SERVICE POLICY LETTER

Reference number:	**SPL-30-1381V3**	**Issued: 09 November, 2022**
Subject:	**Digital Service Check Sheets and Records Launch**	
Applicable to:	**All Dealers**	
Distribute to:	**Head of Business** **After Sales Manager** **Service Manager** **Sales Manager** **Warranty Staff** **Technician(s)** **Parts Staff**	

Reason for Version 3 of this Service Policy Letter
The changes to this document have a black line against them in the left margin. Please destroy all copies of SPL-30-138V2 and replace them with SPL-30-1381V3.

Dear Colleagues,

Aston Martin launched the Check In-Check Out system in 2019 and Digital Service Check Sheets & Records in 2020. This system improvement allows Dealers to capture critical vehicle history, and improve their workshop efficiencies through:

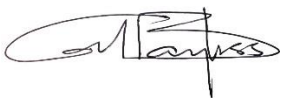
- Enhanced Technical Hub usability with Digital Service Check Sheets
- Access to vehicle history
- Improved service retention and customer satisfaction

Instructions on these processes can be found on the pages that follow. They must be followed for Aston Martin to proactively support Dealerships. Vehicles must be checked in as soon as they arrive on site and checked out immediately when returned to the customer / owner. This is a DOS standard from January 2022 onwards.

Please make sure that this information is cascaded to all customer facing personnel in your Dealership. If you have any questions about this Policy Letter, please speak to Client Services - Technical on Tel: +44 (0) 1926 644720.

We look forward to working more efficiently with you in the very near future.

Yours faithfully,



Carl Bayliss

Head of Global Aftersales

Technical Hub Homepage

To access the Technical Hub Homepage click on: Technical Hub

VIN Plate Recognition

1. Log in to Technical Hub on your mobile device and choose the camera option next to "Enter a VIN" (refer to Figure 1).

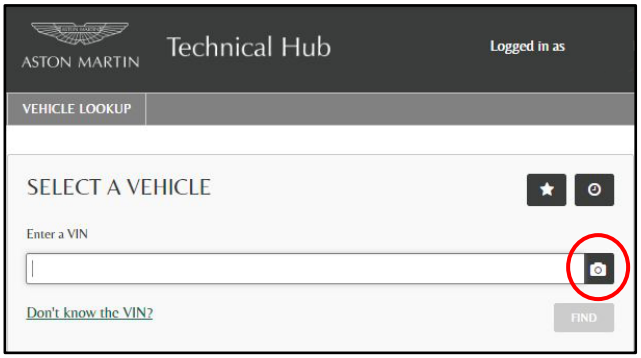


Figure 1

2. Take a clear photograph of a VIN plate in the windscreen (refer to Figure 2), or on the door (refer to Figure 3). Alternatively, you can upload an image from your digital photograph album.



Figure 2



Figure 3

3. Test the VIN image has successfully loaded into the field and click on “Find” (refer to Figure 4).

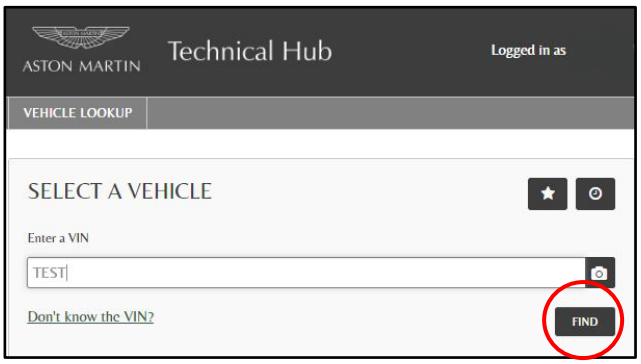


Figure 4

Vehicle Check In

1. A Check-In box will appear when the VIN is found (refer to Figure 5).
   If the vehicle is on site, select a reason for this (1). A drop-down list will appear (refer to Figure 6).
   If the vehicle is not on site but you wish to look at the Technical Hub information, or prepare a digital service check sheet, click on “Do not check-in vehicle” (2).

   Click on “OK” when your selections are completed.

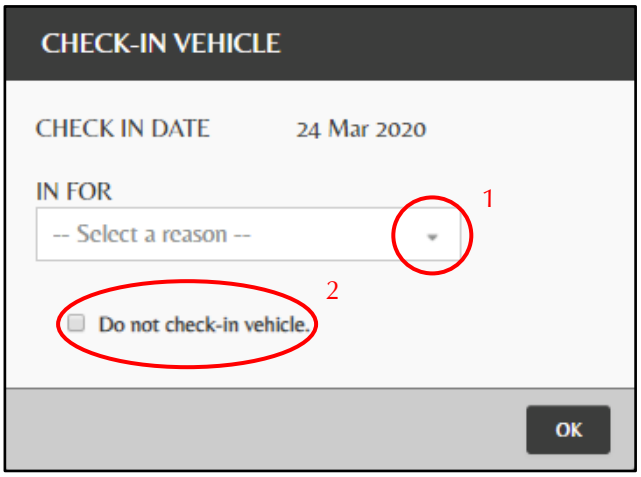


Figure 5

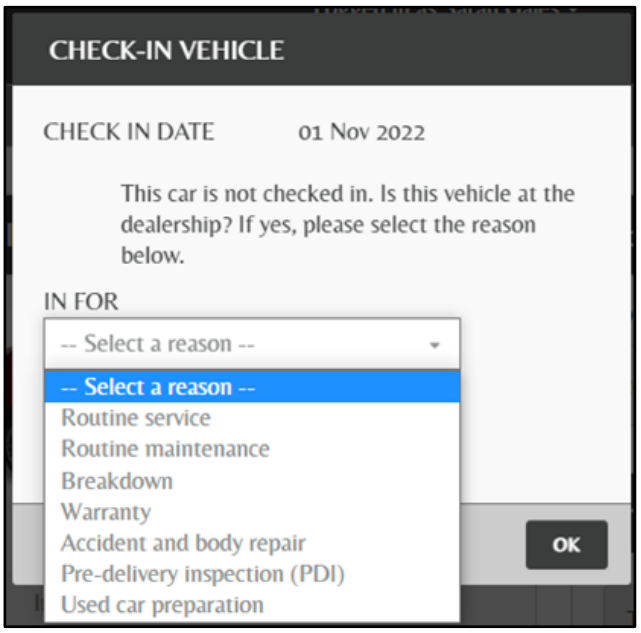


Figure 6

If the vehicle is checked in, it will appear on the homepage of Technical Hub with a status of green, amber or red. This indicates the time the vehicle has been on site and the reason.

The colours of the statuses are explained in the table below (refer to Figure 7).

Status	Green	Amber	Red
Routine service	up to 5 days	6 - 9 days	10 days or more
Routine maintenance	up to 5 days	6 - 9 days	10 days or more
Breakdown	up to 3 days	4 - 6 days	7 days or more
Warranty	up to 3 days	4 - 6 days	7 days or more
Accident and body repair	up to 10 days	11 - 14 days	15 days or more
Pre-Delivery Inspection (PDI)	up to 10 days	11 - 14 days	15 days or more
Used car preparation	up to 30 days	31 - 59 days	60 days or more

Figure 7

2. All vehicles currently checked in to your Dealership will appear in the list (refer to Figure 8).

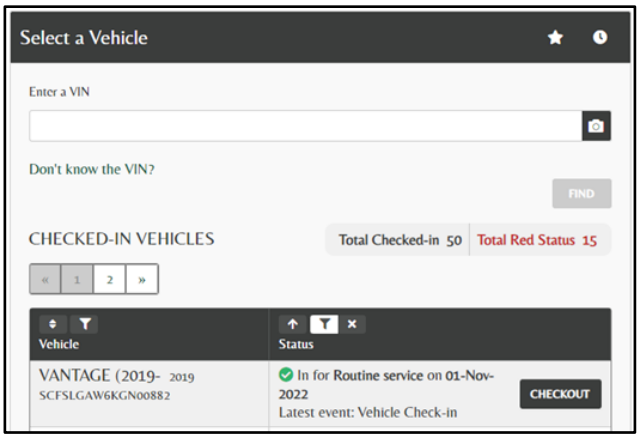


Figure 8

Digital Service Check Sheets

As mentioned in the "Vehicle Check In" procedure, Digital Service Check Sheets can be prepared before the vehicle arrives on site.

1. Click on "Digital Service Check Sheets" on the left side of the VIN page (refer to Figure 9).

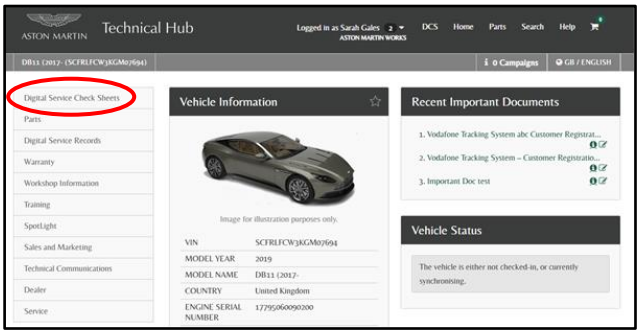


Figure 9

2. Click on “Create” (refer to Figure 10).

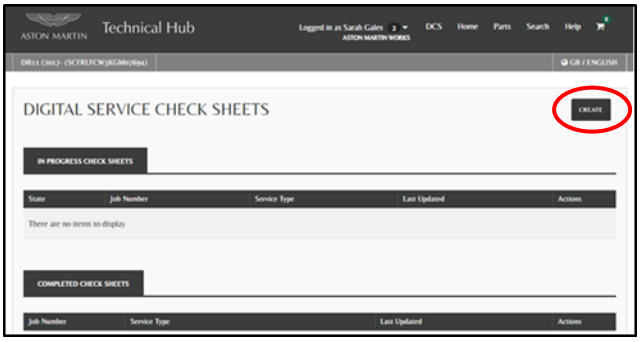


Figure 10

3. Complete the boxes for Step 1 (refer to Figure 11).
Click on “Submit”.

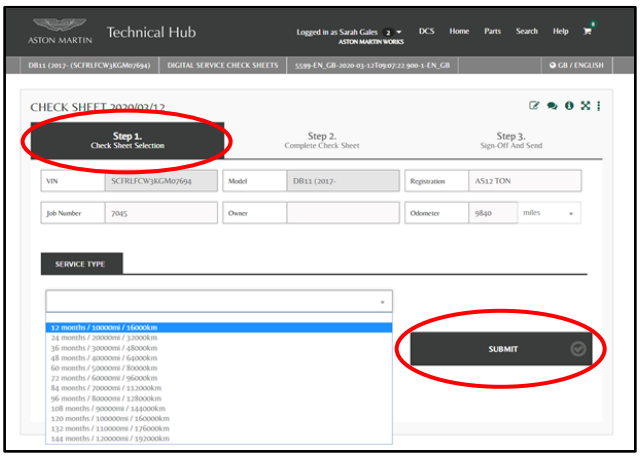


Figure 11

4. Once the vehicle is checked in, the check sheet is ready to be used in a “Prepared” State (refer to Figure 12).
Click on the pencil icon (highlighted) to open the model and service type specific check sheet.

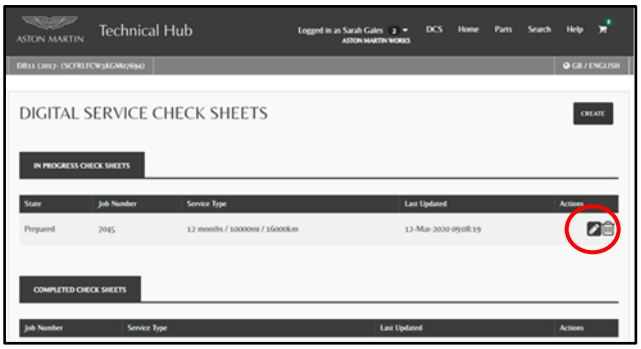


Figure 12

5. Complete Step 2 and select “OK”, “Not OK” or “Fixed” (refer to Figure 13).

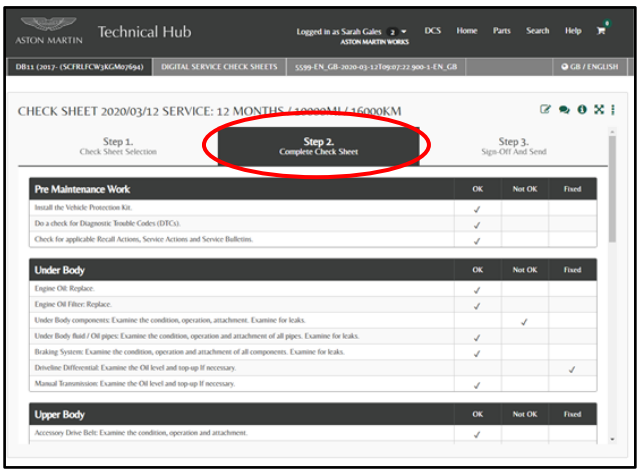


Figure 13

6. Comments can be added to the free text box at the bottom of the page (refer to Figure 14).

Choose the next "Service Date" using the calendar that appears when you click on the date box. Enter the mileage for the next service. Click "Submit" once the check sheet is completed.

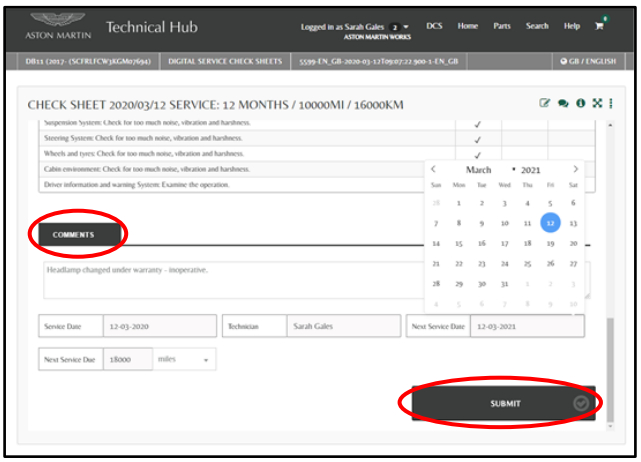


Figure 14

7. When the check sheet is submitted, it is ready for review by the service advisor. By clicking on the pencil icon again, the check sheet is opened and can be amended if necessary. When the "Submit" button is selected, you will be asked to automatically create a service record (refer to Figure 15).

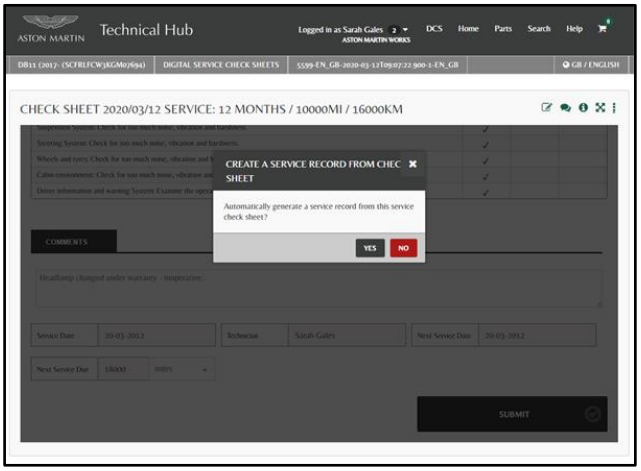


Figure 15

Digital Service Records

1. Click on "Digital Service Records" to find the records for your VIN (refer to Figure 16).

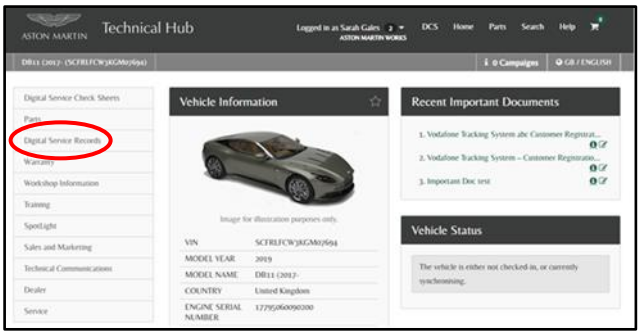


Figure 16

2. The Digital Service Records will be displayed (refer to Figure 17). These will include the one you completed in Step 7 of Digital Service Check Sheets.

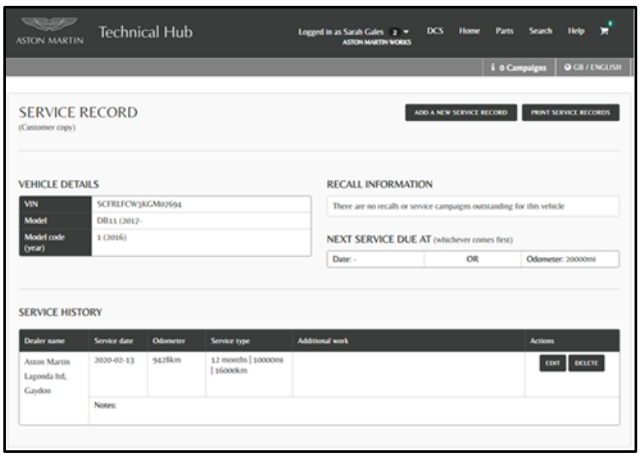


Figure 17

If you wish to continue to use the paper version of the Service Check Sheet, you must still create a Service Record on Tech Hub. Do the steps that follow.

1. Click on “Add a New Service Record” (refer to Figure 18).

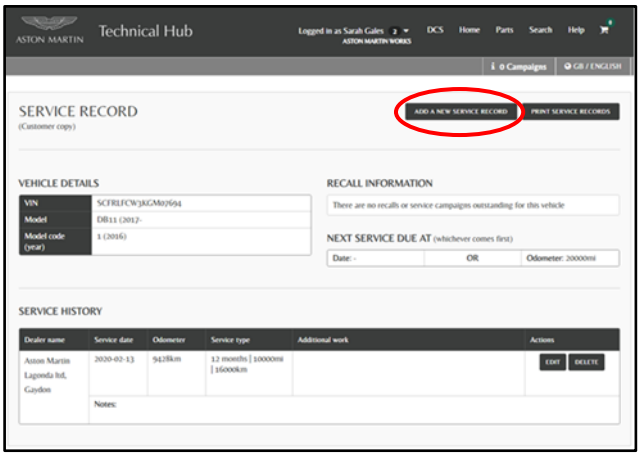


Figure 18

2. Enter the applicable information (refer to Figure 19). Click on “Submit”.

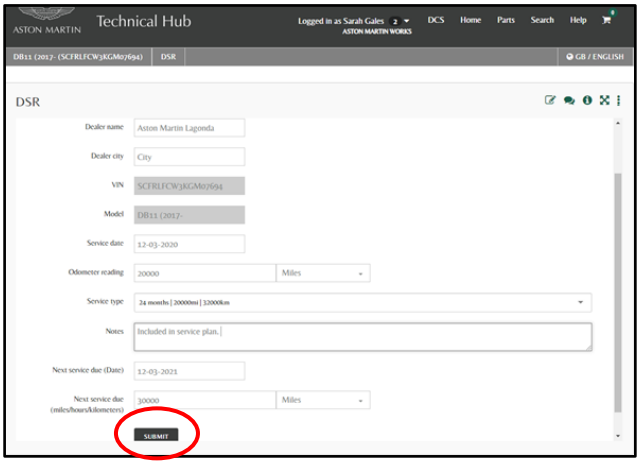


Figure 19

Vehicle Check Out

When work has been completed on the vehicle and the customer is either on site to collect, or at home awaiting delivery the same day, the vehicle can be checked out.

On the homepage, click on “Checkout” then click “Yes” to confirm your selection (refer to Figure 20).

If the vehicle is checked in for “Routine service” a Digital Service Check Sheet or Record must be completed before it is checked out. This will be shown under the “Last Service Recorded” section of the checkout message. It will then disappear from your homepage and will be logged in the background.

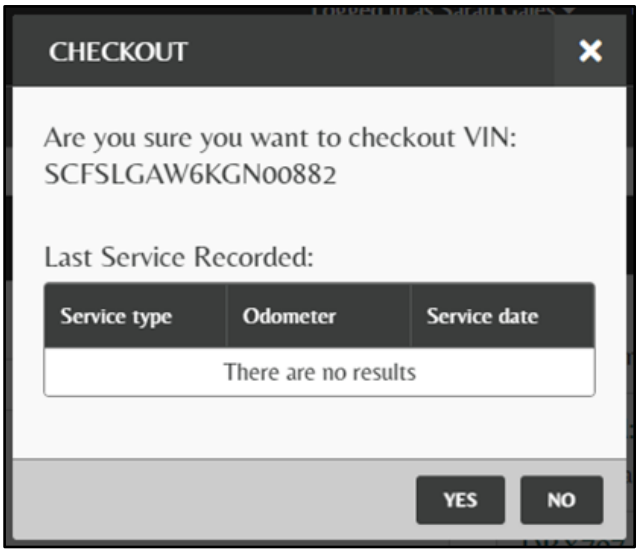


Figure 20