

SERVICE POLICY LETTER

Reference number:	SPL-30-1693	Issued: 02 November, 2022
Subject:	V12 Vantage Roadster Essential Aftersales Launch Information	
Applicable to:	All Dealers	
Distribute to:	Aftersales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Deliveries of V12 Vantage Roadster start soon, and we would like to give you all the important information about new features introduced, and the related Aftersales elements that follow:

- New Features for V12 Vantage Roadster
- Maintenance and Support Documentation
- Technical Support, ePDR and Warranty



New Features for V12 Vantage Roadster

Convertible Roof

Before operating the convertible roof:

- The ignition must be on and the engine must be running.
- Outside temperature must be above -10°C.
- A maximum headroom of 1475 mm is available for the roof to raise or lower.

To operate the roof, use the switch (A) in the driver's side door.



- To Lower the Roof: Pull and hold the switch backwards to lower the roof.
- To Raise the Roof: Push and hold the switch forwards to raise the roof.

Note: When the roof movement is complete, a confirmation sound will be heard from the instrument cluster.

Over-speed Operation

The vehicle speed should be below 55 km/h (34 mph) when the roof is operated. If the vehicle speed exceeds 55 km/h (34 mph), the convertible roof will stop opening or closing. This can restrict the view from the rear of the vehicle. Reduce the vehicle speed to below 50 km/h (31 mph) then press the roof switch again to continue roof operation.

Engine / Drivetrain / Performance

- Engine: 5.2-litre V12
- Induction: Twin turbo with water-to-air charge cooling
- Transmission: Touchtronic IV ZF 8HP70 eight-speed automatic gearbox
- Power: 700PS (690bhp / 515kW)
- Torque: 756Nm (558lb-ft)
- Acceleration: (0-62 mph/0-100 km/h) 3.6 seconds
- Vmax: 200mph (322 km/h).

Note: Refer to the "V12 Vantage Vehicle Information Sheet Issue 2" in Technical Hub for dimensions and weights.

Carbon Ceramic Brakes

V12 Vantage Roadster 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.

Wheels and Tyres

	Front	Rear
Wheel Size	9.5J X 21"	11.5J X 21"
Tyre Size (Summer) Michelin Pilot Sport 4 S.....	275/35 ZR21	315/30 ZR21
Tyre Size (Winter) Pirelli SottoZero.....	265/35 R21	305/30 R21

Tyre Pressures (tyres cold)

	Front	Rear
Normal Road Use	2.2 Bar (32 psi)	2.2 Bar (32 psi)
High Speed Use (over 270 km/h/168 mph)	2.5 Bar (36 psi)	2.5 Bar (36 psi)
Winter	2.6 Bar (38 psi)	2.8 Bar (40 psi)

Maintenance and Support Documentation

Workshop Manual and Repair Operation Times

The Workshop Manual procedures for V12 Vantage Roadster will be available in the Vantage Workshop Manual in Technical Hub.

Electrical Information Manual

The 3D System Views, 3D Component Locations, (PDF) Network and Wiring Diagrams for V12 Vantage Roadster will be added to Vantage Electrical Information in Technical Hub.

The Parts Manual

The Parts Manual is live for V12 Vantage Roadster.

AMDS 2.0

AMDS 2.0 has support for V12 Vantage Roadster.

SpotLight

SpotLight has support for V12 Vantage Roadster.

Service Check Sheets

The Service Check Sheets for V12 Vantage Roadster are available in Technical Hub.

Customer Vehicle Handover Checklist

The "AM Sports Car Customer Vehicle Handover Checklist" is available in Technical Hub.

Technical Support, ePDR and Warranty

Technical Support

If you need technical support for V12 Vantage Roadster, 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.

If you have any questions related to this document, please refer to the 'Contact Us' link on this webpage.

Thank you for your continued support.

Yours faithfully



Carl Bayliss

Head of Aftersales