

SERVICE POLICY LETTER

Reference number:	SPL-00-1574	Issued: 14 January, 2022
Subject:	DBX Customer Satisfaction Campaign	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Aston Martin is pleased to announce that we are launching a DBX Customer Satisfaction Campaign, which will enable the latest enhancements on customer cars, dealer demos and dealer stock cars.

Aston Martin dealers are required to proactively contact customers and arrange to perform the enhancements at the customers earliest convenience.

The campaign will cover the following attributes:

- SA/QN-31-1494 - DBX Front Door Glass Adjust and Set
- SA/QN-64-1562 - Coding Update for the Service Reminder
- SA/QN-41-1568 - Flash the eARC Module
- SA/QN-01-1557 - DBX Swing Clearance Check
- SA/QN-30-1573 - Check and Install New Door Trim Clips
- SA/QN-64-1539 - Apply Stabilant 22 Gel to SCCM Terminals

Use the dealer communication system portal (DCS) to confirm which actions are outstanding for each VIN. Take care to use Technical Hub when reviewing rework procedures, this makes sure the latest level of information is available for completing any applicable service action, which provides the best result for our customers.

We are aware that for some customers this will be an inconvenience as they may have visited your Dealership already. For others this will be their first visit, and to date, their ownership experience will have been uninterrupted. To make sure you deliver the highest level of customer experience throughout, please complete the above enhancements in one visit to avoid any unnecessary repeat visits.

Please make personal contact with your customers, as quickly as possible, to schedule the work to be completed.

Contact via telephone is ideal, however a template letter is provided below, should you wish to use it. It is imperative to contact customers as soon as possible to avoid any potential disruptions to their ownership experience.

Finally, please make sure your teams are briefed accordingly and read all the detailed information as it is communicated.

If you have any questions about this Policy Letter, please speak to Aftersales - Technical on Tel:

+44 (0) 1926 644720. Thank you for your continued support.

Yours faithfully



John Cranfield

Senior Manager - Aftersales

[Customer address]

[Date]

Dear [Customer name],

I would like to take this opportunity to sincerely thank you for purchasing your new Aston Martin DBX from [Dealer name].

We have been advised by Aston Martin head office (UK), that your vehicle will benefit from a small number of enhancements. These enhancements will be completed free of charge under the terms of the vehicle warranty.

We would like to book your vehicle into our workshop at your earliest convenience, to enable us to complete these updates. The time required for the work will depend on the vehicle; we will advise you of the time when you book the appointment. *[Insert the next sentence if appropriate]* We can either arrange collection and delivery of your vehicle or organise a courtesy vehicle whilst the updates are being completed.

Our service advisor will provide a full explanation of the work we have completed when the vehicle is handed back to you.

We will contact you over the next few days to arrange a convenient time.

Yours sincerely

[Dealer Principal / Service Manager]