

SERVICE POLICY LETTER

Reference number:	SPL-30-1411	Issued: 18 August, 2020
Subject:	DBX Pre-Delivery Inspection (PDI) Process Time	
Applicable to:	All Dealers	
Distribute to:	Head of Business After Sales Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

As part of our continuing effort to capture emerging issues with new vehicles it is important that when DBX arrives at your Dealership the PDI process must be completed in 72 hours or less.

If there is a DBX in your Dealership that has not had a PDI completed in 72 hours, then it must be done immediately.

If a fault is found, you must:

- Raise a EPDR immediately on all faults found with supporting photographic evidence
- Raise a SpotLight request if you require technical support for any faults that are found

Note: *This is a temporary request for DBX, you should follow the normal PDI process time for all other vehicles.*

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.