

SERVICE POLICY LETTER

Reference number:	SPL-30-1541	Issued: 30 September, 2021
Subject:	Introduction of new AMDS Laptop	
Applicable to:	All Dealers	
Distribute to:	Head of Business After Sales Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

This Service Policy letter is to inform you about the introduction of a new laptop for the Aston Martin Diagnostic System (AMDS).

The CF20 and CF54 laptops will continue to function as normal and this change will only affect new AMDS laptop orders placed after the 1st October 2021.

Panasonic Toughbook FZ55

The Panasonic Toughbook CF20 and CF54 laptops used for the AMDS system have now been discontinued.

These laptops will be replaced by the Panasonic Toughbook FZ55 which will now be used instead of the AMDS and AMDS lite kits.

Panasonic Toughbook FZ55 Specifications

- Intel Core I5-8365U Processor
- 8GB DDR4 RAM
- 256GB SSD
- 14" 1080p LCD touchscreen display
- X2 Expansion slots
- Up to 19 hours of battery life using the standard battery
- IP53 Dust and Water resistance
- X2 USB 3.1 Type A / x1 USB 3.1 type C PD / Micro SDXC memory Card / HDMI
- Windows 10 Pro 64-bit



Note: The power supply used with the Toughbook CF20 and CF54 is still compatible with the Panasonic Toughbook FZ55.

AMDS Laptop Activation Process

To activate the new AMDS laptop, refer to the separately published Aston Martin Diagnostic System (AMDS) 2.0 First Start-Up Instructions.

Parts List

The Panasonic Toughbook FZ55 for your applicable country is shown in Table 1.

AML Full Kit Header Part Number	Description	Country Coverage	Discontinued Type	New 2021 Type
43-28409	AMDS2 Diagnostic Tool - AUSTRIA/GERMANY	Austria, Germany	CF20 W/EU4G	FZ55 - EU
43-28413	AMDS2 Diagnostic Tool - ITALY	Italy	CF20 W/EU4G	FZ55 - EU
43-28414	AMDS2 Diagnostic Tool - PORTUGAL	Portugal	CF20 W/EU4G	FZ55 - EU
43-28415	AMDS2 Diagnostic Tool - SPAIN	Spain	CF20 W/EU4G	FZ55 - EU
43-28417	AMDS2 Diagnostic Tool - UK	UK	CF20 W/EU4G	FZ55 - EU
43-28418	AMDS2 Diagnostic Tool - BAHRAIN	Bahrain	CF20 No 4G	FZ55 - EU
43-28423	AMDS2 Diagnostic Tool - RUSSIAN KB -UKRAINE	Ukraine	CF54 No 4G	FZ55 - EU
43-28426	AMDS2 Diagnostic Tool - CF20ROW	Cambodia, Egypt, Lebanon, Laos, Macao, Qatar, Hong Kong, Saudi Arabia, Morocco, Thailand	CF20 No 4G	FZ55 - EU
43-28430	AMDS2 Diagnostic Tool - BRAZIL	Brazil	CF54 No 4G	FZ55 - Non-EU
43-28431	AMDS2 Diagnostic Tool - AUSTRALIA/ NEW ZEALAND	Australia, New Zealand	CF20 No 4G	FZ55 - Non-EU
43-28441	AMDS2 Diagnostic Tool - UAE	UAE	CF54 No 4G	FZ55 - EU
43-28412	AMDS2 Diagnostic Tool - FRENCH EU	Belgium, France, Luxembourg, Monaco	CF20 W/EU4G	FZ55 - EU
43-28411	AMDS2 Diagnostic Tool - NORDIC	Denmark, Norway, Sweden	CF20 W/EU4G	FZ55 - EU
43-28416	AMDS2 Diagnostic Tool - SWITZERLAND	Switzerland	CF20 W/EU4G	FZ55 - EU
43-28422	AMDS2 Diagnostic Tool - RUSSIA ONLY	Russia	CF20 No 4G	FZ55 - EU
43-28421	AMDS2 Diagnostic Tool - INDIA	India	CF20 No 4G	FZ55 - Non-EU
43-28420	AMDS2 Diagnostic Tool - KUWAIT	Kuwait	CF20 No 4G	FZ55 - EU
43-28419	AMDS2 Diagnostic Tool - TURKEY	Turkey	CF20 No 4G	FZ55 - EU
43-28425	AMDS2 Diagnostic Tool - ISRAEL	Israel	CF20 No 4G	FZ55 - EU
43-28374	AMDS2 Diagnostic Tool - OMAN	Oman	CF20 No 4G	FZ55 - EU

43-28373	AMDS2 Diagnostic Tool - VIETNAM	Vietnam	CF20 No 4G	FZ55 - Non-EU
43-28424	AMDS2 Diagnostic Tool - SOUTH AFRICA	South Africa	CF20 No 4G	FZ55 - EU
43-28432	AMDS2 Diagnostic Tool - SINGAPORE	Singapore	CF20 No 4G	FZ55 - Non-EU
43-28433	AMDS2 Diagnostic Tool - MALAYSIA	Malaysia	CF20 No 4G	FZ55 - Non-EU
43-28436	AMDS2 Diagnostic Tool - CHINA	China	CF20 No 4G	FZ55 - Non-EU
43-28437	AMDS2 Diagnostic Tool - JAPAN	Japan	CF20 No 4G	FZ55 - Non-EU
43-28429	AMDS2 Diagnostic Tool - MEXICO	Mexico, Peru	CF20 No 4G	FZ55 - Non-EU
43-28427	AMDS2 Diagnostic Tool - CA/US	Canada, USA	CF20 W/US4G	FZ55 - Non-EU
43-28440	AMDS2 Diagnostic Tool - PAKISTAN	Pakistan	CF54 No 4G	FZ55 - Non-EU
43-28428	AMDS2 Diagnostic Tool - CHILE	Chile	CF20 No 4G	FZ55 - Non-EU
43-28434	AMDS2 Diagnostic Tool - INDONESIA	Indonesia	CF54 No 4G	FZ55 - Non-EU
43-28372	AMDS2 Diagnostic Tool - AZERBAIJAN	Azerbaijan	CF54 No 4G	FZ55 - EU
43-28410	AMDS2 Diagnostic Tool - GR/NL/PL	Greece, The Netherlands, Poland	CF20 W/EU4G	FZ55 - EU
43-28439	AMDS2 Diagnostic Tool - JO/PH	Jordan, Philippines	CF54 No 4G	FZ55 - Non-EU
43-28438	AMDS2 Diagnostic Tool - KOREA	Korea	CF54 No 4G	FZ55 - Non-EU
43-28435	AMDS2 Diagnostic Tool - TAIWAN	Taiwan	CF54 No 4G	FZ55 - Non-EU

Table 1

Service Support and Warranty Agreement

The same comprehensive 5-Year Warranty and Service Support Contract is included with the new Panasonic Toughbook FZ55 and will continue to be supported by Bosch help desk.

AMDS2 Hardware Support:

- Europe, Middle East & Africa: +49-6182959-422
 - 00800-779779-60 (Toll Free)
- tss-technical-support@bosch-automotive.com
- North America & Canada: +1 800 533 5338 Option 2 / oetech@service-solutions.com
- Brazil: 0800 424 9000 Option 2 / tecnico.as@br.bosch.com
- South America: +52 (55) 2595 1630 Option 9 / tecnico@service-solutions.com
- China: 400 000 5109 / TSS.service.solutions@cn.bosch.com
- Japan: +81 (0) 3 5485 4909 / apac.jp.tss@bosch.com
- Korea: +82 (10) 3754 8565 / hongyoung.choi@kr.bosch.com
- India: 1800 1081 081 / mailbox.service2@bosch.com
 - +91 6364526968 (International)
- APAC: 1300 888 937 (Toll Free Australia)
 - 0800 747 696 (Toll Free New Zealand)
 - +61 3 9541 4850 (International)

The standard price for each Panasonic Toughbook FZ55, inclusive of Warranty, Service Support Contract and Delivery, (but does not include UK VAT or local taxes) is available in the "Part Search" tab in Technical Hub.

If you have any questions about this Policy Letter, please contact Parts Operations.

Thank you for your continued support.

Yours faithfully



Andrew West

Director, Client Services.