

SERVICE POLICY LETTER

Reference number:	SPL-30-1356	Issued: 17 July, 2020
Subject:	DBX 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 DBX start soon, and this important new model introduces many new systems and components that are new to Aston Martin. This policy letter gives you important information about related After Sales elements:

- Technical Support, ePDR and Warranty
- Pre-Delivery Inspection (PDI)
- eLearning
- Software Updates
- Quick Start Guide
- Maintenance and Support Documentation
- Important Maintenance Information
- 48V Battery
- Special Service Tools (SSTs) and Equipment



Technical Support, ePDR and Warranty

Technical Support

If you need technical support for DBX, 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, 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.

Pre-Delivery Inspection (PDI)

Transit Mode

When vehicles arrive at your Dealership the vehicle will be in "Transit Mode". This must be disabled in AMDS as per the PDI process.

Suspension Transit Mode

When vehicles arrive at your Dealership the vehicle will be in "Suspension Transit Mode". This must be disabled in AMDS as per the PDI process.

48V Battery Health Check

Use the "Data Monitor" to do a health check of the 48v battery in AMDS.

Note: Transport mode must be deactivated before you do a health check of the 48v battery.

eLearning

The following training modules will be updated to include information applicable to DBX.

- Exhaust System
- Suspension System
- Powertrain System
- ADAS (Advanced Driver Assistance System)

To access the training modules, navigate to the Training Academy on Technical Hub refer to Figure 1.

Note: The training modules will be available from the 24th July in the languages that follow: English, French, German, Japanese and Chinese.

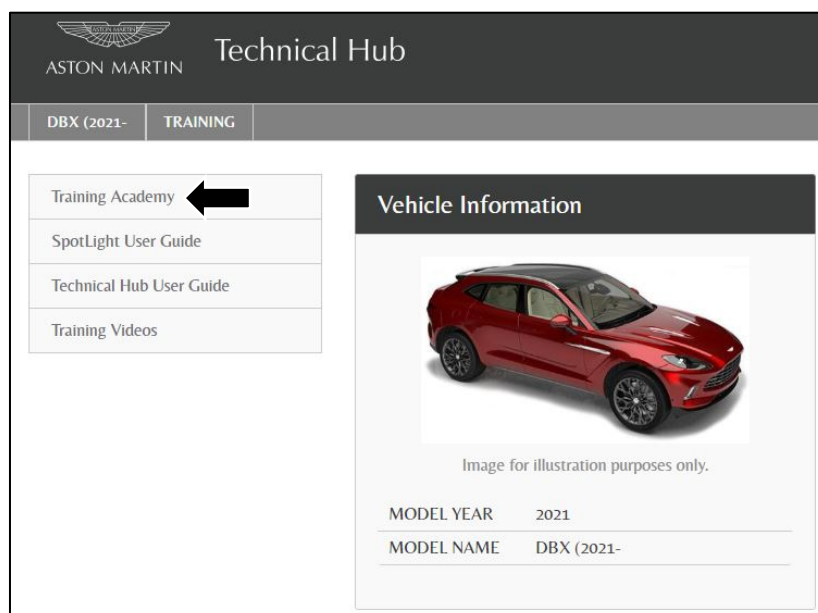


Figure 1

Software Updates

Like complex electronic technology such as mobile phones, DBX will require software updates from time to time. The next software update for DBX will include the addition of Apple CarPlay and other software improvements.

Note: Please make sure this information is communicated to customers at vehicle handover.

Quick Start Guide

There is a new "DBX Quick Start Guide" available in Technical Hub. To access the DBX Quick Start Guide navigate to: Technical Communications > Service Communications and Information > Owner's Handbooks.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedures for DBX will be in the DBX Workshop Manual on Technical Hub.

Electrical Information Manual

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

The Parts Manual

The Parts Manual will be updated to include DBX content.

AMDS 2.0

AMDS 2.0 has support for DBX.

SpotLight

SpotLight has support for DBX.

Service Check Sheets

The Service Check Sheets for DBX are available in Technical Hub and have been uploaded as digital service check sheets, which are service type and VIN specific. Once a VIN is checked in, the service check sheet will become available. A digital service record must then be completed before the car is checked out.

Please review the Service Check Sheet that is applicable to your region and take note of the Country Specific Interval table for engine oil servicing.

Customer Vehicle Handover Checklist

There is a new "DBX Customer Vehicle Handover Checklist" available in Technical Hub.

Important Maintenance Information

At vehicle handover, ask your customer how many miles they expect to do, and book their first service accordingly.

Service Interval Reminder

The service interval reminder on the DBX Instrument Cluster will illuminate at 10,000 miles / 16,000 kilometres for all regions, so it is important that customers are supported with service booking arrangements.

IMPORTANT: Refer to the service check sheet for the service intervals in your country.

Rear Differential Service Intervals

The first oil change for the differential is mileage based, not time based. Perform the differential oil change at an appropriate service, to make sure the customer is not inconvenienced by an extra service visit to the dealership.

CAUTION: IF THIS VEHICLE IS USED CONSISTENTLY IN A SUSTAINED HIGH SPEED OR TRACK ENVIRONMENT, THE SERVICE LIFE OF REAR DIFFERENTIAL OIL WILL BE REDUCED. IF THIS HAPPENS, THEN THE FLUID FOR THE REAR DIFFERENTIAL MUST BE CHANGED AT NEXT SERVICE AND WILL BE INDICATED BY DEALER DIAGNOSTICS CHECK.

48V Battery

DBX is equipped with a 48V lithium-Ion battery used to power the Electronic Anti Roll Bar (eARC) system. The 48V system is located under the boot floor on the right-side rear of the vehicle, refer to Figure 2.



Figure 2

The 48V system contains the items that follow, refer to Figure 3.

1. 12V Battery
2. DC-DC Converter
3. 48V Lithium Battery

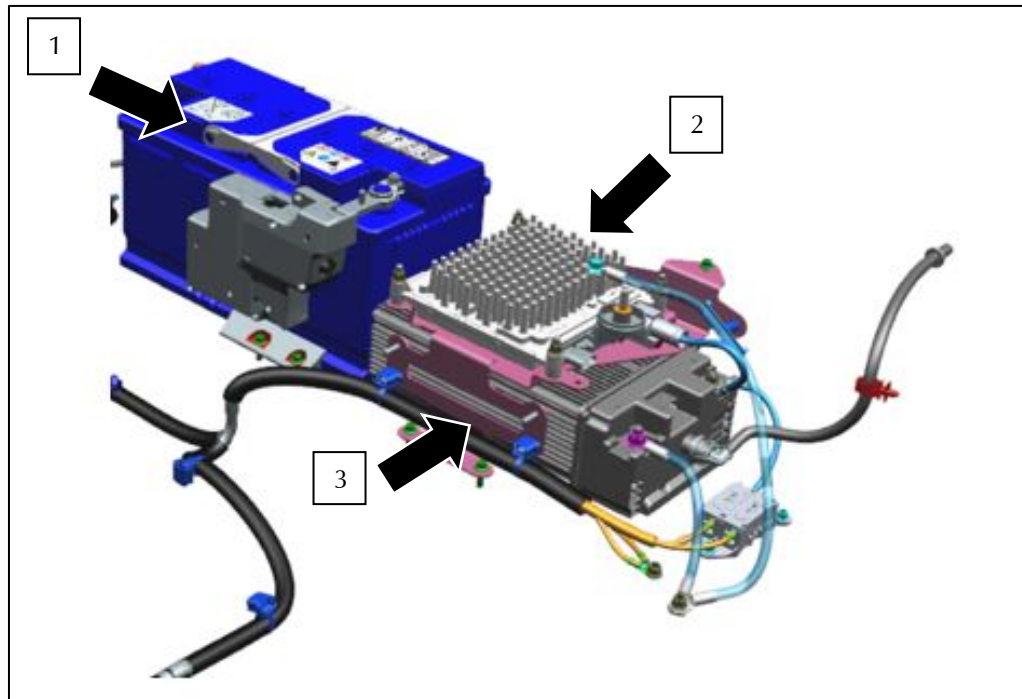


Figure 3

WARNING: THE 48V BATTERY MUST NEVER BE USED IN A JUMP START SCENARIO TO EITHER SUPPLY OR RECEIVE POWER. THERE IS A RISK OF SERIOUS DAMAGE TO THE BATTERIES AND THE ELECTRICAL SYSTEM ON ONE OR BOTH VEHICLES, WHICH CAN CAUSE INJURY OR DEATH.

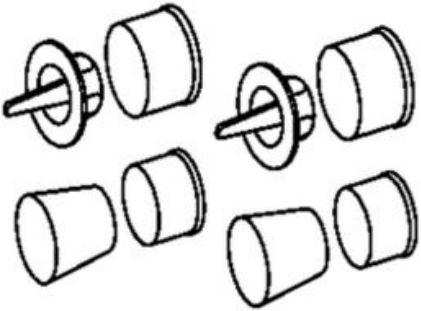
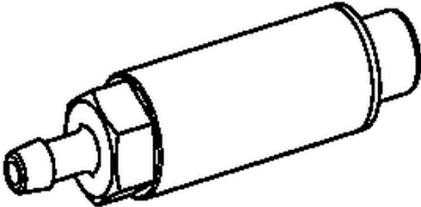
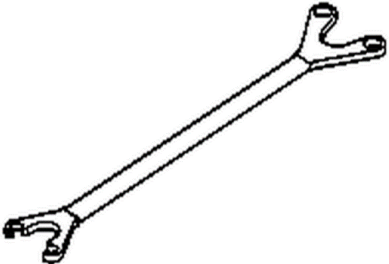

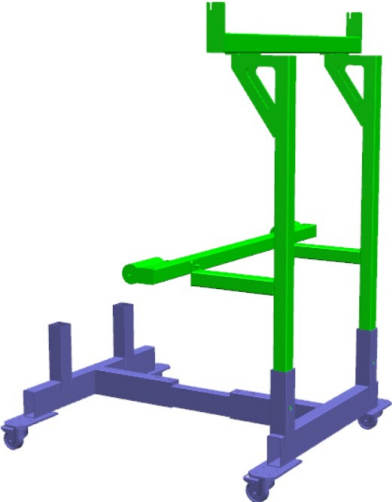
WARNING: NEVER CONNECT EXTERNAL ELECTRICAL EQUIPMENT, SUCH AS A BATTERY CHARGER TO THE 48V BATTERY. THERE IS A RISK OF SERIOUS DAMAGE TO THE BATTERIES AND THE ELECTRICAL SYSTEM, WHICH CAN CAUSE INJURY OR DEATH.


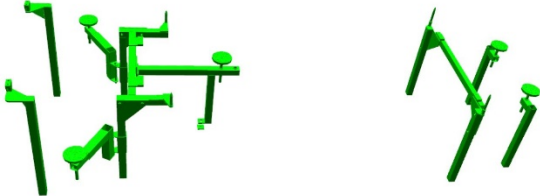


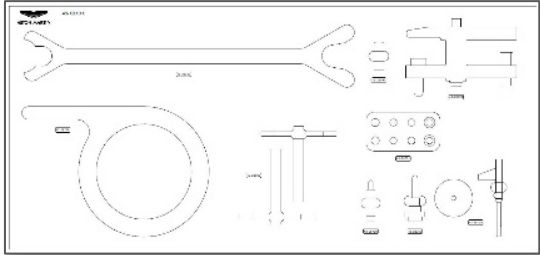
Special Service Tools (SSTs) and Equipment

The list of SSTs in Table 1 provides all the mandatory SSTs for the repair and maintenance of DBX. These SSTs will be sent to you from Parts Operations, you will be invoiced through your parts account in the usual way.

Table 1

Part Number	Description	Image
43-28795	DBX Ball Joint Splitter	
43-28794	Front Damper Yoke Wedge	
43-28728	Oil Pressure Test Adaptor	
43-28730	Automatic Transmission Fill/Drain Kit	
43-28732	ATF Adaptor	

Part Number	Description	Image
43-28731	Stop Plugs	
43-28729	Oil Fill Adaptor	
43-28733	Counter-Holder	
43-28800	IP Trolley Adaptors	
43-28759	Bonnet Stand Adaptors (Parts applicable to DBX in green)	

Part Number	Description	Image
43-28799	Door Trolley Adaptors	
TBC	Subframe Adaptors – Front and Rear Trollies	
43-28797	ADAS Calibration Tool	
43-28736	Vehicle Protection Kit	
43-28802	Special Service Tool Foams	

If more storage space is required for the DBX SST's and foams we recommend you do the steps that follow:

- Order a new tool cabinet (Part number 4G43-43-10050) from Parts Operations or
- Move the tool foam 43-28185 out of your tool cabinet and place it in a store room, as these tools are lower use.

To help identify the SSTs and foam that you need to remove and replace with DBX SSTs and foam refer to Figure 4.

43-28185

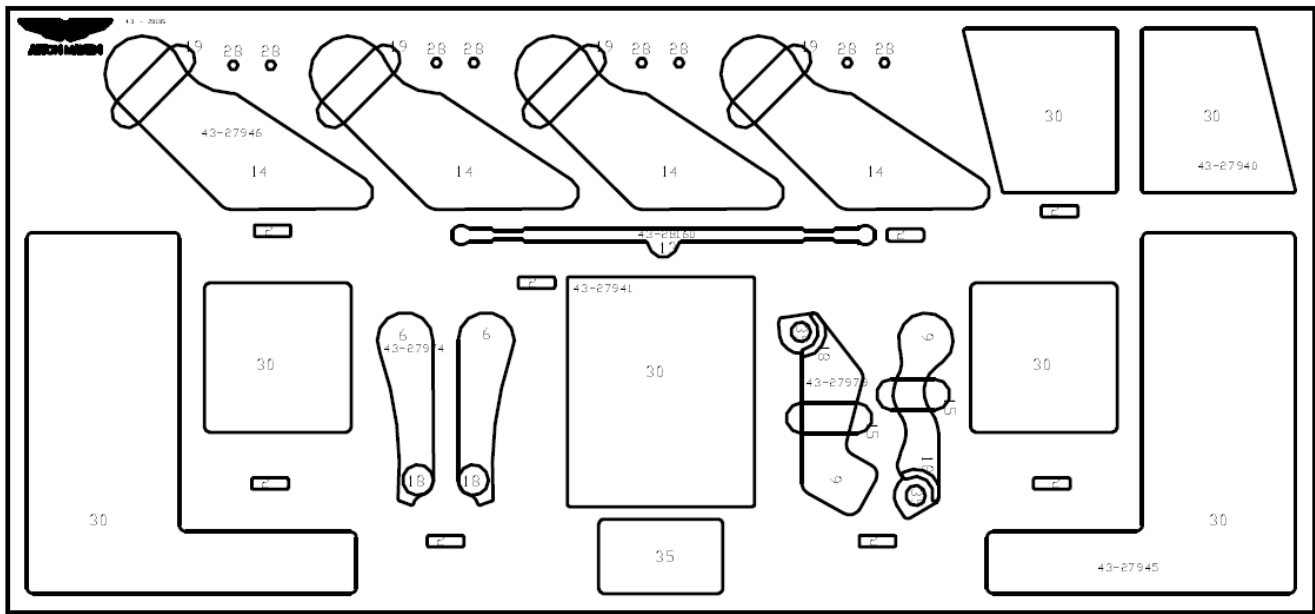


Figure 4

Special Service Tool Foam (43-28802)

When you receive the tool foam for the DBX SSTs, apply the SST number labels in the positions shown refer to Figure 5. For part names and numbers applicable to this foam refer to Table 1.

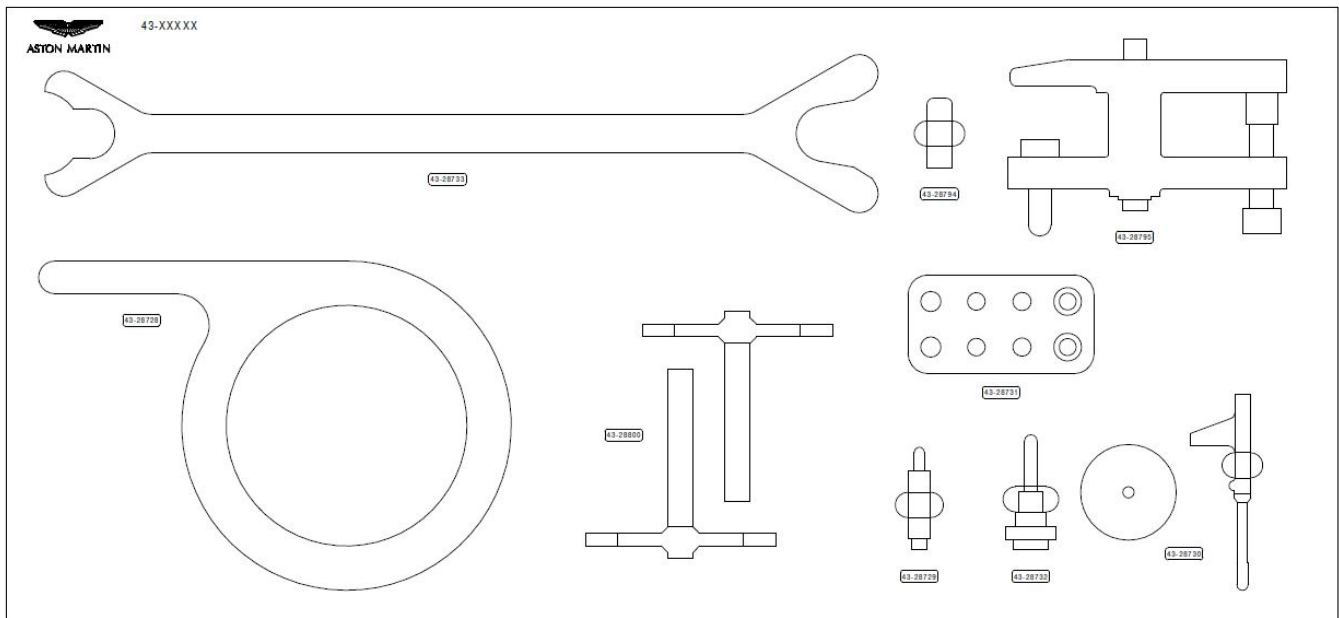


Figure 5

Part Number	Part Name
43-28733	Counter-Holder
43-28794	Front Damper Yolk Wedge
43-28795	Ball Joint Splitter
42-28728	Oil Pressure Test Adaptor
43-28800	IP Trolley Adaptors
43-28731	Stop Plugs
43-28729	Oil Fill Adaptor
43-28732	ATF Adaptor
43-28730	Automatic Transmission Fill/Drain Kit

Table 1

The special service tool foams will be issued as mandatory items and will be invoiced to your parts account. If there are empty positions in the foams, you must order the missing tools from Parts Operations.

Note: *It is possible AML will audit the contents of the special service tool foams when they visit your Dealership. If you do not have these tools, your regional aftersales manager can help arrange for them to be ordered and supplied to you.*

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

Andrew West
Director, Client Services.