

## SERVICE POLICY LETTER

<b>Reference number:</b>	<b>SPL-30-1515</b>	<b>Issued: 24th June, 2021</b>
<b>Subject:</b>	<b>V12 Speedster Essential Aftersales Launch Information</b>	
<b>Applicable to:</b>	<b>All Dealers</b>	
<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>

Dear Colleagues,

Deliveries of V12 Speedster will begin soon. This policy letter will give you important after sales information to support this vehicle.

- Unique Features
- Unique Tools and Equipment
- Maintenance and Support Documentation
- Technical Support, EPDR and Warranty



## Unique Features

### Emergency Call System (eCall SOS applicable to GCC markets)

The eCall system provides the user with an emergency call system. The system uses the GPS satellite network to provide an accurate location for emergency services to find the site of an accident.

### Door Mirror Controls

The door mirror control switches for V12 Speedster can be found under the PRND switches (refer to Figure 1).



Figure 1

### Centre Lock Wheels

All V12 Speedster 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 or install the wheels (refer to Workshop Manual Procedure 04.04.EC).

### Interior View Mirror

To remove or install the interior view mirror (refer to Workshop Manual Procedure 01.09.GZ).

**Note: A “V12 Speedster” plaque will be supplied in the luggage compartment. The plaque must be installed if the interior view mirror is removed.**

### Seat Travel

The seats for V12 Speedster do not have an automated stop. When the seats are moved backwards, care must be taken to make sure the seat backs do not collide with the rear environment and bulkhead.

## Unique Tools and Equipment

The mandatory requirements for the repair and maintenance of V12 Speedster follow:

### Special Tools

The special tools for DB11 V12 and DBS Superleggera are suitable for V12 Speedster, refer to SPL-18-1021 for more information.

### Vehicle Interior Protection Kit (43-28667)

The universal interior protection kit is available for V12 Speedster.

## Maintenance and Support Documentation

### Electrical Information Manual

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

**The Parts Manual**

The Parts Catalogue is available for V12 Speedster.

**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 V12 Speedster, 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



Andrew West

Director, Client Services.