

## SERVICE POLICY LETTER

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|-------------------|-------------------------------------------------------------|------------------------------------------------|
| Reference number: | SPL-30-1490                                                 | Issued: 27th January 2021                      |
| Subject:          | Introduction of SpotLight Phase 2 Updates                   |                                                |
| Applicable to:    | All Dealers                                                 |                                                |
| Distribute to:    | After Sales Manager<br>Executive Manager<br>Service Manager | Sales Manager<br>Warranty Staff<br>Technicians |

Dear Colleagues,

We would like to inform you about the launch of the Phase 2 updates to SpotLight. The second phase of the project will include updates and improvements to the system to help improve user experience and reduce vehicle downtime.

Phase 2 includes the updates that follow:

### VIN Database Integration

SpotLight will be integrated with Aston Martin's VIN database. This will let a user get vehicle information when the chassis number is entered.

#### Key Points for Technicians

- Users will no longer need to enter all the vehicle details when they begin their troubleshooting session.
- Users will no longer need to select which vehicle platform to start their session in.
- The vehicles warranty start/end date and useful vehicle information will be included in the session details.

### EPDR in SpotLight

EPDR will be included into SpotLight. This will let technicians report any vehicle defects and raise technical support requests in the same system. The new system will also let AML provide feedback.

#### Key Points for Technicians

- The defective part is selected from the interactive 3D parts Catalogue
- The EPDR is referred to the Field Warranty Operations Group
- Technicians can see the status of their EPDR
- You can get replies from AML through the system
- The old EPDR system will be switched off when Phase 2 is introduced.

### Session Closure

The system will now make sure technician's close sessions and provide feedback once a resolution to the fault has been found.

#### Key Points for Technicians

- The feedback provided will help evolve the system and give more accurate solutions to the global network.
- All inactive sessions will be removed which will make it easier to manage sessions.

***Note: The system will limit functionality until all the user's sessions are up to date. You must start to manage your sessions correctly before this function is released.***

## Vehicle Troubleshooting History

The 'Vehicle Troubleshooting History' will let technicians view the troubleshooting history of the vehicle that is being worked on. This will include troubleshooting completed by all Dealers in the global network.

### Key Points for Technicians

- Technicians will have more information about the vehicles history which may help them to diagnose faults.
- Technicians can view where the vehicle has been worked on and what defects the vehicle has had.

## SpotLight Phase 2 Timing

The SpotLight Phase 2 updates will be available in March 2021.

## Training Plan

E-Learning will be available for the new SpotLight features nearer to launch.

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  
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