Use of mild soap solutions is OK
  - Use of alcohol solutions and wipes is OK
  - Use of weak peroxide cleaners is OK

### 6.4.2 Standard Cleaning Recommendations:

Refer to the Owner Guide for the vehicle for standard cleaning recommendations on the below topics:

- |                       |                                       |
|-----------------------|---------------------------------------|
| • Washing             | • Under Bonnet Cleaning               |
| • Paint Work          | • Polishing                           |
| • Satin Paint         | • Bodywork Maintenance                |
| • Front Grille        | • Upholstery, Trim, Carpets and Seats |
| • Road Wheels         | • Care and Maintenance of Seat Belts  |
| • Ceramic Brake Discs | • Convertible Roof Cleaning           |
| • Headlamp Lenses     |                                       |

## 6.5 Recommended Cleaning Products

- Aston Martin Clean and Care Kit**

Aston Martin Parts Operations have a limited supply of the Aston Martin Clean and Care Kit available with significantly supported parts pricing.

This 14-piece kit, developed with market leader Swissvax, contains all the items necessary to keep an Aston Martin vehicle in pristine condition as well as leather and alcantara cleaners.



| Kit Type                        | Part number |
|---------------------------------|-------------|
| Aston Martin Clean and Care Kit | 707442      |

For more information, please visit <https://dcspartsorders.astonmartin.com/accessories> or [www.Astonmartin.com](http://www.Astonmartin.com)

- Gama Healthcare – Clinell Universal Range**

The following products are available to help combat viral spread. These are to be locally sourced. Equivalent products are also available.



### Universal Range

Clean and disinfect in a single step. Kills at least 99.999% of pathogens. Effective from 10 seconds.

The UK's most trusted single-step detergent and disinfectant; ideal for use on both surfaces and non-invasive medical devices. Our patented near-neutral pH formula ensures exceptional material compatibility and is proven to kill at least 99.999% of pathogens after 10 seconds, norovirus within one minute and reduce instances of MRSA by 55%.

**CLINELL UNIVERSAL WIPES ARE EFFECTIVE AGAINST CORONAVIRUS IN 60 SECONDS.**

Image from gamahealthcare.com. (April 2020). Subject to change. Refer to website

| Declarable components              | Conc. (%) | EC No.    | CAS No.    | Classification of individual components under Regulation EC No1272/2008                                                                              |
|------------------------------------|-----------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Benzalkonium chloride              | ≤0.5      | 270-325-2 | 68424-85-1 | Skin Corr 1B (H314)<br>Acute Tox 4 (H302, H312) Aquatic Acute 1 (H400)                                                                               |
| Didecyl dimethyl ammonium chloride | ≤0.5      | 230-525-2 | 7173-51-5  | Acute Tox 4 (H302)<br>Skin Corr 1B (H314)                                                                                                            |
| Polyhexamethylene biguanide (PHMB) | ≤0.10     | NA        | 27083-27-8 | Acute tox 4 (H302)<br>Skin sens 1B (H317)<br>Eye dam 1 (H318)<br>Carc. 2 (H351)<br>STOT RE 1 (H372)<br>Aquatic acute 1 (H400) Aquatic chronic (H410) |

Table data from gamahealthcare.com. (April 2020). Subject to change. Refer to website

For more information, please visit <https://gamahealthcare.com/products/universal-range>

## 7 Affected Policies and Processes

The below Aston Martin policies and procedures have been temporarily amended.

### 7.1 Warranty Policy and Procedures

- Customer Signature Requirement – Please refer to the Warranty Policy and Procedures document (Section F2 Service Reception Process):
  - ‘Where it not possible to obtain a customer signature, an explanation must be written on the repair order’. Please provide simple detail such as ‘not obtained due to COVID-19 social distancing’.
- Servicing Requirements – Refer to **WPL-30-1384** for further information.

### 7.2 Extended Warranty, Extended Service Plan and Limited Warranty

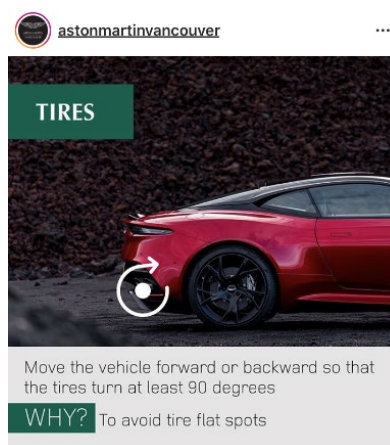
- Servicing Requirements – Refer to **WPL-30-1385** for further information.

## 8 Vehicle Storage

### 8.1 Vehicle in Customer Care

It is likely that during the COVID-19 outbreak, customers will not use their vehicles as frequently. It is important that vehicles are correctly maintained during this time, so that they perform correctly when they are used again.

- Dealer-based storage solutions that are available for customer vehicles should be recommended.
- Raise customer awareness of correct vehicle storage procedures. Refer to Owner Guides for more information.



Example of Vehicle Health Tips from Aston Martin Vancouver

- Recommend vehicle storage accessories such as battery conditioners to the customer. Some of these accessories are available for delivery to customers.
  - Battery conditioners are available immediately from Aston Martin Parts Operations at a reduced price. Parts numbers available are as follows:

| Kit Type      | Part number   |
|---------------|---------------|
| UK & ROW SPEC | 9G43-37-11490 |
| EUR SPEC      | 9G43-37-11492 |
| US SPEC       | 9G43-37-11494 |
| JP SPEC       | 9G43-37-11493 |

- Vehicle health checks should be recommended.

### 8.2 Vehicle in Dealer Care

- Refer to the Vehicle Storage and Battery Care Manual for more information.

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 'Andrew West', with a stylized flourish at the end.

Andrew West

Director, Client Services.