

SERVICE POLICY LETTER

Reference number:	SPL-30-1416	Issued: 29th September, 2020
Subject:	DBS GT Zagato Essential Aftersales Launch Information	
Applicable to:	All Dealers	
Distribute to:	Head of Business After Sales Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Deliveries of DBS GT Zagato will begin soon. This policy letter will give you important after sales information to support this vehicle.

- Unique Features
- Front Grille
- Display Mirror
- Centre Lock Wheels
- Front Clamshell
- Maintenance and Support Documentation
- Technical Support, ePDR and Warranty



Unique Features

Front Grille

DBS GT Zagato uses an active front grille with adjustable grille vanes to regulate airflow into the engine bay.

When the vehicle is unlocked, the grill vanes will open and close when locked. If the fan is still cooling the engine when the ignition is set to off, the vanes will remain in the open position to provide ventilation and will close when the fan shuts off.

Note: *If the active front grille on a DBS GT Zagato fails and replacement is required, do not disassemble the grille. A video must be taken of the issue while still installed to the vehicle. It will be necessary to send the entire grille assembly to the supplier to complete a warranty claim.*

Display Mirror

The interior display mirror uses a video feed from a camera located above the deck lid to display behind the vehicle. The mirror itself has a menu to adjust brightness and has an automatic dim function to adjust to outside light and approaching vehicles. There is also a switch to change the display to a traditional mirrored surface. For more information refer to the owner's manual.

Centre Lock Wheels

All DBS GT Zagato vehicles use centre lock wheels. These wheels are held on at a high torque (600 Nm) and must not be removed unless a torque wrench capable of tightening these wheels is available. The socket and release tool to remove the centre cap are supplied with the vehicle and stored in the luggage compartment. To remove the wheels, refer to Workshop Manual procedure 04.04.EC.

Front Clamshell

The front of the engine bay for this vehicle is covered with a clamshell panel instead of a bumper and bonnet. The grille and the headlamps are attached to the clamshell assembly which must be removed from the vehicle before these parts can be removed.

The bonnet gives access to fluids and basic visual checks, but for mechanical service items and repairs, the front clamshell must be removed. Once the front clamshell is removed, procedures from the DBS Superleggera workshop manual are applicable to DBS GT Zagato. To remove the front clamshell, refer to Workshop Manual procedure 01.19.CN.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

Procedures for the centre lock wheels and clamshell have been added to the DBS Workshop Manual.

Electrical Information Manual

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

The Parts Manual

The Parts Catalogue is available for DBS GT Zagato.

Maintenance Sheet

The AM platform maintenance check sheet is available on Technical Hub.

Technical Support, ePDR and Warranty

Technical Support

If you need technical support for DBS GT Zagato, please refer to SpotLight and refer your session to AMtech help.

ePDR and EPDR Completion Time

The ePDR system is Aston Martin's primary early warning system. It lets us identify new technical problems quickly. EPDR forms **must** be completed within 24 hours of identifying an issue which meets the submission criteria.

Within 3 months of new model launch, all new vehicle deliveries must be inspected and have ePDR's raised within 72 hours of vehicle receipt.

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.

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.