

SERVICE POLICY LETTER

Reference number:	SPL-30-1625	Issued: 26 April, 2022
Subject:	DBX 23MY Essential Aftersales Launch Information	
Applicable to:	All Dealers	
Vehicles:	DBX V8, DBX707	
Distribute to:	Aftersales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Deliveries of DBX 23MY have started and we would like to give you all the important information about new features introduced, and the related Aftersales elements that follow:

- New Features Introduced for DBX 23MY - (All Variants)
- New Features Introduced for DBX707 Only
- Technical Support, ePDR and Warranty
- Pre-Delivery Inspection (PDI)
- Maintenance and Support Documentation
- Important Maintenance Information
- Special Service Tools (SSTs) and Equipment



New Features Introduced for DBX 23MY - (All Variants)

Gasoline Particulate Filter (GPF)

The GPF system is now installed on DBX 23MY for all markets (except for US and Canada).

Soft Close Doors

Soft-close doors are standard fitment on all models and are fitted to the front and rear side doors. The tailgate is already equipped with soft-close functionality with the power closing system.

Electric Deploying Tow Bar (Optional)

The electric deploying tow bar (EDT) system features a 50mm tow ball mounted on an electrically retracting swan neck tow bar, stowing out of sight under the rear bumper when not in use.

The EDT system maintains the 2,700kg towing capacity with a 13-pin electrical connection and is compatible with all DBX rear bumpers. EDT is optional in all regions which previously offered a detachable tow bar. EDT is available with all engines.

Note: EDT is not available in Federal markets, Australia or New Zealand. These markets retain the 2" square tow hitch receiver. China and South Korea do not have tow bar options available.

Front Cup Holder

DBX 23MY features an improved front cupholder that is fitted as standard to all variants of DBX 23MY.



Remote Park Heat – (Optional in European and UK Markets)

Remote Park Heat is a system integrated into the vehicle's coolant circuit. This helps assist with warming the vehicle cabin and clearing the windscreen in cold weather scenarios without the need for the engine to be running or provide ventilation to cool the cabin.

Note: As the cooling system is not being run by the engine, the alternator will not charge the battery whilst the cabin is heated. Do not use the Remote Park Heat system if the vehicle has not been driven for an extended period without a battery conditioner, as the battery may not have sufficient charge to start the engine.

Remote Park Heat is activated in one of two ways:

- To active Remote Park Heat from inside the vehicle use the switch (A).
- Remote operation using either the mobile app for smart phones or a web browser.



Remote Operation

The Remote Park Heat system can also be operated remotely so that the vehicle cabin is warmed ready for when you get inside. This can be done through a web application or through a smartphone application. Before the online services can be used, the system must be registered for use refer to: Register for the EasyStart Web Portal.

For full instructions on the use of these online services, refer to the “Remote Park Heat Operating Instructions” document attached to this Service Policy Letter (refer to Figure 1).

Note: You must only refer to the sections applicable to the Hydronic S3 (CS) variant when explaining the functionality to a customer.

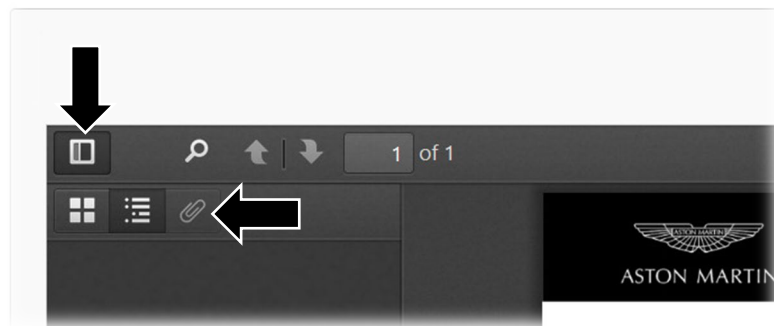


Figure 1

EasyStart Web Application

The web application for the EasyStart system allows for both operation and management of the Remote Park Heat system. The management system can be used to set permissions, users and other management tasks.

EasyStart Smartphone Application

The Smartphone application for the EasyStart system is only used for operation of the Remote Park Heat system. For management functions, refer to the web application.

Register for the EasyStart Web Portal

The EasyStart Web portal has a 29.95 EUR annual registration fee that must be paid for by the Dealer with the customers registration details before the vehicle is handed over to the customer. After the first 12 months it is then the customers responsibility to pay the renewal charge for the EasyStart Web portal.

Note: The registration process must be completed with the customer during the handover process. They must also have access to the registered email address.

Refer to the procedure that follows to register for the EasyStart Web Portal.

1. To start the registration process, click the link that follows: <https://www.myberspaecher.com/>
2. Click "Register as a new user" (refer to Figure 2).

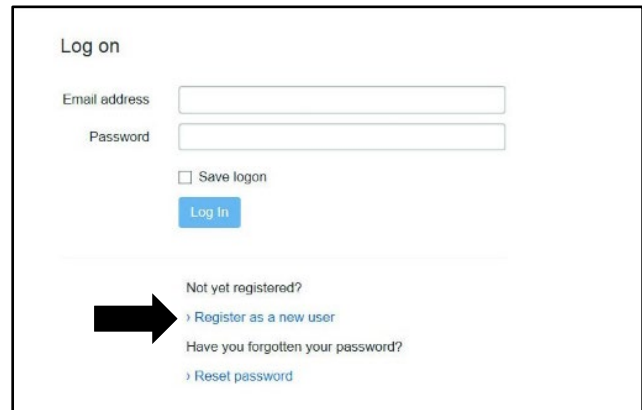


Figure 2

3. Complete all the fields that show in Figure 3 and include the customers email address. Accept the "Terms and Conditions of Use" and the "Data Protection Statement". Click "Register" to complete the registration process (refer to Figure 2).

Note: To safeguard the payment process after registration, please make sure that the user's country of origin is given correctly. If the user's country of origin is not included in the list of countries, payment of the connectivity for EasyStart Web is not yet available in this country.

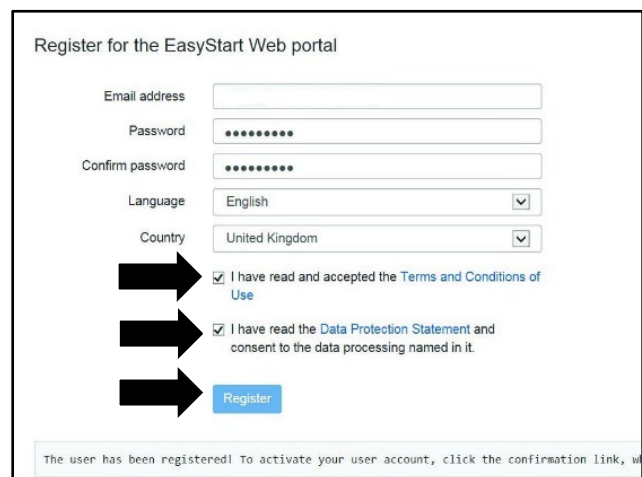


Figure 3

4. An email from noreply@myberspaecher.com will be sent to the registered email address. Click the link in the email to complete the registration (refer to Figure 4).



Figure 4

5. Click "To the logon" to start the login process (refer to Figure 5).



Figure 5

6. Enter the customers email address and password then click “Log In” (refer to Figure 6).

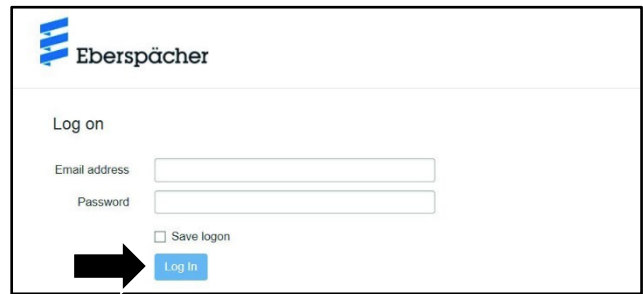


Figure 6

7. Click “+ Add EasyStart Web” (refer to Figure 7).

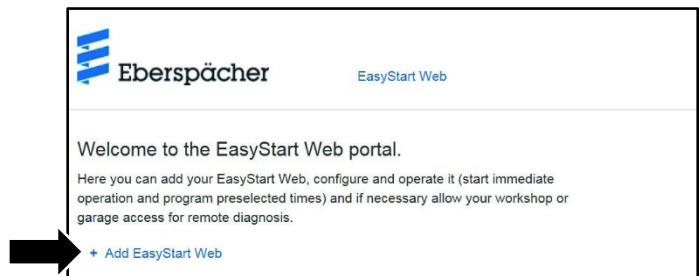


Figure 7

8. Enter the access code and click “Verify” (refer to Figure 8).

Note: The permanent access code is attached to the operating instructions and the box of the EasyStart Web. It is also available on the EasyStart Web module.

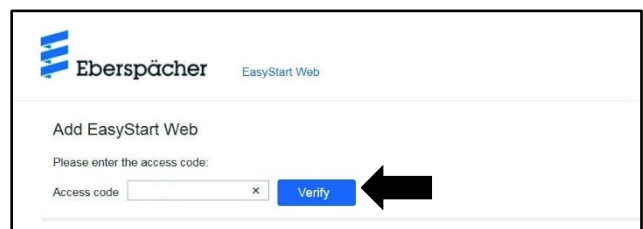


Figure 8

9. Complete all the fields that show in Figure 9 then click “Buy now”.

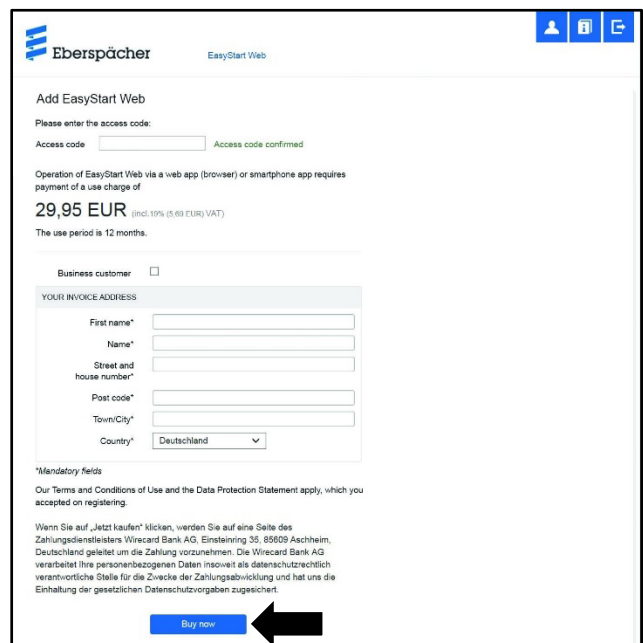


Figure 9

10. Click “OK” to confirm (refer to Figure 10). The Start screen for the heating modes will open.

Note: Refer to the “Remote Park Heat Operating Instructions” attached to this Service Policy Letter to setup the system.



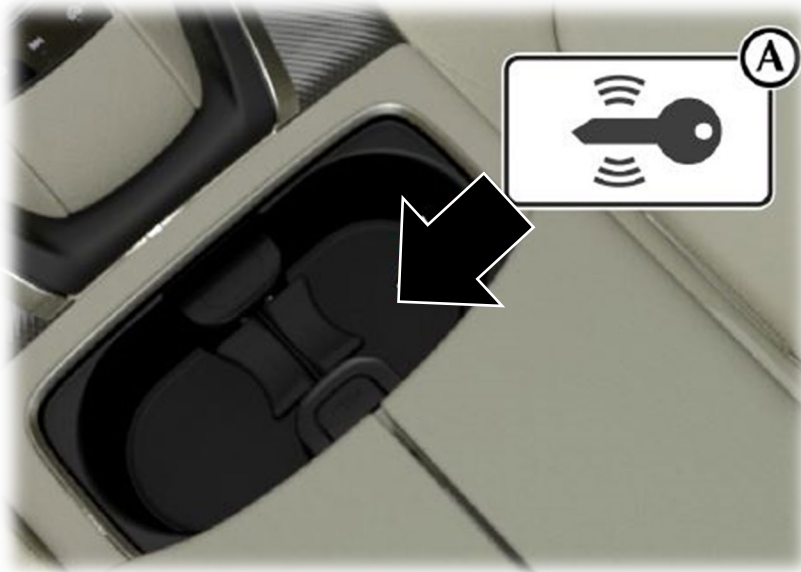
Figure 10

Emergency Start Location

As part of the updated cupholder design the antenna for the vehicle emergency start has moved position.

If the vehicle does not start and the message "Place the key in the marked space - See Owner's Manual" is shown in the instrument cluster:

1. Place the vehicle key in the space (A) in the cup holder.



2. The vehicle will start after a short time.
3. Once the engine has started, the key can be moved.

Note: If the vehicle does not start, leave the key in space (A), fully press the brake pedal down and start the vehicle with the stop/start button as usual.

New Features Introduced for DBX707 Only

DBX707 features revised engine power and torque mapping to deliver increased power output.

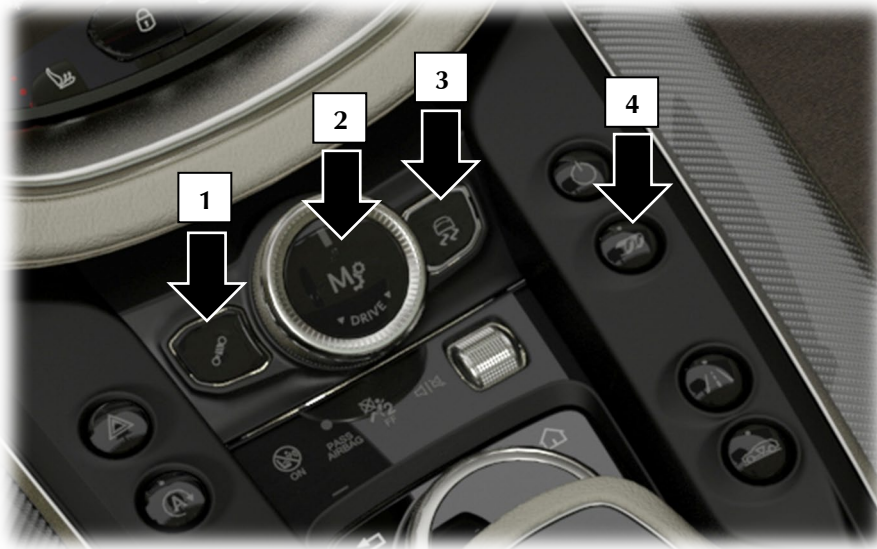
Engine / Drivetrain / Performance

- Engine: 4.0-litre V8, 3,982cm³
- Induction: Twin turbo with water-to-air charge cooling
- Exhaust: Quad tailpipes, full stainless-steel exhaust, active valves
- Power: 707PS (697bhp / 520kW)
- Torque: 900Nm (663lb-ft)
- 0-60mph: 3.1 secs
- 0-100kmh: 3.3 secs
- Vmax: 193mph / 310km/h.

New Centre Console Switch Configuration

DBX707 features a new centre console switch configuration:

- 1. Suspension Mode:** Press to cycle between GT, Sport and Sport+ suspension modes.
- 2. Manual Transmission Mode:** Press to enter manual transmission mode.
- 3. ESP:** Press to cycle ESP modes.
- 4. Exhaust Control:** Press to cycle active exhaust on or off without changing drive modes.



Carbon Ceramic Brakes

DBX707 has Carbon Ceramic Brakes (CCB) fitted as standard which combine low weight with high performance.

Note: To avoid possible damage to the carbon ceramic brake discs, when washing the road wheels with products or materials other than a mild soapy water solution always remove the wheels from the vehicle. Do not use a pressure washer or any chemical agents that may contaminate the brake disc surface when the wheels are installed.

Multi-Plate Wet Clutch

Mid mounted nine-speed automatic wet clutch gearbox.

Launch Control

The wet clutch system enables integration of a launch control system. Launch control increases the amount of available torque from the engine during a standing start to provide faster acceleration times by building up boost pressure first.

Auto Vehicle Hold

The auto vehicle hold feature maintains brake pressure to prevent vehicle creep during stop start traffic. To activate auto vehicle hold, press the brake pedal when stopped. A HOLD message will be shown in the instrument cluster, and there will be no need to select P (Park) for the transmission. When the accelerator pedal is pressed, the brakes will be released, and the vehicle can be driven away as normal.

Revised Terrain Mode

Terrain+ and Terrain modes have been merged into 'Terrain'. This revised mode integrates maximum off-road traction and the highest ride heights in one mode.

Note: Hill Descent Control (HDC) is not available for DBX707.

Revised Suspension

DBX707 features increased top mount stiffness, revised suspension bushes and revised damper valve mapping.

Wheels and Tyres

DBX707 features 23" wheels fitted as standard.

Note: For tyre sizes and tyre pressures refer to the "DBX Vehicle Information Sheet – Issue 3" in Technical Hub.

Technical Support, ePDR and Warranty

Technical Support

If you need technical support for DBX 23MY, please follow the SpotLight guided diagnostic procedures.

ePDR

The ePDR system is Aston Martin's primary early warning system. It lets us identify new technical problems quickly. Please tell your Aston Martin technicians to send an ePDR in less than 24 hours of finding a problem with a vehicle during its life. ePDRs must include the problem, root cause, solution and include a photo of the problem.

Note: All ePDR's must be submitted in SpotLight. For guidance on this process refer to: SPL-30-1638.

ePDR Submissions

Send all ePDRs for zero-month warranty or PDI repairs in less than 24 hours so that we can catch all "Emerging Issue" (EI) trends.

Note: EPDR's must be submitted up until the vehicle is 3 months in service. This will help us identify emerging issues in the field.

Warranty Claim Submissions

Please submit all Warranty claims through DCS classic in the usual way.

Pre-Delivery Inspection (PDI)

Transit Mode

When vehicles arrive at your Dealership the vehicle will be in "Transit Mode". This must be disabled in AMDS as per the PDI process.

Suspension Transit Mode

When vehicles arrive at your Dealership the vehicle will be in "Suspension Transit Mode". This must be disabled in AMDS as per the PDI process.

48V Battery Health Check

Use the "Data Monitor" to do a health check of the 48v battery in AMDS.

Note: Transport mode must be deactivated before you do a health check of the 48v battery.

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedures for DBX 23MY will be in the DBX Workshop Manual in Technical Hub.

Electrical Information Manual

The 3D System Views, 3D Component Locations, (PDF) Network and Wiring Diagrams for DBX 23MY will be added to DBX Electrical Information in Technical Hub.

The Parts Manual

The Parts Manual is live for DBX 23MY.

AMDS 2.0

AMDS 2.0 has support for DBX 23MY.

SpotLight

SpotLight has support for DBX 23MY.

Service Check Sheets

The Service Check Sheets for DBX 23MY are available in Technical Hub and have been uploaded as digital service check sheets, which are service type and VIN specific. Once a VIN is checked in, the service check sheet will become available. A digital service record must then be completed before the car is checked out.

Please review the Service Check Sheet that is applicable to your region and take note of the Country Specific Interval table for engine oil servicing.

Customer Vehicle Handover Checklist

The "DBX Customer Vehicle Handover Checklist" is available in Technical Hub.

Important Maintenance Information

At vehicle handover, ask your customer how many miles they expect to do, and book their first service accordingly.

IMPORTANT: Refer to the service check sheet for the service intervals in your country.

Rear Differential Service Intervals - (Excludes DBX707)

The first oil change for the differential is mileage based, not time based. Perform the differential oil change at an appropriate service, to make sure the customer is not inconvenienced by an extra service visit to the dealership.

CAUTION: IF THIS VEHICLE IS USED CONSISTENTLY IN A SUSTAINED HIGH SPEED OR TRACK ENVIRONMENT, THE SERVICE LIFE OF REAR DIFFERENTIAL OIL WILL BE REDUCED. IF THIS HAPPENS, THEN THE FLUID FOR THE REAR DIFFERENTIAL MUST BE CHANGED AT NEXT SERVICE AND WILL BE INDICATED BY DEALER DIAGNOSTICS CHECK.

Special Service Tools (SSTs) and Equipment

The SSTs for DBX 22MY are applicable to all variants of DBX 23MY.

Thank you for your continued support.

Yours faithfully



Nick Lines

Head of Aftersales

If you have any questions related to this document, please refer to the 'Contact Us' link on this webpage, or contact your local Dealer or After Sales Manager.