

BODY REPAIR POLICY LETTER

Reference number:	BPL-30-1533	Issued: 15 July, 2021
Subject:	Introduction of Solera Audatex - Estimating System	
Applicable to:	UK, Europe, USA & Canada	
Distribute to:	Body Shop Manager Executive Manager Sales Manager Bodyshop Supervisor	Estimator Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Aston Martin is pleased to announce that the Solera Audatex estimating system will be introduced for all body and paint repairs. The Solera Audatex estimating system will formulate effective, right first-time decisions, allow you to repair more vehicles, optimise and reduce repair cycle times and improve customer satisfaction.

The Solera Audatex system will be rolled out on a staged basis across our global operations starting this month. Many of you will already use the Solera Audatex system and you will be able to start using this for your estimating this month.

For those not using this software platform the team at Solera Audatex will be working with you to provide access and training.

Once rolled out globally in all languages, the Audatex system will become our standard for WW cost approvals and we will eventually bring all vehicle platforms online starting with **Vantage** this month.

Solera Audatex has developed a new estimating System called Qapter, using artificial Intelligence to create an even more accurate, cost effective and efficient way to manage the body repair process. This new process is currently being rolled out globally and ultimately, all Aston Martin Dealerships and body repairers will be required to use this new system.

Next Steps

In Table 1 you will find Solera Audatex contact names and details for each country. This is your local Solera Audatex representative.

Your local representative will contact you personally to provide you with instructions on how to access the system and prepare you for the roll out of Vantage, and all other vehicle platforms moving forward. If you do not currently use the Solera Audatex solution, the team will guide you through this process at every stage.

You are also free to reach out to your representative if you prefer. Rollout procedures can vary per country, but your local representative will guide you through the set up quickly and is on hand to answer any questions you may have.

As we role this programme out across our global community you will notice two key dates in Table 1 provided. The first is when Vantage will be available in Solera Audatex for your country. The second is when it will be mandatory to use Solera Audatex for estimates for warranty repairs.

Solera Audatex Introduction Dates and Contact Information

Country	Introduction Date	Mandatory Warranty Date	Contact Name	Solera Audatex Contact
Austria	19/07/2021	30/08/2021	Thomas Handir	thomas.handir@audatex.at
Belgium	19/07/2021	30/08/2021	Hubert Bouhon	support@informex.be
Denmark	23/08/2021	04/10/2021	Neil Garret	neil.garrett@audatex.co.uk
France	19/07/2021	30/08/2021	Alexandre Lanchon	alexandre.LANCHON@solera-emea.com
Germany	19/07/2021	30/08/2021	Karol englert	Karol.Englert@ax-ao.de
Italy	19/07/2021	30/08/2021	Cinzia Carbone	Cinzia.Carbone@soleraitalia.it
Luxemburg	19/07/2021	30/08/2021	Hubert Bouhon	Support@informex.be
Monaco	19/07/2021	30/08/2021	Alexandre Lanchon	alexandre.LANCHON@solera-emea.com
Netherlands	19/07/2021	30/08/2021	Thomas Hermans	thomas.hermans@solera.nl
Poland	19/07/2021	30/08/2021	Tomasz Renik	tomasz.renik@audatex.pl
Portugal	19/07/2021	30/08/2021	Timoteo Xavier	t.xavier@audatex.pt
Russia	19/07/2021	30/08/2021	Evgeniy Komarov	evgeniy.komarov@audatex.ru
Spain	19/07/2021	30/08/2021	José Luis gata	jose.gata@audatex.com
Sweden	23/08/2021	04/10/2021	Neil Garret	neil.garrett@audatex.co.uk
Switzerland	19/07/2021	30/08/2021	Francesco Galvani	francesco.galvani@audatex.ch
United States & Canada	01/10/2021	15/11/2021	Jacob Benson	jacob.benson@solera.com
United Kingdom	11/08/2021	27/09/2021	Stewart Myles	Stewart.myles@audatex.co.uk

Table 1**Criteria for Estimates in Warranty**

The criteria for estimates in warranty are as follows:

- Paint discount must be set at 30%
- Parts sundry must be set at a maximum of 2%
- Parts prices must be set at Dealer stock prices

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.