

## SERVICE POLICY LETTER

<b>Reference number:</b>	SPL-30-1411V2	<b>Issued:</b> 09th November, 2020
<b>Subject:</b>	DBX Pre-Delivery Inspection (PDI) Process Time	
<b>Applicable to:</b>	All Dealers	
<b>Distribute to:</b>	<b>Head of Business</b> <b>After Sales Manager</b> <b>Service Manager</b> <b>Sales Manager</b>	<b>Warranty Staff</b> <b>Technician(s)</b> <b>Parts Staff</b>

### Reason for SPL-30-1411V2

SPL-30-1411 has been updated, new updates have a black line against them in the left margin. Please discard all copies of SPL-30-1411 and replace them with SPL-30-1411V2.

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.*

### PDI Time Allowance

You must allow for an allocated time of 2.5 hours to complete a PDI.

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.