



ASTON MARTIN

WARRANTY POLICY AND PROCEDURES MANUAL

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Introduction

This manual defines and explains the Warranty Policy and Procedures to be applied to Aston Martin products by Aston Martin Authorised Dealers.

Aston Martin warranty policies have been formulated to ensure that owners are able to have warranty repairs carried out with the minimum of inconvenience, and that Aston Martin Authorised Dealers are able to recover expenses incurred in accordance with procedures detailed in this manual.

Responsibility for the correct implementation of Aston Martin warranty policies is assigned to Aston Martin Authorised Dealers who must ensure all appropriate staff are fully aware of the requirements.

For ease of use, the manual is divided into individual sections by subject. From time to time the manual may be re-issued or updated by Aston Martin through established dealer communications. It is important that revised sections are downloaded or printed to keep the manual up-to-date.

Where it is considered that market legislation or other constraints render any part of these policies inappropriate to a specific country, full details must be forwarded to Aston Martin Warranty Operations.

Note: The term 'supervisor' throughout this manual is defined as an employee who, in general, does not carry out repairs. This could include workshop supervision or service management.

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A1 SUMMARY OF VEHICLE WARRANTY

All members of staff involved in any aspect of warranty should be familiar with the contents of the customer literature.

The period of warranty cover for each market is detailed in the Summary Of Worldwide Warranty Terms.

[See A5 Summary of worldwide warranty terms.](#)

[See B Guide to warranty terms and conditions.](#)

The period of cover commences on the day the vehicle is handed over to the first retail customer or their representative. Where a vehicle is purchased by an intermediary, the period of cover commences when the vehicle is handed over to that intermediary. In the case of dealer demonstrators the warranty starts on the day the vehicle is put into service.

All new vehicle registrations must be recorded promptly with Aston Martin in accordance with local market procedures.

A1.1 VEHICLE WARRANTY

Should any part of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by any Aston Martin dealer, regardless of any change of vehicle ownership during the period of cover. All parts fitted during warranty repairs are covered for the balance of the original warranty period.

In all repairs carried out by an Aston Martin dealer where a claim is submitted, genuine Aston Martin approved parts (new or remanufactured to approved quality standards) must be used and any displaced parts become the property of Aston Martin.

Note: Tyres are covered separately by the tyre manufacturer. The dealer should, however, assist the customer with any tyre claim.

What is the warranty period?

The Vehicle Warranty starts on the day the vehicle is delivered to the first retail customer or their representative. Where a vehicle is purchased by an intermediary, the period of cover commences when the vehicle is handed over to that intermediary. The warranty period applicable to each market is detailed in the Summary Of Worldwide Warranty Terms.

[See A5 Summary of worldwide warranty terms.](#)

Note: The warranty period for dealer demonstrator vehicles starts on the day the vehicle is put into service (not the day the vehicle is first sold retail).

Does this apply to accessories?

Any genuine Aston Martin accessories (excluding gift items) supplied and fitted by an Aston Martin dealer within one month or 1000 miles / 1500 km (whichever occurs first) of a new vehicle being put into service will benefit from the same warranty terms and duration as the Vehicle Warranty.

A1.2 WARRANTY APPLIED TO PAINT SURFACE

Should the paint surface of the vehicle body require attention due to a defect in material or applications then, subject to specified conditions of the Paint Surface Warranty, the necessary repairs will be performed completely free of charge by any authorised dealer, regardless of any change in vehicle ownership during the period of cover.

What is the warranty period?

The Paint Surface Warranty begins at the same time as the Vehicle Warranty.

[See A5 Summary of worldwide warranty terms.](#)

A1.3 CORROSION PROTECTION WARRANTY

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affected by the perforation will be repaired or replaced by an authorised dealer completely free of charge, regardless of any change in vehicle ownership.

Note¹: The term 'perforated' means a hole that penetrates through the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.

Note²: The term 'bodywork' does not include road wheels and attachments such as bright trim, bumpers, mouldings and hinges.

What is the warranty period?

The Corrosion Protection Warranty begins at the same time as the Vehicle Warranty.

[See A5 Summary of worldwide warranty terms.](#)

A1.4 WHO MAY PERFORM A WARRANTY REPAIR?

Only dealers who are appointed and receive full technical support from Aston Martin. Under the terms of Aston Martin warranties, these dealers may repair, replace or readjust, free of charge to the owner, any part or assembly proved to Aston Martin's satisfaction to show a defect in materials or workmanship within the applicable period.

A1.5 WEAR AND TEAR ITEMS

Items that are subject to wear and tear are generally divided into two categories, namely those specified for replacement or adjustment during scheduled maintenance and those that require replacement or adjustment dependent upon conditions of use.

Scheduled maintenance items

The items listed below are covered by the Vehicle Warranty up to the first point that replacement or adjustment is required during scheduled maintenance operations:

- Drive belts
- Spark plugs
- Oil filters, air filters, pollen filters and fuel filters
- Lubricants

Note: The period of warranty cover for any item may not exceed the time and distance limitations of the Vehicle Warranty.

Wear and tear items

The items listed below are recognised as either having a limited service life or are subject to wear or damage. However, these items are covered by the Vehicle Warranty for up to one year or first service, whichever occurs first:

- Wiper blades.
- All light bulbs (interior and exterior).

Note: Xenon headlamp bulbs and instrumentation illumination bulbs are covered by the full Vehicle Warranty.

- Wheel alignment / balancing.
- Adjustments, including but not limited to: headlamp and hinged panel adjustments, suspension tightening, steering geometry adjustments, emission/fuel system checks, lubrication and handbrake cable adjustments.
- Remote handset batteries.

Note: Brake linings, brake discs and any other friction related components are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of the Vehicle Warranty.

Consumable fluids

Replacement or 'top-up' of consumable fluids, e.g. oils, anti-freeze, brake fluid, windscreen wash solution and refrigerant, is only covered when they are used as part of a warranty repair.

A1.6 OWNER'S RESPONSIBILITY

The owner's literature describes the proper care and use of the vehicle. Proper maintenance and use guard against major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value received when the owner sells their vehicle.

Vehicle warranty

The owner should:

- Make sure that all of the required maintenance is performed and that the materials used meet Aston Martin's engineering specifications.

Note: Failure to perform maintenance promptly and in accordance with Aston Martin's specified service intervals will invalidate warranty coverage on the parts affected.

- Make sure the vehicle is presented to a dealer for any warranty repair as soon as practicable after a defect is detected. This will minimise the effect a defect has on the vehicle and the nature of the repair needed.

Note: Aston Martin dealers have technicians who are trained and equipped to perform required maintenance on the vehicle using genuine Aston Martin parts to keep it operating to optimum levels.

- Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always recorded in the vehicle documentation.

Paint surface and corrosion protection warranty

The owner should:

- Ensure that paint and bodywork is maintained by regular cleaning in accordance with Aston Martin's instructions
- Ensure that the vehicle is presented to a dealer for any warranty repair as soon as practicable after a defect is detected. This will minimise the effect a defect has on the vehicle and the nature of the repair needed.
- Where applicable, ensure the body panels are examined annually by a dealer and that this is recorded in the vehicle documentation. This examination is free of charge only when carried out at the time of a main service.

A1.7 WHAT IS NOT COVERED BY THE WARRANTIES?

Vehicle warranty

Aston Martin is not responsible for any repair or replacement that is required as a direct result of:

- Normal wear and tear.
- Failure to properly maintain the vehicle in accordance with Aston Martin maintenance schedules and service instructions.
- Failure to use Aston Martin specified parts or fluids during a warranty repair (or parts of equivalent quality during a retail repair). The failure in service of non-genuine parts or the use of a product not recommended by Aston Martin is not covered by the Aston Martin Vehicle Warranty. Additionally, any consequential damage caused by the installation of a non-genuine part or recommended product will not be covered by the Aston Martin Vehicle Warranties.
- Damage resulting from neglect, flooding, accident or improper use.
- Defects caused as a result of the vehicle being used in motorsport events or for any other purpose than normal, private or commercial use.
- Any modification of the vehicle or parts which is not authorised by Aston Martin, including any engine performance enhancement modifications.
- Refilling or topping-up with incorrect fuel, e.g. diesel used instead of petrol.
- Use of bio-ethanol alternative fuels in concentrations that exceed 5%.
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of an Aston Martin service requirement).
- Any vehicle that has had its vehicle identification number altered or removed, or on which the odometer reading has been unlawfully changed.
- Damage caused during maintenance.

Paint surface and corrosion protection warranty

Aston Martin is **not** responsible for any repair or replacement that is required as a direct result of the following:

- Failure to properly maintain paint and bodywork by regular cleaning in accordance with Aston Martin's instructions.
- Factors beyond Aston Martin's control, such as environmental hazards (including industrial fall-out, storm damage, acid rain, bird droppings) and damage (including stone chips, scratches and use of unsuitable cleaning agents).
- Accident repairs using materials or methods of repair that have not been approved by Aston Martin.
- Alterations of the vehicle from Aston Martin's original specification.
- Failure to rectify on a timely basis any paint or corrosion damage as recorded in the vehicle documentation by a dealer at the time of the annual inspection (where applicable).

Other exclusions

The Aston Martin Warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage the owner (or anyone else) may incur as a result of a defect covered by this Warranty.

A1.8 WARRANTY COVER WHEN TOURING

Aston Martin has a comprehensive service network in most parts of the world. Any authorised dealer can carry out repairs under the Aston Martin Warranty. Under normal circumstances, the customer should not be required to pay for any warranty work performed by a dealer.

When touring, it is the customer's responsibility to produce the warranty documentation and the relevant maintenance and service records issued with the vehicle (which establishes the right to warranty coverage). If they are unable to do so, the dealer should seek advice from Aston Martin. Under exceptional circumstances, the customer may be asked to pay for repairs that are in fact covered by Aston Martin's warranty. If so, they should retain the invoice and, where practical, any replaced parts so that upon returning home their local dealer can arrange for prompt reimbursement as appropriate.

A1.9 THE WARRANTIES AND CONSUMER LAW

The Aston Martin warranties are manufacturers' warranties that supplement and do not affect the customer's legal rights under the vehicle purchase agreement with their selling dealer or under applicable national legislation governing the sale of consumer goods.

A2 PARTS AND ACCESSORIES WARRANTY

In addition to the Vehicle Warranty, which covers parts supplied as original equipment when the vehicle was purchased, there is a separate Parts and Accessories Warranty for genuine Aston Martin parts and accessories purchased by the customer from an Aston Martin dealer.

Genuine Aston Martin parts and accessories have been specifically designed to help maintain vehicles to comply with Aston Martin's safety and reliability standards. We therefore recommend that only genuine Aston Martin parts and accessories for the vehicle are used.

A2.1 TERMS AND CONDITIONS

Should any genuine Aston Martin part or accessory require repair or replacement as a result of a material or manufacturing defect, the part or accessory will be repaired or replaced free of charge by an Aston Martin dealer. Labour charges will only be reimbursed if an authorised dealer carries out the repair or replacement.

What is the warranty period?

The warranty commences on the date of purchase of the part or accessory and is applicable for a period of 12 months or the stated service life of the part, whichever occurs first. All parts fitted during warranty repairs are covered for the balance of the original warranty period.

A2.2 ACCESSORIES FITTED TO A NEW VEHICLE

Any genuine Aston Martin accessories (excluding gift items) supplied and fitted by an Aston Martin dealer within one month or 1000 miles / 1500 km (whichever occurs first) of a new vehicle being put into service will benefit from the same warranty terms and duration as the Vehicle Warranty.

See [A1.1 Vehicle warranty](#).

See [A5 Summary of worldwide warranty terms](#).

A2.3 WHAT IS NOT COVERED?

Aston Martin is not responsible for any repair or replacement required as a direct result of any of the following:

- Normal wear and tear.
- The part or accessory has not been maintained in accordance with Aston Martin recommendations.
- The part or accessory has been damaged by neglect, accident, improper use or fitting or has been used for competitive purposes.
- The part or accessory has been altered from Aston Martin specifications or used for a purpose for which it was not designed or intended.
- The part or accessory covered by the Parts Warranty is damaged due to the failure of another part on the vehicle.
- The failure in service of non-genuine parts or the use of a product not recommended by Aston Martin is not covered by the Aston Martin Vehicle or Parts Warranty. Additionally, any consequential damage caused by the installation of a non-genuine part or recommended product will not be covered by the Aston Martin Vehicle or Parts Warranties.

A3 ADDITIONAL WARRANTIES

A3.1 EMISSIONS WARRANTY

In certain markets legislation requires that all vehicles are supplied with an emission warranty covering specified components.

A3.2 END OF WARRANTY CLAIMS

It may happen that a customer reports a warranty defect within the warranty period, which cannot be completed before the warranty period has expired. On these occasions, prior approval may be required from Aston Martin.

[See B Prior authority.](#)

A4 WARRANTY RESTRICTIONS

A4.1 MODIFIED OR CONVERTED VEHICLES

The customer literature states that Aston Martin is not responsible for any repair or replacement required as a direct result of unauthorised modifications of the vehicle or parts.

[See A1.7 What is not covered by the warranties?.](#)

[See A2.3 What is not covered?.](#)

Vehicle conversions approved by Aston Martin are considered to be part of the original specification. All other conversions must be considered unauthorised by Aston Martin and will therefore invalidate the vehicle warranty on the affected area(s).

In the case of 'stretch' conversions, warranty cover on the power train and associated electronics/wiring becomes immediately void.

A4.2 SPECIFIC RESTRICTIONS

Aston Martin's Vehicle Warranties (except Recalls) will be fully cancelled on any vehicle that has been written off by an insurance company.

It may be necessary for Aston Martin to restrict warranty cover in the following circumstances:

- Vehicles that have been the subject of body or paintwork repairs, other than warranty repairs.
- Where information has been provided that the vehicle has been stolen.
- Components affected by unapproved modifications, tuning or conversions.

Dealers are required to inform Aston Martin of any vehicles identified as being in the above categories, using appropriate procedures as directed by Aston Martin.

Prior to undertaking a warranty repair, dealers should check Online Dealer Warranty (ODW) to establish if the vehicle is subject to any warranty restrictions.

A5 SUMMARY OF WORLDWIDE WARRANTY TERMS

Warranty	DB7 / Vanquish		DB9 / V8	
	Time	Distance	Time	Distance
New Car Warranty	2	Unlimited	N/A	N/A
New Car Warranty (vehicles sold after 1st June 2004)	3	Unlimited	3	Unlimited
Corrosion	2	Unlimited	N/A	N/A
Corrosion (vehicles sold after 1st June 2004)	3	Unlimited	10	Unlimited

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B1 GENERAL ITEMS

This section is intended to be a quick reference guide to the vehicle warranty policy. Full details of the warranty terms can be found in Section A. [See A Warranty terms and conditions.](#)

All appropriate staff in the Service Department must be aware of the contents of this section. As a general rule, warranty repairs must always be undertaken in the most cost-effective way consistent with legal obligations and customer satisfaction.

Where a time and distance limitation is applied to a policy the limitation will apply to whichever criteria is reached first.

Detailed topics are listed below in alphabetical order:

ACCIDENT DAMAGE

All accident damage should be referred to the customer's insurance company, who will communicate directly with Aston Martin if appropriate. If it is alleged that a manufacturing defect has caused the accident full details must be advised immediately to Aston Martin.

[See A4 Warranty restrictions.](#)

ACCIDENT REPAIRS

Accident repairs completed by an Aston Martin dealer or an Aston Martin approved sub-contractor in accordance with Aston Martin recommended procedures using genuine Aston Martin parts will be covered by the normal Parts Warranty or the balance of the applicable warranty supplied with the vehicle, whichever is the greater.

ADJUSTMENTS

The Vehicle Warranty does not cover items that are subject to adjustment during normal service or maintenance operations (unless the work is required as a direct result of a manufacturing defect).

[See B Pre-delivery inspection.](#)

AIR CONDITIONING

One refrigerant top-up is reimbursable following specific customer complaint of air conditioning failure, up to and including the first scheduled service or 1 year, whichever occurs first.

Refrigerant and hydraulic compressor oils used during warranty repairs are claimable. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. Dealers permitted to use specialist suppliers must ensure that the amount of refrigerant shown on the subcontract invoice does not exceed maximum system capacities. Labour charged must not exceed Aston Martin's scheduled labour times and rates.

ALTERNATIVE FUELS

- LPG and CNG - Unless otherwise advised by Aston Martin, aftermarket conversion to liquid petroleum gas (LPG) or compressed natural gas (CNG) is not covered by the vehicle warranty. Claims against components affected by the conversion should be referred to the converter.
- Bio-ethanol – The use of this petrol additive in concentrations above 5% causes damage to unmodified vehicles. Aston Martin does not recommend or approve of such conversions. Therefore, petrol containing a blend of more than 5% Bio-ethanol must not be used. Damage caused as a result of using higher concentrations of Bio-ethanol is not covered by the vehicle warranty.

ALTERNATIVE TRANSPORT

Not included within the Warranty Terms and Conditions. There may be coverage under a local market roadside assistance package. In exceptional circumstances, locally advised Aston Martin procedures should be followed or, if necessary, contact should be made with Aston Martin.

AUDIO/COMMUNICATION/NAVIGATION

At PDI new units must be fitted where appropriate diagnosis and testing has taken place. During the remaining part of the warranty period an exchange unit must be used where available. Tape head cleaning and removal of foreign objects resulting from owner neglect or poor maintenance are not claimable.

BATTERIES

Recharging or replacement is claimable if found necessary within 72 hours of vehicle delivery by Aston Martin. Thereafter, battery care during vehicle storage becomes the responsibility of the dealer. In all cases, the battery should be checked using an Aston Martin approved battery tester and appropriate action taken (see Vehicle Storage and Battery Care Procedures). Time to perform the battery check is not reimbursable.

After the vehicle has been put into use, recharging or replacement costs for battery failures will only be accepted if the cause is due to a manufacturing defect. Acceptance is subject to supplied data and normal warranty material returns procedures if applicable.

BRAKE LININGS

Claims are only acceptable for manufacturing or material defects, not for normal wear and tear.

BULBS

Although recognised as being wear and tear items, bulbs are claimable up to and including the first scheduled service or 1 year on the assumption that the failure resulted from a material or manufacturing defect.

Note: Xenon bulbs and instrumentation illumination bulbs are covered by the full Vehicle Warranty.

CANNIBALISATION

[See B Donor parts.](#)

CLUTCHES (MANUAL)

Clutches (manual transmission) are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of the warranty.

COMMUNICATION

At PDI new units must be fitted where appropriate diagnosis and testing has taken place. During the remaining part of the warranty period an exchange unit must be used where available.

CONSUMABLES

Workshop consumable items such as cleaning materials etc. are not claimable under warranty; such items are a workshop overhead.

DAMPERS

Dampers that have covered under 12,000 miles (20,000 km) and are less than 1 year old must be replaced as a single item.

DELIVERY DAMAGE

Dealers are responsible for ensuring that vehicles accepted from the delivery agent are in good condition. Damage such as inward dents, scratches etc. are not covered under warranty and must be recorded on the delivery note and referred to the delivery agent for payment.

[See C1 Receiving new vehicles.](#)

DIAGNOSIS/INVESTIGATION TIME

Appropriate diagnosis is included in the scheduled time. However, reasonable additional diagnosis time may be claimed in exceptional circumstances provided that:

- The excess time has been used in a logical sequence of checks or measurements.
- The time used is evidenced and there is a record of the work performed including the retention of readings or measurements where appropriate on the repair order. Diagnostic equipment reports (where applicable) must be retained with the repair order.
- The excess time has not occurred due to a lack of technical skills, failure to use available technical information or lack of appropriate equipment.
- If the root cause of the concern has not been identified within 2 hours then Dealer Technical Support must be contacted before proceeding with further diagnosis.

Note: Repairs undertaken as a consequence of incorrect diagnosis or no fault found are the responsibility of the dealer.

[See F Service department processes and controls.](#)

DIAGNOSTIC TROUBLE CODES (DTC)

Any fault code displayed by the diagnostic system during the diagnosis routine must be printed and attached to the repair order.

DONOR PARTS

The practice of using components removed from other vehicles whether it is due to non-availability of parts, diagnosis by substitution or for any other reason is not recommended and may only be used under exceptional circumstances following consultation with Aston Martin. Prior authority is required if the component removed from the donor vehicle is to remain on the vehicle being repaired.

[See B Prior authority.](#)

DRIVE BELTS

[See B Scheduled maintenance items.](#)

EXCHANGE PARTS (EXCLUDING AUDIO/COMMUNICATION/NAVIGATION)

Only new parts may be used for repairs at PDI or during the first 3 months or 3000 miles/5000 kilometres (whichever occurs first). Thereafter exchange parts must be used where available under Aston Martin's exchange plan.

FIRE DAMAGE

The customer must be referred to their insurance company, who will communicate directly with Aston Martin if appropriate. If it is alleged that the fire was caused by a manufacturing defect, the known factual details of the incident must also immediately be advised to Aston Martin.

GLASS

Glass crack/shatter noted at the time of delivery is subject to the delivery damage procedure. Cracked windscreens may be replaced throughout the warranty period, provided there is no visible evidence of impact damage and/or damage has not occurred as a result of a separate vehicle repair. Glass or screens damaged during a repair must not be made the subject of a warranty claim, but must be covered by the repairer. Failure of heated glass elements is acceptable as a warranty item provided the cause of the failure is the direct result of a manufacturing defect.

[See C1 Receiving new vehicles.](#)

INSURANCE TOTAL LOSS

Aston Martin's Vehicle Warranties (except Recalls) will be fully cancelled on any vehicle that has been subject to a total loss by an insurance company. Dealers should forward details of identified vehicles to Aston Martin.

LUBRICANTS, FLUIDS AND SEALERS

Costs of lubricating oils, brake/clutch fluids and anti-freeze used during warranty repairs are claimable. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. If not purchased under part number from Aston Martin, the cost of these materials must be claimed at the dealer's net cost price.

Lubricant and fluid top-ups can only be claimed at pre-delivery inspection. [See D2 Recording pre-delivery faults.](#)

Note: Where not prescribed, synthetic oil will only be reimbursed in a warranty repair where synthetic oil was drained from the vehicle.

The lubrication of any part of the vehicle is normally considered a service maintenance operation and is chargeable to the customer.

MODIFIED OR TUNED VEHICLES

Aston Martin is not responsible for any repair or replacement required as a direct result of unauthorised modifications of the vehicle or parts.

Dealers are required to inform Aston Martin of any vehicles identified as being modified or tuned.

[See A4 Warranty restrictions.](#)

NAVIGATION

At PDI new units must be fitted where appropriate diagnosis and testing has taken place. During the remaining part of the warranty period an exchange unit must be used where available.

PARTS (NON-GENUINE)

Only genuine Aston Martin parts and recommended products must be used for warranty repairs. If a warranty repair cannot be completed because Aston Martin is unable to supply items required within a reasonable time, this must be discussed with Aston Martin.

[See B Prior authority.](#)

PARTS DISCREPANCY

Parts received that have been packaged incorrectly, are incomplete or damaged should be returned to the parts department and not made the subject of a warranty claim.

Note: If it was not possible to identify any of the above problems until an attempt was made to fit the part to the vehicle, a Parts Warranty claim may be made for the labour and parts involved using the appropriate special coding. Should Aston Martin request the return of the part, the return documentation must clearly identify the reason for replacement.

PRE-DELIVERY INSPECTION

Claim instructions for work completed at the PDI are detailed in section D. Copies of the signed and completed PDI sheets must be available for inspection by Aston Martin.

Adjustments completed as part of the pre-delivery process are not reimbursable under warranty where the item involved is already included in the standard pre-delivery inspection time allowance. However, where topping-up of fluids is required, a warranty claim may be made for the fluids used.

See [D Pre-delivery and vehicle handover](#).

PRIOR AUTHORITY

Prior authority must be sought from Aston Martin before undertaking certain repairs. Failure to obtain prior authority will lead to rejection of the warranty claim. When prior authority is issued by Aston Martin to the dealer this will be valid for 60 days. Once the 60 days has expired then prior authority must be re-obtained.

All dealers require prior authority on the following:

- Repairs to new models as advised.
- Where specified in technical documentation.
- Replacement of major units:
 - Engines.
 - Transmission units.
 - Differentials / Axle assemblies.
 - Engine and Transmission PCMs.
 - Instrument Cluster – Driver Information Module (DIM).
 - Convertible soft-top hoods.
 - Veneer Sets – Whole Vehicle.
 - Road Wheels.
 - Seat Frames.
 - Manual Clutch.
 - Power Amplifiers (ICE).
- Paint surface warranty repairs.
- Corrosion Protection Warranty repairs.
- Goodwill/Post Warranty claims. See [K Goodwill](#).
- Consequential expense claims.
- Tyres.
- Use of parts removed from a donor vehicle.
- Use of non-genuine Aston Martin parts.
- Shortages and Incorrect Specification. See [C1.1 Shortages and incorrect specification](#).
- Replacement of assemblies where parts are not available to complete a cost effective repair. See [B Repair or replace assemblies](#).
- Non-franchised repairs.
- Claims for diagnosis only.

- Car hire.
- Towing/Recovery.
- Delayed submission repairs.
- Road tests.

There are occasions where prior authority is required for repairs not mentioned above. This will be notified in a separate communication.

RECOVERY/TOWING CHARGES

Not included within the Warranty Terms and Conditions. There may be coverage under a local market roadside assistance package. In exceptional circumstances, locally advised Aston Martin procedures should be followed or, if necessary, contact should be made with Aston Martin.

REMOTE HANDSET BATTERIES

Although recognised as being wear and tear items, remote handset batteries are claimable for up to one year / first service.

REPAIR OR REPLACE ASSEMBLIES

It is important that warranty repairs are undertaken in the most cost effective manner. Unless specifically advised, replacing assemblies, rather than repairing them, is only claimable if parts needed for a repair are not available from Aston Martin or from other Aston Martin dealers.

Note: Prior authority may be required.

REPEAT REPAIRS

Repeat repairs by the same dealer caused by faulty workmanship, poor diagnosis or incorrect repair techniques are the repairer's responsibility and must not be claimed under warranty.

ROAD TESTING

Road testing is not claimable unless specifically authorised.

SCHEDULED MAINTENANCE ITEMS

Parts that will be replaced as part of the normal service schedule are covered for manufacturing defects.

The period of cover will apply up to the part's first scheduled service change point and not exceed the time and mileage limitation of the vehicle warranty. Items covered under this are:

- Spark plugs
- Oil filters, air filters, pollen filters and fuel filters

- Drive belts
- Lubricants

Only genuine Aston Martin parts will benefit from the full Aston Martin parts warranty.

SHORTAGES AND INCORRECT SPECIFICATION (NEW VEHICLES)

See [C1.1 Shortages and incorrect specification](#).

STONE CHIPS/PAINT DAMAGE

Damage to paintwork caused by the impact of stones or any other object is regarded as wear and tear. Rectification of this damage is not claimable under any of the vehicle warranties.

SUBCONTRACT REPAIRS

It is in the interests of the dealer to retain all repair work and only sub-contract to a specialist where absolutely necessary. However, it is recognised that the use of specialist sub-contractors may occasionally be required to complete certain repairs effectively. Where sub-contracted repairs are necessary, the following must be noted:

- Sub-contractor repair costs claimed must not exceed the amount that would have been incurred had the dealer conducted the repair in their own workshops.
- Claims for sub-contract repairs may not exceed the repairer's net invoice value.
- Genuine Aston Martin parts must be supplied where available.
- All claims must be supported by copies of invoices, relevant documents and where applicable, completed paint silhouettes/reports, which must be attached to the repair order.

See [L3 Subcontract body and paint repairs](#).

See [G1.4 Subcontract repairs](#).

SURCHARGES

Where applicable, surcharges on reconditioned units etc. should be recovered via the dealer's parts department and are not refundable through the warranty system.

TRACKING AND WHEEL ALIGNMENT

Where adjustment is necessary, it is claimable once up to and including the first scheduled service or 1 year, provided there is no evidence of damage, e.g. kerb impacts.

Note: The customer literature states that adjustments during normal service or maintenance are not covered. However, this guideline should be followed in the interests of customer satisfaction.

TYRES

Aston Martin passes on to the owner the original tyre manufacturer's warranty. The dealer must resolve any problems on behalf of the customer with the tyre manufacturer's agent.

TYRE WEAR

Excessive wear that is inconsistent with normal use may be acceptable under warranty only if it has been caused by a manufacturing defect elsewhere on the vehicle.

See [B Prior authority](#).

WHEEL ALIGNMENT

See [B Tracking and wheel alignment](#).

WHEEL BALANCING

Where balancing is necessary, it is claimable once up to and including the first scheduled service or 1 year, provided there is no evidence of damage, e.g. kerb impacts.

Note: The customer literature states that adjustments during normal service or maintenance are not covered. However, this guideline should be followed in the interests of customer satisfaction.

WIPER BLADES

Although recognised as being wear and tear items, wiper blades are claimable up to and including the first scheduled service or 1 year, on the assumption that the failure resulted from a material or manufacturing defect.

B2 VEHICLES PURCHASED IN OR TRANSFERRED TO OTHER MARKETS

VEHICLES PURCHASED IN OTHER MARKETS

Owners of vehicles purchased in other markets are entitled to the Vehicle Warranty cover originally provided with the vehicle, and this must be supported by any Aston Martin dealer worldwide.

It is the owner's responsibility to prove entitlement to warranty by producing the relevant customer literature issued with the vehicle. Assistance must be provided following usual warranty procedures and under normal circumstances no charge should be made to the customer for warranty work undertaken. If necessary, authority should be requested from Aston Martin.

No responsibility will be accepted by Aston Martin for the following:

- The vehicle, as manufactured, does not meet the operational specification of a market for which it was not specified, including any legal requirements or penalties imposed by Government or other authority.
- The effects of any vehicle modifications undertaken to comply with legal or local requirements of a market for which it was not specified, unless authorised by Aston Martin.

Note: Where applicable, Aston Martin dealers may, at the customer's expense, carry out authorised modifications to meet legal or operational requirements of a market.

VEHICLES TRANSFERRED TO OTHER MARKETS

On those occasions where a dealer sells a new or used vehicle to a dealer or customer in another market, it is the responsibility of the selling dealer to inform Aston Martin of the full name and address of the customer in order to transfer the responsibility of the vehicle over to another market / dealer.

C Receiving and storing new vehicles

C1 Receiving new vehicles

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C1.2 Vehicle transfers..... 38

C2 Storing new vehicles

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C1 RECEIVING NEW VEHICLES

All vehicles must be examined upon initial delivery to confirm that they are free from damage. Delivery damage is not the responsibility of Aston Martin and must not be made the subject of a warranty claim.

Vehicles should then be checked as soon as possible to ensure there are no shortages and that the specification matches the order. If there are any parts missing, or incorrect specification is identified, claims must be submitted within a specified period of receiving the vehicle, using the procedure detailed below.

See [C1.1 Shortages and incorrect specification](#).

Note: Only damage identified and recorded on the delivery documentation at the factory despatch area may be made the subject of a warranty claim.

C1.1 SHORTAGES AND INCORRECT SPECIFICATION

Shortages and Incorrect specification are defined as follows:

- Shortages – parts or factory ordered options missing on receipt of a vehicle.
- Incorrect Specification – when a vehicle does not match the specification as ordered from, or invoiced by Aston Martin.

Claim procedure

The following guidelines must be adhered to:

- All concerns must be rectified within 2 months of the vehicle retail delivery.
- Claims must be submitted on ODW using Customer Concern Code A99.
- Dealers must ensure that there is no delay between identifying a shortage or incorrect specification and entering it in to ODW.
- Prior Authority must be obtained from Aston Martin. See [B Prior authority](#).

Note: It is the retailing dealer's responsibility to ensure that the delivered vehicle matches the agreed customer order. Only one claim per vehicle will be accepted. Therefore, it is essential that the submitted claim contains all the parts and labour operations required to rectify the vehicle. Any subsequent complaint for a shortage or incomplete specification is the responsibility of the dealer to rectify.

Parts supply

All parts required to rectify Shortages or Incorrect Specification must be either taken from dealer stock or obtained from Aston Martin Parts using normal ordering procedures.

C1.2 VEHICLE TRANSFERS

Claims must not be made against Aston Martin following secondary deliveries, dealer transfers, inter-market transfers or repurchases undertaken between third parties. Any claims or disputes arising after such actions must be resolved entirely between the parties involved.

C2 STORING NEW VEHICLES

Proper storage procedures must be observed, including periodic maintenance, as detailed in the New Vehicle Storage Procedures.

Claims arising from deterioration caused by improper storage, maintenance or handling is not Aston Martin's responsibility.

Aston Martin will not accept claims on any component that has been subject to deterioration during storage.

C2.1 BATTERY CARE

Battery failure is the most frequent reason for vehicle breakdown and requirement for roadside repair services. Caring for batteries while vehicles are in storage will minimise the risk of failure during early service life. Battery condition must be checked on initial receipt and it must be ensured that standing loads do not slowly discharge the battery to an irrecoverable state.

Recharging or replacement is claimable if found necessary within 72 hours of vehicle delivery by Aston Martin. Thereafter, battery care during vehicle storage becomes the responsibility of the dealer. In all cases, the battery should be checked using an Aston Martin approved battery tester and appropriate action taken. Time to perform the battery check is not reimbursable.

After the vehicle has been put into use, recharging or replacement costs for battery failures will only be accepted if the cause is due to a manufacturing defect. Acceptance is subject to supplied data and normal warranty material returns procedures if applicable.

Refer to Vehicle Storage and Battery Care Procedures for full details.

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D1 PREPARATION OF THE NEW VEHICLE

The introduction of the customer to their new vehicle is an important moment and may significantly influence the future relationship between your dealership and the customer.

The dealer must ensure that the new vehicle is prepared in accordance with the instructions set out in the relevant Pre-Delivery and (or) Vehicle Handover guidelines.

All faults that are found during the pre-delivery inspection must be rectified prior to presenting the new vehicle to the customer.

D2 RECORDING PRE-DELIVERY FAULTS

All faults that are found on the new vehicle during the course of the pre-delivery inspection must be recorded on the repair order / pre-delivery check sheet.

A copy of the completed pre-delivery check sheet must be attached to the repair order.

If the dealer chooses to raise a separate repair order then it must be cross-referenced to the pre-delivery inspection repair order.

D2.1 AUTHORISATION OF WARRANTY REPAIRS AT PRE-DELIVERY

Workshop supervision must inspect and confirm that there is a fault before any work is undertaken.

To authorise the work to be carried out as a warranty repair, refer to the requirements in Section F.

[See F3.6 Inspect and verify add-on repairs.](#)

[See F4.2 Report the need for additional work.](#)

To prevent further repairs being added, the repair order should then be ruled off after the last repair.

All warranty controls detailed in Section F with regard to the issue and control of the repair order and the conduct of the repair itself apply equally to pre-delivery repairs. For body and paint repairs, staff must also refer to Section L for guidance.

[See F Service department processes and controls.](#)

[See L Paint surface and corrosion protection warranty.](#)

D2.2 PARTS USED FOR WARRANTY REPAIRS AT PRE-DELIVERY

Only new genuine Aston Martin parts are to be used on any repair during the pre-delivery process.

D3 NEW VEHICLE PRESENTATION

The dealer should complete the customer literature that accompanies the new vehicle with the following information:

- Customer name and address
- Vehicle identification number
- Warranty start date
- Dealer stamp

It is important that care is taken to ensure that the details are entered accurately and in full. This information will enable the customer to prove entitlement to warranty if the vehicle should visit another dealership.

When presenting the new vehicle to the customer, it is essential that, in addition to explaining the features and controls of the vehicle, the opportunity is taken to fully explain the warranty benefits and conditions. In particular, the following points should be covered:

- Identify to the customer a point of contact for service or warranty assistance.
- Ensure the customer fully understands what is covered by the warranty terms and conditions.
- Ensure that the customer is aware of the vehicle maintenance requirements.

D3.1 NEW VEHICLE REGISTRATIONS

All new vehicle registrations must be recorded promptly with Aston Martin using the New Car and Warranty Acceptance system.

Where Aston Martin communicates directly with the customer, that communication will rely on the customer details supplied by the dealer. As first impressions are always important and safety issues may be involved, it is imperative that the dealer makes all efforts to ensure that the details are correct where communicated to Aston Martin.

If it is known that a customer will take the vehicle permanently to another country, it is emphasised that the following actions are still required:

- Fully complete the customer literature.
- Enter the retail delivery date to the system.
- In addition, dealers must inform the Warranty Department in the receiving market of the full customer name and address and vehicle details.

E General Authorised Dealer responsibilities

E1 General responsibilities

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E3 Warranty counselling process

E4 Warranty audit

E1 GENERAL RESPONSIBILITIES

E1.1 OBLIGATIONS OF ALL AUTHORISED DEALERS

Dealers are required to provide a prompt, efficient and cost-effective service for warranty repairs and to ensure the integrity of all claims submitted to Aston Martin. In fulfilling these requirements, dealers must comply with the following:

Undertaking of warranty repairs

Carry out repairs under the terms of the Vehicle Warranty, Paint Surface Warranty, Corrosion Protection Warranty and the Parts and Accessories Warranty without cost to the owner, regardless of where the vehicle or genuine Aston Martin part was purchased.

[See B Vehicles purchased in other markets.](#)

Quality of personnel

Employ suitably trained and motivated personnel who are capable of correctly carrying out all technical, supervisory and administrative aspects of warranty work.

Where technician competence levels are prescribed, warranty repairs must be performed by technicians who have the appropriate competence according to the level stated.

Quality of service

Apply customer handling and Aston Martin repair processes that ensure service to a consistently high standard.

Quality of repair

- Maintain an inventory of tools and equipment as specified or recommended by Aston Martin for the completion of a quality repair.
- Ensure only genuine Aston Martin parts are used in warranty repairs.
- Dealers are responsible for the quality of their workmanship.

Provision of body and paint repairs

Make available an Aston Martin approved vehicle body repair and paint service to the high standards detailed in Section L. Dealers who do not have their own body and paint repair facility must make alternative arrangements for rectification work to be carried out to Aston Martin standards.

[See L Paint surface and corrosion protection warranty.](#)

Workshop procedures

Comply with the procedures detailed throughout this manual.

Claim submission

Submit claims for reimbursement promptly and accurately in line with current procedures.

[See G Warranty administration.](#)

E1.2 WARRANTY AND TECHNICAL TRAINING

Regular training must be undertaken and recorded to maintain the required standards of technical and administrative competence.

Training should take into consideration aspects such as cover for key staff, new staff induction and familiarisation, on-going training development and training plans for successors.

Regular warranty training courses and support are available. For further information, contact should be made with Aston Martin.

E1.3 WARRANTY RELATED PUBLICATIONS

Ensure all relevant staff have access to and fully understand the following Aston Martin current publications:

1. Warranty Policy and Procedures Manuals, with amendments as issued.
2. Published standard repair times.
3. Published technical literature.
4. Field Actions.
5. Parts Retail Price list.
6. Any other warranty related communications.

E1.4 AUDITABLE WARRANTY DOCUMENTATION

Dealers must retain all records that substantiate warranty claims. In order to support warranty audit requirements, records must be retained for at least two years after payment of the claim.

Required records include:

1. Pre-delivery, scheduled service and used vehicle check sheets.
2. Repair orders relating to warranty claims together with any customer written notes and diagnostic forms/printouts.
3. Retail and internal repair orders relating to subsequent warranty repairs.
4. Detailed accounting records of paid claims.
5. Technician time sheet/attendance records, as used for payroll preparation. This includes records relating to staff who may have left the company during the relevant period.
6. Records of parts issued to the workshop.
7. Invoices and purchase orders for sub-contracted repairs or services, including hire vehicles, together with records of payments and details of discounts obtained.
8. Retail repair and parts sales invoices supporting all warranty claims.
9. Completed Vehicle Silhouette for Paint Surface and Corrosion Protection Warranty repairs.
10. Evidence of any claim approval given by an Aston Martin representative.
11. New vehicle delivery documentation.
12. Evidence of vehicle warranty start date.
13. Parts purchase invoices, where specifically linked to claims.

14. Service appointment register.
15. Documentation relating to any extended warranties sold.

The above records may be stored in hard copy or electronic form (and backed up in accordance with a disaster recovery process). They must be legible and easily retrievable.

In the case of electronically stored data, dealers are responsible for ensuring that their system provides a secure audit trail identifying any amendments made during the course of a repair or after the completion of a repair, e.g. add-on work. Such amendments can only be made by supervisory staff under password control. Printouts must be available on request.

E2 DEALER SELF-AUDIT

It is in the best interests of all dealers that warranty operations are managed in an efficient and effective manner. This will not only ensure that the claim process operates smoothly, it is also a key factor in achieving quality objectives which in turn contribute to increased levels of customer satisfaction.

An important element of monitoring and controlling the standard of warranty administration is the regular and disciplined use of self-auditing. It is a proven management tool and provides an internal performance monitor.

The key points are as follows:

- Action Plans should be defined and implemented.
- Senior management should review the findings.
- Self-Audits are recommended at least every three months.
- It is recommended that copies of the completed forms should be retained for a minimum of two years.

The procedure contained in the Dealer Self-Audit Pack covers the core items that should be checked, but there is no reason why the list should not be extended to include other subjects that are of particular interest or concern to individual dealers - a blank check sheet is included for this purpose.

[See E2.1 Dealer self-audit pack.](#)

E2.1 DEALER SELF-AUDIT PACK

Warranty self-audit completion guide

The following guide will assist Dealers to successfully complete warranty self-audits.

To ensure that this process operates correctly, it is vital that self-auditing is carried out by a responsible person who is not placed in a conflict of interest by performing this task. It is recommended that a self-audit should be carried out at least every three months. The General Manager or Dealer Principal should review the results of the self-audit with service management and ensure that action plans are not only agreed, but acted upon to rectify any concerns. Should self-audit reveal irregular claims, underpayments or overpayments by Aston Martin, the Dealer should promptly notify Aston Martin Warranty Operations.

Method

Select a representative sample of paid claims (not less than twenty claim lines). The Warranty Administrator will supply the claim supporting documents, including repair orders, warranty credit notes and any other relevant documentation.

Using the Claims Logging Sheet, each claim in the sample should be carefully and objectively checked against the categories listed. A tick or a cross should be entered in the relevant column as appropriate. A tick should also be entered to indicate that particular errors have been investigated. A Comments section is provided to record details of corrective actions that have been agreed with the Service Manager for implementation. [See E2.1 Claims logging sheet](#). Any issues that have not been resolved should be noted and made the subject of further discussions so that Action Plans can be developed. [See E2.1 Review](#).

The self-audit sheet does not provide an exhaustive list of categories to be checked. A blank self-audit sheet is included, on which additional categories can be added to suit individual Dealer requirements. Any comments relating to additional categories should be recorded in the Comments section. [See E2.1 Blank claims logging sheet](#).

When all claims in the sample have been assessed, the total number of crosses should be entered in the box at the right hand side of the sheet so that the average number of errors (if any) per claim can be calculated. The resulting figure will provide a useful measure of the overall quality of all operations related to the administration of warranty.

The self-audit should include the examination of two or more vehicles on which warranty repairs have been completed and are awaiting return to customers. The Vehicle Inspection sheet provides guidance on completing the examinations. [See E2.1 Vehicle inspection](#). A form is provided to record the findings. [See E2.1 Vehicle inspection record](#).

Finally, a review of the self-audit should be carried out. [See E2.1 Review](#). This will involve completing the Warranty Self Audit - Summary & Action Plans sheet, which records the overall findings of the self-audit and also summarises the Action Plans that have been agreed to address any outstanding issues. [See E2.1 Summary and action plans](#).

The following notes provide guidance on how each of the listed categories should be assessed. The relevant Warranty Manual section number is also included for reference:

1. Are vehicle and customer details correctly entered on the repair order?

Ensure that all customer and vehicle details are correctly recorded to enable prompt processing of warranty claim.

[See F2.1 Defining the customer concern](#).

[See F2.5 Details required for repair order](#).

2. Are all claim supporting documents (including repair order) available?

Documents necessary to support the claim are the repair order with attached parts issue documentation, diagnostic print out sheets (where applicable), copies of any sub-contractor orders and invoices. If a paint repair is involved, a completed Vehicle Silhouette should also be attached to the repair order.

[See F2.1 Defining the customer concern](#).

[See F4.3 Record test results and other specification readings](#).

[See F5.1 Record on repair order details of all materials issued](#).

See E1.4 Auditable warranty documentation.

3. Additional work verified and authorised per item?

Are there any repairs that are additional to the owner's complaints (or to the standard PDI sheet if applicable)? If so, make sure that any such additional work has been verified and authorised on the source repair order by technical supervision prior to the commencement of the repairs.

See D2.1 Authorisation of warranty repairs at pre-delivery.

See F2.6 Additional customer instructions.

See F3.6 Inspect and verify add-on repairs.

See F4.2 Report the need for additional work.

4. Is the repair the manufacturer's responsibility?

Repairs may not be the responsibility of the manufacturer. Check that repeat repairs and the rectification of faulty workmanship have not been made the subject of a warranty claim. Remember warranty responsibility can only be as a result of a manufacturing defect.

See F2.3 Check for potential repeat customer concerns/repairs.

5. Technician diagnosis and rectification details recorded?

Has the repairing technician recorded full diagnosis and rectification details on the repair order in a manner that supports the time being claimed? Have pre and post repair measurements been recorded, and are diagnostic equipment print-outs attached (where applicable)?

See F3.1 Conduct/arrange any necessary primary diagnosis.

See F4.1 Conduct any appropriate secondary diagnosis.

See F4.3 Record test results and other specification readings.

6. Is any non-standard time claimed fully supported?

This item links into the previous item. The time claimed must be based on the workshop supervisor's repair instructions, the technician's description of the repair and the recorded (on/off) elapsed time. Did the technician have appropriate skills, tools and equipment to complete the work? Also check that the non-standard time claimed excludes any non-recoverable time such as road testing, waiting for parts or technician meal breaks etc.

See F3.4 Non-standard operations.

See F6.3 Review non-standard time.

7. Was repair done in accordance with Workshop Manuals/TSBs?

Was the completed repair carried out in accordance with Aston Martin's published repair procedures and any relevant Technical Bulletins? An indication of a short cut method of repair could be the time recorded on the supporting repair order. For example, if an SRO time is published at 4.50 hrs and the technician claims he has done the work in 1.10 hrs, this could bring into question the repair method used.

See F4.1 Conduct any appropriate secondary diagnosis.

8. Are SROs correct for the repair carried out?

Are the Standard Repair Operation numbers and the time claimed correct for the repair carried out? Ensure the time claimed agrees with current SRO publications and that the appropriate SROs have been selected.

See [G2 Allocation of labour times](#).

9. Have repairs been prior authorised where required?

Is the repair subject to Prior Authority? If so, was this obtained before the repair was carried out?

See [B Prior authority](#).

10. Is the Part claimed correct for the repair undertaken?

Check for clerical errors, i.e. wrong part numbers can result in incorrect payments.

See [F5.1 Record on repair order details of all materials issued](#).

11. Allowance made for repair overlap?

Do any of the repairs include overlapping work? If so, has an allowance been made for this? If two or more repairs are carried out at the same time and the work content of the SROs overlap, only the SRO with the greatest time should be claimed. The remaining time must be claimed by either using published combination times or non-standard time.

See [G2.1 Standard repair operation numbers](#).

See [G2.2 Non-standard operations](#).

12. Is claim date of repair correct?

The date of repair on the claim should match the date on which the repair was completed and should correspond to the technician's last time recording.

See [F6.1 Ensure the repair is clocked off](#).

13. Are repairs orders cross-referenced where required?

Repair orders must be cross-referenced to any other current and, where applicable, relevant previous repair orders. This should ensure that repeat repairs are identified and that a drive in/drive out allowance is only claimed where permissible.

See [G2.3 Drive in/drive out](#).

See [F2.3 Check for potential repeat customer concerns/repairs](#).

14. Owner, or owner representative's, signature obtained?

Obtaining the owner or owner representative's signature (or written instructions) is an important requirement. If this is not present on the repair order has a note been made explaining why this was not obtained?

See [F2.1 Defining the customer concern](#).

15. Technician On/Off times recorded and cross-referenced?

Are the technician's clocked "on/off" repair times recorded on the repair order? Have any hand-written times been verified, authorised and signed off by supervision?

See [F3.5 Ensure the repair time is accurately recorded](#).

See [F6.1 Ensure the repair is clocked off](#).

16. Displaced warranty parts stored and labelled?

Have all parts replaced during the course of a warranty repair been stored in a secure area. Can they be easily located? Has a label identifying the part number, job number and reason for replacement been securely attached to the part?

See F4.5 Displaced parts.

See H1.1 Displaced parts storage.

17. All Recall and Service Actions carried out?

Ensure that when the vehicle was in the workshop the opportunity was taken to complete all applicable Recall and Service Action Notifications.

See F2.4 Check for outstanding field actions.

See F3.6 Inspect and verify add-on repairs.

See J1.1 Dealer responsibilities.

18. Has the claim been submitted within the Aston Martin claim submission time limits?

See G3.1 Claim submission.

19. Correct?

Enter the total number of correct actions that have been indicated by a tick.

20. Incorrect?

Enter the total number of incorrect actions that have been indicated by a cross.

21. Errors Investigated?

Tick when all errors against each claim have been investigated. Where necessary make notes under Comments on the Claims Logging Sheet provided detailing the results of investigations and the corrective actions taken.

See E2.1 Blank claims logging sheet.

Claims logging sheet

WARRANTY SELF-AUDIT - Claims Logging Sheet

Notes on how to use this form:

Add a tick where the requirement has been met. Add a cross where the requirement has not been met. Where there is no requirement to be met, add the letter 'N'. Should a cross be present, fully discuss the reason with the Service Manager and record details of actions taken on the Comments Sheet.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	Claim Number																			
For the period of:																				
C.I Code or Dealer Number:																				
1	Vehicle & customer details correctly entered on the repair order?																			
2	Are all claim supporting documents (including repair order) available?																			
3	Additional work verified and authorised per item?																			
4	Is repair manufacturer's responsibility?																			
5	Technician diagnosis and rectification details recorded?																			
6	Is any non-standard time claimed fully supported?																			
7	Was repair done in accordance with Workshop Manuals/TSBs?																			
8	Are SROs used correct for repair carried out?																			
9	Have repairs been prior authorised where required?																			
10	Is the part claimed correct for the repair undertaken?																			
11	Allowance made for any repair overlap?																			
12	Is claim date of repair correct?																			
13	Are repair orders cross-referenced where required?																			
14	Owner, or owner's representative, signature obtained?																			
15	Technician's On/Off times recorded & cross referenced?																			
16	Displaced warranty parts stored and labelled?																			
17	All Recall and Field Service Actions carried out?																			
18	Claim submitted within submission time limits?																			
19	Total Correct? (tick per claim)																			
20	Total Incorrect? (crosses per claim)																			
21	Errors Investigated?																			
																			Total crosses =	

Comments, including details of any remedial action taken should be recorded on the Comments Sheet.
 Note: This form is subject to Aston Martin audit.

Name:

Signature:

Date:

Retain a copy for audit purposes.



Comments sheet

COMMENTS

For the period of: _____

Date: _____

Retain a copy for audit purposes.

E89277

Blank claims logging sheet

WARRANTY SELF-AUDIT - Claims Logging Sheet

E89278

Notes on how to use this form:
 Add a tick where the requirement has been met. Add a cross where the requirement has not been met. Where there is no requirement to be met, add the letter 'N'.
 Should a cross be present, fully discuss the reason with the Service Manager and record details of actions taken on the Comments Sheet.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20		
Claim Number																						
1																						
2																						
3																						
4																						
5																						
6																						
7																						
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13																						
14																						
15																						
16																						
17																						
18																						
19																						
20																						
21																						
Average Errors Per Claim (Total No. Crosses / Total No. Claim) =																						
Total crosses =																						

Comments, including details of any remedial action taken should be recorded on the Comments Sheet.
 Note: This form is subject to Aston Martin audit.

Name: _____ **Signature:** _____ **Date:** _____
 Retain a copy for audit purposes.

Vehicle inspection

1. Go to the workshop and select two or more vehicles on which warranty work has been completed and which are awaiting return to the customer.
2. Obtain and review the appropriate repair orders.
3. Invite the Service Manager/Supervisor to demonstrate evidence, where possible, that the work shown on the repair order has been completed as described. Examples of this may include:
 - Door adjustment – visual evidence that striker/hinges have been moved.
 - Paint repairs – visual inspection or use paint thickness gauge.
 - New parts – visually identify and confirm that new parts have been fitted.
4. Record findings, which will show that either the work has been completed or that no evidence exists to support the claim.

Vehicle inspection record

WARRANTY SELF-AUDIT VEHICLE INSPECTION RECORD

Self Audit Number:

Model: VIN: Registration number:	Repair order number: Owner: Date of repair: Date of sale:
Repairs	Comments
Model: VIN: Registration number:	Repair order number: Owner: Date of repair: Date of sale:
Repairs	Comments
Model: VIN: Registration number:	Repair order number: Owner: Date of repair: Date of sale:
Repairs	Comments

Date:

Signature:

E89279

Review

- Summarise the results and agree necessary Action Plans.
- Review with the Service Manager or Dealer Principal, including follow up on previous Actions Plans.

Note: The opportunity should also be taken to check the efficiency of key processes, in particular:

- All items on the repair order have been correctly charged, e.g. internal, customer or warranty.
- Claim submissions are within specified time limit.
- Claim rejections properly managed, e.g. corrected and re-submitted or written off as appropriate.
- Warranty claims reconciliation account properly maintained.
- Warranty parts returns area is properly managed, including scrapping parts where necessary.
- The latest SRO and technical publications are in use.

Summary and action plans

Dealer Name			
CI Code			
Dealer Number			
Self-Audit Period			
Date			
Number of claims included in sample			
Total number of errors			
Average number of errors per claim			
If similar errors were found during an audit conducted by Aston Martin Warranty Operations, this could have led to claim charge-backs.			
Number of vehicles included in Self-Audit			
Action Plans agreed are:			
Plan	Target Date	Responsibility	Completion Confirmed
Originator			
Position			
Date			
Date reviewed by Principal			
Signature			

E3 WARRANTY COUNSELLING PROCESS

The Warranty Counselling Process (WCP) is a systematic approach to addressing dealer warranty performance deficiencies. This process is designed to develop efficient and properly controlled action plans by focusing on the cause(s) of individual dealer warranty performance deficiencies and implementing the necessary process improvements.

E4 WARRANTY AUDIT

All paid claims are subject to audit. The basis of reimbursement is to cover all justifiable costs incurred in accordance with Aston Martin's Warranty Policy & Procedures Manual. In order to maintain proper and consistent controls, Aston Martin operates a policy of delegating to dealers the appropriate level of self-authority, whilst monitoring performance and reserving the option to conduct audits. Where audits are conducted they will normally be based on a sample of claims paid during the previous 12 months. Details of the audit procedure will be provided at the commencement of the audit. The main purpose of an audit is to ensure dealers fully understand Warranty Policy and Procedures and will usually include checks to establish that:

- The work claimed has actually been carried out. This may involve customer contacts and/or vehicle examinations.
- Claims have been made in accordance with Warranty Policies and Procedures.
- Labour claimed, including non-standard time, is properly supported in accordance with requirements.
- Parts claimed are appropriate for the warranty repairs carried out.
- Where applicable, displaced warranty parts have been retained and support claims submitted. Where material is debited for an administrative reason, the part will not be returned to the dealer.
- Sublet claims are substantiated and properly supported by relevant documentation.

Where necessary, Action Plans will be developed with the dealer on completion of an audit in order that an agreed course of action will be taken by the dealer to address any areas of concern.

Aston Martin reserves the right to conduct an extrapolation audit at any time. If an audit establishes the need for charge-back, due to incorrect or overpaid claims, this will be extrapolated over the period audited.

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F1 MANAGEMENT

F1.0 MANAGEMENT

Aston Martin encourages its dealers to achieve and maintain the highest levels of customer satisfaction and service. This section of the manual explains how best practices and controls should be implemented. It has procedures that are easy to follow, enabling all Service Department staff to deliver these objectives, regardless of whether they are dealing with retail, internal or warranty related work.

It is strongly recommended that the process control requirements detailed in Section F are applied to all categories of work to ensure an efficient operation of the workshop. However, in the case of warranty repairs, specified procedures must be followed to ensure satisfactory process and cost control. Documentary records must be maintained for audit purposes. See [E1.4 Auditable warranty documentation](#). The key tests for any repair are:

- Was it necessary?
- Was it carried out correctly?

Responsibility for effective controls is delegated to the Dealer Principal who, within the limits prescribed in this manual, assigns this responsibility to staff under his management.

This section describes the procedures involved in ensuring the integrity of warranty repairs and subsequent claims and applies equally to all Aston Martin warranties.

F1.1 REPORTS AND CONTROLS

Management must ensure that systems exist to evaluate repair orders, technician attendance, productivity and efficiency records. In addition, warranty reports provided by Aston Martin must be regularly monitored and reviewed. Adverse trends must be investigated and corrective action taken and documented. It is recommended that technician efficiency calculations are based on actual productive time and not attendance hours.

A robust operating control should be maintained at all times to provide full analysis of labour and parts sales by category of work. These records must be available for Aston Martin review.

Management objectives should reflect controls to monitor the quality of repairs completed. This should include random checks and/or road tests as appropriate, the results of which should be fully documented.

Self-audit

Aston Martin strongly recommends that management carry out their own regular Self Audit which must be available for Aston Martin review.

See [E2 Dealer self-audit](#).

F2 SERVICE RECEPTION

F2.1 DEFINING THE CUSTOMER CONCERN

Following discussion with the customer, ensure all requirements and concerns are clearly identified. These details must be written on the repair order (as far as possible in the customer's own words) in a concise manner, giving enough detail to enable workshop staff to carry out an accurate diagnosis and repair. The 4-stage checklist below may help to pinpoint the customer's concern. Where the customer is unable to be precise about the repair required (e.g. rattle, noise, misfire etc.) then an appointment should be made for the vehicle to be appraised by a technical specialist with the customer prior to the job being passed to the workshop.

A Customer Concern Code (CCC) must support all warranty claims (with the exception of Field Service Actions). This code should reflect what the customer's perception of the concern was before the repair takes place. This code should be added to the job card before work commences and should be entered by the customer facing staff after discussing the concern with the owner or driver.

Note: Where the repair carried out is additional to any owner complaint, the most accurate CCC should be selected for the condition identified.

In the case of Paint and Corrosion Protection warranty repairs the manufacturing defect must be recorded on a paint silhouette, detailing the nature, scale and location of the concern, and retained with the repair order. [See L1.1 Paint rectification.](#)

Customer Concern Diagnosis Checklist

1. Is the concern something the customer can:

- See?
- Hear?
- Feel?
- Smell?

2. Does the concern occur when:

- Accelerating?
- Decelerating?
- Starting?
- With a hot or cold engine?
- At certain engine speeds?
- Under certain road conditions?
- After a certain distance?
- Under certain weather conditions?

3. Does the concern occur:

- In a general area?
- In a specific area?

4. What is the history of the concern?

- When did it start?
- Is it apparent all the time?
- How long has it been occurring?
- When was the vehicle last serviced?

Having established that all the customer's requirements have been included on the repair order and the items numbered, customer-facing staff must 'rule off' the repair order by drawing a line under the last customer instruction. This will clearly identify if any repairs have been added after the customer's instructions. In the case of computer generated repair orders, it may be possible to configure the system to 'rule off' automatically.

On completion of the booking-in procedure, customer-facing staff should endeavour where possible to obtain the customer's signature on the repair order. Where it is not possible to obtain a customer signature, an explanation for this should be written on the repair order. When a customer takes the opportunity to leave the vehicle outside normal business hours, the customer's written instructions must be retained as supporting documentation and attached to the repair order.

F2.2 CONFIRM THE WARRANTY STATUS

Before accepting a repair as warranty, staff must ensure that all conditions of the warranties have been fulfilled.

Vehicles must be within the relevant warranty period or distance limits.

For repairs under the Corrosion Protection Warranty, it must be confirmed that the vehicle has had the required annual corrosion check(s) (where applicable) completed by an Aston Martin dealer and had any identified concerns repaired.

Entitlement to Parts Warranty must be confirmed by reference to the date of the original parts purchase invoice or relevant previous repair order.

Note: Recalls are not restricted by Vehicle Warranty time or distance limitations. Service Actions are not restricted by Vehicle Warranty time or distance limitations unless stated in the relevant Service Action.

[See A2.1 Terms and conditions.](#)

F2.3 CHECK FOR POTENTIAL REPEAT CUSTOMER CONCERNS/REPAIRS

Checks for potential repeat customer concerns/repairs must be carried out by discussion with the customer and by reference to a vehicle history file. Repeat repairs by the same dealer caused by faulty workmanship, poor diagnosis or incorrect repair techniques are the responsibility of the original repairer and must not be charged to the customer or Aston Martin. Where a repeat repair is confirmed, the vehicle history should be drawn from the

dealer's (and if necessary manufacturer's) files and assessed by supervision before a decision is made on the way to proceed. Repeat repairs should be clearly identified on the repair order.

F2.4 CHECK FOR OUTSTANDING FIELD ACTIONS

All customer and dealer owned vehicles, regardless of country of origin, must be checked to identify any outstanding Field Actions. Dealers should endeavour to complete identified Field Actions before the vehicle leaves the workshop.

All unsold new and used vehicles in stock must be checked and any necessary Field Actions completed prior to handover.

See [J Field actions](#).

F2.5 DETAILS REQUIRED FOR REPAIR ORDER

The customer's instructions may include retail and warranty repairs. In such cases a dealer may raise a separate repair order for each category of repair necessary. Alternatively, if the dealer's system allows for multiple billing, a single repair order may be used. Repair orders, displaying the dealer's name and address, should be used in sequential order.

The following information is required:

- Date vehicle is received for repair.
- Customer details including name, address, contact telephone number and, where necessary, the delivery driver's name and contact telephone number.
- Vehicle model, derivative and registration number.
- Full vehicle identification (17 character VIN).
- Vehicle warranty commencement date or expiry date.
- Odometer reading (if applicable, note any adjustment as a result of a speedometer replacement).
- Extended/Used Vehicle Warranty details (if applicable).
- Parts Warranty details including invoice number and date of fitting / sale (where applicable).
- Customer requirement(s) and signature. See [F2.1 Defining the customer concern](#).
- Customer Concern Code.
- Service Receptionist name.
- Major unit serial number, when replaced.

If the dealer uses un-numbered repair orders, a unique number must be allocated to the repair order set before the top and bottom copies are separated. Repair order numbers must be sequential, not duplicated within a twelve-month period and properly accounted for in order that lost repair orders may be identified. Where two or more repair orders are raised for one vehicle they must be cross-referenced to each other.

F2.6 ADDITIONAL CUSTOMER INSTRUCTIONS

There may be occasions where the customer will add further repair instructions after the repair order has been completed. Under these circumstances, customer-facing staff may detail the additional repair on the original repair order below the line drawn under the last customer instruction. Alternatively, a fresh repair order may be completed, cross-referenced to the original. In both instances, customer-facing staff must sign the repair order against each additional item, identifying the source of additional repairs.

F3 WORKSHOP SUPERVISION (PRE-REPAIR)

F3.1 CONDUCT/ARRANGE ANY NECESSARY PRIMARY DIAGNOSIS

On receipt of the repair order, workshop supervision should identify any customer concern that has not been properly defined. If necessary, workshop supervision may involve a technical specialist to evaluate the vehicle in order to determine the nature and cause of the concern. In some instances, this will involve inspection of the vehicle with the customer. Alternatively, a brief road test with the customer may be required. Where the customer is unavailable at the time and the concern cannot be reproduced, the customer should be contacted for further information before proceeding. It may be necessary to make reference to technical information to define the concern and most effective repair procedure more accurately.

Note: Conducting primary diagnosis and issuing precise written repair instructions to the technician is the responsibility of supervision and is therefore considered an overhead of the business. It is not claimable as a separate element of the repair.

[See F7 Reimbursement of diagnosis time.](#)

F3.2 SECONDARY DIAGNOSIS

Dealers that follow a structured approach to primary diagnosis will, in the majority of cases, be able to issue precise repair instructions to workshop staff. However, in certain situations the concern may be clear but identification of the cause of the problem will require secondary diagnosis.

[See F4.1 Conduct any appropriate secondary diagnosis.](#)

[See F7 Reimbursement of diagnosis time.](#)

F3.3 RECORD PRECISE REPAIR INSTRUCTIONS ON THE REPAIR ORDER

Workshop supervision must enter precise repair instructions to enable effective control of the repair and allow the scheduled time to be determined at a later stage. Staff fulfilling the control function should ensure all technicians are allocated work that is suitable to their levels of skill and expertise.

F3.4 NON-STANDARD OPERATIONS

Where a published repair time does not exist for the repair, a non-standard time may be claimed. The time allocated must be based on the workshop supervisor's repair instructions, the technician's repair write-up and the elapsed time recorded for all the warranty work

carried out. In addition, consideration must be given to the technician having the appropriate skills, tools and equipment and that any associated, published, service information has been taken into account.

See F3.5 Ensure the repair time is accurately recorded.

See G2.2 Non-standard operations.

F3.5 ENSURE THE REPAIR TIME IS ACCURATELY RECORDED

Workshop supervision must ensure all repair times are accurately recorded by use of an appropriate and secure clocking system. The repair must be 'clocked on' and 'clocked off' for each category of work e.g. warranty, retail and internal. This is the only way that true technician efficiencies can be calculated. Each separate clock-time must be cross-referenced to the repair(s) to which it relates so that the time spent on each category can be clearly identified.

When a job is not being worked on, the repair must be clocked off by the person fulfilling the clocking requirement. When the repair can be continued, the repair must be clocked on again before work commences. The above action is also valid for body and paint repairs.

Examples where the repair must be clocked off include meal/tea/coffee breaks, excessive time spent researching documentation or assisting another technician, where parts are not available, where a road test is required or at the end of the day.

Handwritten times will be acceptable only in exceptional circumstances such as temporary failure of the clocking system. On such an occasion workshop supervision must record the reason for not using the clocking system, confirm that the on/off times are accurate and verify each handwritten time by a signature.

F3.6 INSPECT AND VERIFY ADD-ON REPAIRS

If during the course of a warranty repair, the need for additional warranty repairs is identified, this must be recorded on the repair order. Each proposed add-on repair must be inspected and verified by workshop supervision. If the need for repair is agreed, workshop supervision is required to pre-authorise the repair, confirming the authorisation with a full signature against each approved item on the repair order. One signature for multiple repairs is not acceptable. Where the need for warranty work is identified during a retail repair, service or PDI it must be verified and authorised as above on the source document.

Repairs can only be added to a previously completed repair order where they are correctly and individually authorised. This includes handwritten instructions on computer generated repair orders. All add-on repairs must be clearly identified and handwritten onto the workshop copy of the repair order and authorised as previously indicated. The repair order must not be reassembled to write an add-on repair from the top copy through to the repair order.

The customer should be informed about any add-on repairs undertaken when the vehicle is handed back.

F4 TECHNICIAN

The repair order issued should contain instructions from supervision detailing specific repair(s) to be completed. Alternatively, where the cause of the concern is unclear after primary diagnosis, supervision will detail the secondary diagnosis to be carried out.

F4.1 CONDUCT ANY APPROPRIATE SECONDARY DIAGNOSIS

Where appropriate, supervision may instruct technicians to use specialised equipment and report any findings to determine how to proceed with the repair. Acting upon the findings, supervision may continue to authorise further diagnosis until precise repair instructions can be issued.

Supervision may perform secondary diagnosis, which Aston Martin will normally reimburse providing start and finish times are recorded and a detailed repair write-up is provided.

[See F4.3 Record test results and other specification readings.](#)

[See F4.4 Write a concise report of all work completed.](#)

Where fault tracing involves non-standard labour time, supervision must ensure that time allocated to the repair is based upon inspection and observation of the repair in progress. Technicians should be given an initial investigation time, with reasonable additional time being authorised where appropriate.

Note: To ensure proper workshop control is not compromised by excessive supervisory involvement in diagnosis, it is recommended that management maintain records of the time spent by supervisors conducting secondary diagnosis.

Aston Martin will reimburse reasonable secondary diagnosis time providing:

- It was performed by qualified workshop personnel.
- Reference has been made to all relevant technical information to establish the most effective repair procedure.
- Adequate control has been maintained throughout the repair; if the root cause of the concern has not been identified within 2 hours then Dealer Technical Support must be contacted before proceeding with further diagnosis.
- The repair rectified the customer concern.

[See F7 Reimbursement of diagnosis time.](#)

Technical support

Where all normal methods of diagnosis have been exhausted, dealers should contact Aston Martin for advice. The person calling should be in possession of all documentation relating to the concern, and be able to provide full details of the primary and secondary diagnosis completed.

All contacts with Aston Martin must be documented on the repair order, including a brief summary of the advice issued and, where applicable, any reference numbers issued.

Contact with Aston Martin may result in the involvement of a specialist engineer. Assistance may be in the form of a telephone call or, in exceptional circumstances, a visit to the dealer to evaluate the subject vehicle. The repairing technician may be involved and must record on the repair order the results of all contacts and visits.

F4.2 REPORT THE NEED FOR ADDITIONAL WORK

If, during the course of a repair, the technician identifies the need for additional work, this must be recorded on the original repair order and authorised in writing by workshop supervision prior to commencing the repair.

See [F3.6 Inspect and verify add-on repairs](#).

F4.3 RECORD TEST RESULTS AND OTHER SPECIFICATION READINGS

Pre and post repair specification readings relevant to the definition and rectification of the identified concern must be recorded on the repair order by the technician. Any fault code displayed by the diagnostic system during the diagnosis routine must be printed and attached to the repair order.

F4.4 WRITE A CONCISE REPORT OF ALL WORK COMPLETED

On completion of a repair, or at each stage of a complex repair, the repairing technician must write a concise report (write-up) in the space provided on the repair order. Write-ups for multiple repairs must be cross-referenced to the sequential repair item from the customer's concern description and initialled by the repairing technician. If there is insufficient space left on a repair order for an adequate report, a continuation repair order may be used. A single signature or initials is acceptable if the same technician performs all write-ups and initials are clear enough to identify who conducted the repair.

Each write-up must clearly identify:

- Details of the diagnosis, including the results of any tests/checks undertaken using diagnostic equipment (including those that do not indicate a fault).
- Rectification work completed.
- Confirmation of concern resolution.
- Serial numbers of original and replacement major units

F4.5 DISPLACED PARTS

All parts displaced during the course of a warranty repair must be kept in good condition and stored in a secure area. It is recommended that the person responsible for storing warranty parts signs the repair order and the displaced part label to confirm receipt.

- Where appropriate, all parts containing fluids must be drained. If blanking or protective plugs are fitted these must be transferred from the new part to the displaced part. Failure to transfer the plugs can result in contamination and prohibits testing of the component, which will result in the claim being rejected/debited.
- The displaced part should be put in the packaging from which the new part was removed.
- A label identifying the part number, job number and reason for replacement must be securely attached to the part.

See [H Displaced parts procedures](#).

F5 PARTS STAFF

F5.1 RECORD ON REPAIR ORDER DETAILS OF ALL MATERIALS ISSUED

Parts staff must record on the repair order the part number(s) and quantities issued. In the case of computer-controlled parts issue, attaching the computer-generated picking slip will assist with claim submission. Alternatively, parts issue details must be accessible within a system that provides a secure audit trail.

F6 WORKSHOP SUPERVISION (POST-REPAIR)

F6.1 ENSURE THE REPAIR IS CLOCKED OFF

Workshop supervision must ensure that on completion of the repair, or when the job is not being worked on, the repair is clocked off.

F6.2 VERIFY THAT THE REPAIR ORDER IS COMPLETED CORRECTLY

Workshop supervision must verify that the required work has been completed correctly and that the repair order contains adequate details of the diagnosis and rectification work carried out. The repair order must also demonstrate a logical repair sequence to enable accurate labour time allocation to be completed.

F6.3 REVIEW NON-STANDARD TIME

When the repair is completed, workshop supervision must check that any non-standard labour claimed is reasonable when compared to the elapsed time and confirmed on the repair order. Where there is non-standard labour included on the repair order, this will normally be the time authorised by workshop supervision or the clocked time, whichever is less. Appropriate deductions must be made where the elapsed time includes non-productive functions.

Where repairs involve both standard and non-standard labour the maximum non-standard time claimed must not be established by subtraction of the standard times from the clocked time, as this will not take into account the ability of the technician to complete standard repairs more quickly (or slowly) than the published time.

F6.4 QUALITY CONTROL

To maintain the highest levels of customer satisfaction random quality checks on completed repairs should be performed. The results should be fully documented on the repair order and referenced in a separate log.

See [F1.1 Reports and controls](#).

F7 REIMBURSEMENT OF DIAGNOSIS TIME

DIAGNOSTIC TIME REIMBURSABLE?	DIAGNOSIS STAGE
DIAGNOSIS TIME NOT REIMBURSABLE FOR STAGES 1 AND 2.	Stage 1 - Customer Concern Reporting
	During the reception process can the customer's concerns be defined exactly enabling precise repair instructions to be issued to the technician?
	YES - See F7.1 Repair Process A.
	NO - Go to Stage 2 below
	Stage 2 - Primary Diagnosis
	After initial appraisal has been undertaken by a technical specialist, can the cause of the problem be defined enabling precise repair instructions to be issued to the technician?
DIAGNOSIS TIME IS REIMBURSABLE FOR STAGES 3 AND 4 (SUBJECT TO SECTION F REQUIREMENTS)	YES - See F7.1 Repair Process A.
	NO - Go to Stage 3 below
	Stage 3 - Secondary Diagnosis
	After clocking-on and using the appropriate diagnostic equipment, does the technical specialist's report identify the cause of the problem enabling precise repair instructions to be issued to the technician?
	YES - See F7.2 Repair Process B.
	NO - Go to Stage 4 below
	Stage 4 - Contact Dealer Technical Support
	After clocking-on, perform the test/diagnosis recommended by Aston Martin. This should identify the cause of the problem enabling precise repair instructions to be issued to the technician. If not, further contact with Aston Martin will be required.
	YES - See F7.2 Repair Process B.

F7.1 REPAIR PROCESS A

BASIC REPAIR PROCESS

The repair order is completed. The Parts Department is informed of parts required to enable pre-picking. Precise repair instruction issued to the technician.

See F3.3 Record precise repair instructions on the repair order.

F7.2 REPAIR PROCESS B

BASIC REPAIR PROCESS

Supervision issues precise repair instruction to the technician and ensures the repair time is accurately recorded.

See F3.3 Record precise repair instructions on the repair order.

See F3.5 Ensure the repair time is accurately recorded.

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G1 CLAIM PREPARATION

G1.1 INITIAL WARRANTY CHECKS

The following checks should be completed prior to claim submission:

Terms and Conditions

- Ensure that all items are covered by the relevant Aston Martin warranty terms and conditions and are within any time or distance limitations.

Repeat Repairs

- Establish liability for identified repeat repairs. If it is not Aston Martin responsibility, the repair should not be claimed under warranty.

Repair Description

- Check that the repair description and work claimed under warranty accurately reflects the actual work carried out by the technician. The repair text should include: fault, cause and corrective action. Any DTCs or battery test codes should also be included.

Add-On Repairs

- Ensure that all add-on repairs have been correctly verified and authorised.

Repair Time Recording (On/Off Clockings)

- Ensure the labour hours claimed are supported by the elapsed repair time.

Displaced Parts

- Ensure all displaced parts are deposited in a secure area, and that they are returned promptly, or retained for the period specified. Where a part is identified for scrapping, proper disposal should be arranged.

[See H Displaced parts procedures.](#)

Secondary Diagnosis Time

- Check in conjunction with Section F requirements that repair orders detailing secondary diagnosis include:
 - Details of the primary diagnosis previously undertaken, demonstrating that a structured approach has been followed.
 - Precise diagnostic instructions by supervision that is logical in relation to the customer's complaint and primary diagnosis already performed.
 - Technician write-ups that include the pre and post results of tests/checks undertaken using any diagnostic equipment (including those that do not indicate a fault).
 - That technicians are adequately trained for the area of vehicle under investigation.
 - That where fault tracing involves non-standard labour time, the time claimed is reasonable.

[See F Service department processes and controls.](#)

Additional Time

- Where the time taken to carry out a warranty repair exceeds the published repair time, this may only be claimed where it can be demonstrated that the additional work is not included in the repair procedure required to complete the repair.

Parts Warranty

- Check that all relevant Parts Warranty claim details are available. The Parts Warranty Form may be used for direct customer sales.

See [G5 Parts warranty form](#).

G1.2 PROBLEM CODES

Causal part number

The causal part number is used on a warranty claim to identify the part that failed and made the repair necessary. It is important that the causal part number used identifies what has caused the problem and not the effect.

Customer concern codes

A Customer Concern Code (CCC) must support all warranty claims (with the exception of Field Service Actions). This code should reflect what the customer's perception of the concern was before the repair takes place. This code should be added to the repair order before work commences and should be entered by the customer facing staff after discussing the concern with the owner or driver.

Note: Where the repair carried out is additional to any owner complaint, the most accurate CCC should be selected for the condition identified.

G1.3 TECHNICAL INFORMATION FEEDBACK

The data required in the technician narrative field within ODW must include details of the complaint, cause of the defect (including Diagnostic Trouble Codes where applicable) and rectification carried out. The technical narrative is vital to support problem resolution and is made available direct to Aston Martin engineers.

G1.4 SUBCONTRACT REPAIRS

Occasionally the use of specialist sub-contractors may be required to complete repairs effectively. Where sub-contracted repairs are necessary, the following must be noted:

- The dealer should not allow sub-contractor repair costs to exceed those that would have been incurred had the dealer conducted the repair in their own workshops.
- Claims for sub-contract repairs may not exceed the net invoice value.
- Genuine Aston Martin parts must be supplied and claimed using the relevant part number.
- The repair date to be used on a claim for a sub-contract operation is taken as the date the vehicle is collected from the sub-contractor.
- Claims for the sub-contracted repairs must be claimed using the appropriate process.

See [B Subcontract repairs](#).

See [L3 Subcontract body and paint repairs](#).

G1.5 ZZZ-PART NUMBERS

Where no Aston Martin part number exists for parts or services used in a warranty repair, the net cost of the amount involved (less taxes) may be claimed by using a ZZZ part number. If the use of a ZZZ part number is appropriate, this will be detailed in the relevant section of this manual. For ease of reference the chart below summarises the various applications of the ZZZ part numbers.

ZZZ 001	Consumables
ZZZ 002*	Dealer sourced parts
ZZZ 003*	Car hire
ZZZ 004*	Vehicle recovery
ZZZ 005*	Consequential costs
ZZZ 006	Sub-contract repairs
ZZZ 010*	Paint materials allowance
* Requires prior authority. See B Prior authority.	

G1.6 SHORTAGES AND INCORRECT SPECIFICATION

[See C Receiving and storing new vehicles.](#)

Shortages and Incorrect specification are defined as follows:

- Shortages – parts or factory ordered options missing on receipt of a vehicle.
- Incorrect Specification – when a vehicle does not match the specification ordered from or invoiced by Aston Martin

Claim procedure

The following guidelines must be adhered to:

- All concerns must be rectified within 2 months of the vehicle retail delivery.
- Claims must be submitted on ODW using Customer Concern Code A99.
- Dealers must ensure that there is no delay between identifying a shortage or incorrect specification and entering it in to ODW.
- Prior Authority must be obtained from Aston Martin. [See B Prior authority.](#)

Note: It is the retailing dealer's responsibility to ensure that the delivered vehicle matches the agreed customer order. Only one claim per vehicle will be accepted. Therefore, it is essential that the submitted claim contains all the parts and labour operations required to rectify the vehicle. Any subsequent complaint for a shortage or incomplete specification is the responsibility of the dealer to rectify.

Parts supply

All parts required to rectify Shortages or Incorrect Specification must be either taken from dealer stock or obtained from Aston Martin Parts using normal ordering procedures.

G2 ALLOCATION OF LABOUR TIMES

G2.1 STANDARD REPAIR OPERATION NUMBERS

Standard repair operation numbers published by Aston Martin must be used to allocate repair times wherever possible. The processing system will limit any payment against a standard time to the maximum published time.

Overlap of standard times

If two or more repairs are carried out at the same time and the work content of the standard times overlap, only the largest standard time can be claimed. The remaining time must be claimed by either using specific published times that allow for the overlap or a non standard operation and reduced time.

See [G2.2 Non-standard operations](#).

G2.2 NON-STANDARD OPERATIONS

If a standard operation is not available for a repair, a non-standard operation number can be used. For the use of non-standard operation numbers, refer to the relevant repair time publications.

Note:

- Non-standard times must not be used to compensate for failure to complete an operation within the allocated standard time.
- The time allocated must be based on the workshop supervisor's repair instructions, the technician's repair write-up and the elapsed time recorded for all the warranty work carried out.

See [F3.5 Ensure the repair time is accurately recorded](#).

- Workshop supervision must allocate the repair to the technician who has the appropriate skills, tools and equipment and access to published service information.
- Non-productive time must not be claimed.
- Claims containing non-standard operation numbers are subject to assessment by Aston Martin.

G2.3 DRIVE IN/DRIVE OUT

An allowance may be claimed for driving a vehicle into the workshop for warranty repairs and returning it to the car park after completion of the work. The allowance is claimable once for each workshop visit, not for each repair undertaken.

The allowance is not claimable if any of the following conditions apply:

- The whole repair being claimed is a non-standard operation.
- The vehicle is in the workshop for other repair/maintenance work (including servicing/PDI etc).
- Field Actions (included in the time allowed where applicable).

This allowance is applicable for Aston Martin DB9, Vanquish and AMV8. For Aston Martin DB7 models, an allowance is included within each repair time, therefore additional time may not be claimed.

G3 CLAIM SUBMISSION

G3.1 CLAIM SUBMISSION

Where electronic claim submission is available, all claims must be submitted within 14 days of completion of the repair.

Battery claims must be submitted within 7 days of completion of the repair.

Note: The date of repair is the technician's last clock time recording for the repair.

For details of electronic claim submissions, refer to your systems specific user guide.

G3.2 CLAIM DISCREPANCIES

Queries or appeals on claim decisions must be received within 28 days of notification from Aston Martin.

Aston Martin must be advised of any claims submitted for which no payment or rejection notice has been received within 60 days. Before contacting Aston Martin, every effort must be made to ensure that all necessary records and documents are checked to confirm non-payment or rejection.

Discrepancies reported for under or overpayment of £5.00 or less (or equivalent local currency) cannot be investigated.

G4 ACCOUNTING

Dealers will receive a Self Billing Invoice (SBI) or credit note periodically, which should be reconciled with their own records.

It is recommended that dealers maintain a warranty debtor account for unpaid claims. The value of all claims is debited and the value of SBIs or credit notes is credited to this account. Any differences should, if not queried, be written off and not shown as outstanding. Rejections that Aston Martin will not accept as resubmissions must be written off. The balance carried forward at any month end will therefore represent original claims submitted, but not yet paid, together with any rejections which have been, or will be, re-submitted.

G5 PARTS WARRANTY FORM

Parts Warranty Form	
Information required where a genuine Aston Martin part previously sold by the Parts Department is returned due to a manufacturing defect:	
1	Invoice number detailing original sale (attach copy)
2	Date of sale
3	Make and type of vehicle
4	Vehicle Identification Number
5	Distance covered by part since fitment
6	Concern (Note: Faulty is not sufficient. Please record specific concern.)
7	Part description and part number
8	Customer's name and address
9	Dealer stamp
10	Invoice number against which replacement unit provided
11	Customer's signature and date
<p>This information, together with the replaced part, to be forwarded to your Warranty Administrator.</p> <p>Note: All warranty policy & procedures and any prior authority requirements must be adhered to. Please refer to the Warranty Policy & Procedures manual for full guidance. All claims are subject to audit.</p>	
Office use only:	

H Displaced parts procedures

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H1 INTRODUCTION

In order to achieve quality and commercial objectives Aston Martin requires selected parts to be returned promptly to the Material Returns Centre. The selection of parts required is regularly reviewed and dealers will be notified which parts are to be returned.

Parts Return Procedure

Dealers will be notified of parts requested for return via the On-Line Dealer Warranty System. Parts requested must be packed and ready for collection.

UK - Weekly Collections

Overseas - Monthly Collections

Documentation will be sent to the dealer from Aston Martin's freight forwarder. The documentation will include:

For the UK

- Consignment Note

For Overseas

- Consignment Note
- Air Way Bill

The supplied documentation is complete, dealers must not alter any information on the Warranty Returns Advice Note.

If the above instructions are not complied with then Aston Martin may recharge to the dealer any costs incurred.

Please refer to the published routing order for the contact details of Aston Martin's Freight Forwarding Agent.

H1.1 DISPLACED PARTS STORAGE

- Dealers must ensure all displaced parts are deposited in a dedicated racking system within a secure area. It is recommended that the repair order is signed by the person responsible for the displaced parts. This will help effective control of displaced parts. Parts that are identified for destruction for claims that have been accepted by Aston Martin Warranty, must be kept for 28 days before they are destroyed.

[See F4.5 Displaced parts.](#)

- For identification during storage, a label detailing the part number, job number and reason for replacement must be securely attached to the displaced part.

[See H2.1 Warranty returns label.](#)

- In markets where a returns process is operational, parts must be retained until disposal instructions are received from Aston Martin. A part destruction date will be given on the Return Parts screen of the DCS system.

- Parts identified for disposal/scraping must be rendered unusable and may not, under any circumstances, be sold or reconditioned. It is recommended that this is done on a weekly basis.
- Where appropriate, all parts containing fluids or lubricants must be drained. If blanking or protective plugs are fitted to the new part these must be transferred to the displaced part. Failure to transfer the plugs can result in contamination and prohibits testing of the component, which will result in the claim being debited.
- The displaced part should be returned in the packaging from which the replacement was removed.

Note: Storage, return or scrapping of parts, and disposal of fluids must be carried out in accordance with local environmental regulations.

H1.2 PARTS RETURNS TIME LIMIT

It is important that dealers return parts in accordance with returns procedures at the earliest opportunity. Unless otherwise specified, the claim will be rejected/debited for parts not received by the Material Returns Centre within 28 days of notification. Parts received after reject/debit action has been taken will not be reinstated and will not be returned to the dealer.

H1.3 WARRANTY RETURN LABEL COMPLETION

Where parts are replaced following the use of electronic diagnostic equipment a copy of the resulting printout must be attached to the WR label. Additionally, for complex fault descriptions attach a copy of the repair write up.

Note: If the WR label relates to a major assembly the serial number of the displaced unit must be recorded in the space provided.

[See H2.1 Warranty returns label.](#)

H1.4 PACKING PARTS FOR RETURN

When packing parts for return it should be ensured that:

- The return label should be placed in a plastic bag and securely attached to the correct part with all required information fully accessible.
- The parts department must carefully pack pallets or boxes for return, with heavy items placed at the bottom and more fragile parts at the top. Items which are likely to be stolen should be put into the returns pallet or box just prior to it being sealed for return.
- Major units such as engines and gearboxes must be returned as a single item in a separate pallet or box.
- All returned parts must be:
 - Securely packaged to avoid damage using the packaging from which the replacement part was removed.
 - Cleaned and drained of oil (unless otherwise requested).
 - Fitted with protective plugs (where applicable).
 - Identified with claim details.
 - Accompanied by any relevant test sheets.

It should be noted that returned parts are required for supplier inspection to validate claims and provide valuable product data, they are not returned for scrapping purposes.

H1.5 BATTERY RETURNS

Where requested, displaced batteries must be returned to the Material Returns Centre, where they will be re-tested using the approved battery tester.

- Claims for batteries found to have failed due to incorrect maintenance during storage will be debited. In these cases batteries will not be returned to the dealer.
- Claims for batteries that have been replaced unnecessarily, when only a recharge was required, will be debited. In these cases batteries will be returned to the dealer.

See C2.1 Battery care.

See B Batteries.

In the interests of safety and the environment, all battery returns must comply with Aston Martin and country specific requirements:

- The positive terminal must be capped.
- Batteries must be sealed in a plastic bag.
- Batteries must be placed and secured within a specified separate stabilising container for return and not mixed with other parts.
- Only Aston Martin approved packaging and transport methods may be used.

If this process is not followed, warranty claims may be rejected/debited.

Where these requirements have not been met, the parts carrier has been advised to refuse collection. Batteries received at the Material Returns Centre which do not comply with the requirements will be rejected/debited. In such cases batteries will not be returned to the dealer.

H1.9 EMERGENCY ASSISTANCE REPAIRS

Where an Assistance Engineer changes a component on a vehicle that is covered by warranty, the engineer will submit the displaced part to an Aston Martin dealer for claim purposes and request to be supplied with a replacement part.

An Emergency Service Report provided by the Assistance Engineer will contain sufficient information to enable the dealer to submit a warranty claim for the material only. The claim must not include labour as the Assistance Engineer carried out the work.

The dealer must ensure that the Aston Martin Assistance Engineer has identified the displaced part(s) by attaching green self adhesive labels to both the part and its packaging.

The Emergency Service Report must be retained with the dealer's repair order for audit purposes.

H1.10 PARTS RETURNED TO DEALER

Parts will be inspected on receipt at the Material Returns Centre. Where repair and return procedures have not been met, the claim will be debited and parts may be returned to the dealer. Typical examples include:

- Part received does not match description on the return label.
- Part not returned in the correct manner, e.g. blanking plugs missing, dismantled or incomplete assemblies.
- Sealed units which have been opened, e.g. CD players, ECUs.
- Part damaged, e.g. careless removal from vehicle or damaged in transit due to poor packaging.
- Supporting documents not returned with part, e.g. diagnostic equipment printouts, battery test code, test sheets, audio service forms.
- The condition of the component is inconsistent with the age and mileage of the vehicle.
- No fault is found during testing.

Parts rejected and returned to the claiming dealer must not be re-charged to the customer or used for warranty repairs.

H2 DISPLACED PARTS ATTACHMENTS

H2.1 WARRANTY RETURNS LABEL



ASTON MARTIN

Aston Martin Limited,
Banbury Road, Gaydon, Warwick, CV35 0DB, England
Telephone: +44 (0) 1908 610620. Fax: +44 (0) 1926 644733

WARRANTY RETURNS LABEL

No. WRL

Dealer _____

VIN No. _____

Claim No. _____

Authorisation No. _____

Miles/km _____

Delivery Date _____

Failure Date _____

Part No. _____

Part Description _____

Full details of Failure Mode _____

**Wire the card element of this label to displaced AML Warranty Parts.
Disposal instructions will follow from the AML Warranty Department.**

AML Pt No. 694733

E88764

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J1 FIELD ACTIONS

Field Actions, which consist of Field Service Actions and Quarantine Notices, are conducted by Aston Martin to ensure the systematic rectification of design or construction defects.

Dealers must advise Aston Martin immediately if they encounter failures that they believe may have placed people or property at risk of damage or injury, or rendered the vehicle illegal.

Depending on the nature and scope of the defect, one of the following actions may be taken:

- Field Service Action, including:
 - Recall Action
 - Service Action
- Quarantine Notice

J1.1 DEALER RESPONSIBILITIES

All customer and dealer owned vehicles, regardless of country of origin, must be checked at the point of booking in to identify any outstanding Field Service Actions. Dealers should endeavour to complete identified Field Service Actions before the vehicle leaves the workshop.

[See F2.4 Check for outstanding field actions.](#)

This work must be completed free of charge to the customer and warranty claims submitted in accordance with the warranty claim instructions.

All unsold new and used vehicles in stock must be checked and any applicable Field Service Actions completed prior to handover.

Where vehicles have been transferred to another dealer it is the responsibility of the original recipient to advise the subsequent recipient that a Field Action is required on the subject vehicle prior to sale.

Claim procedures

All claims must be submitted in accordance with the appropriate Field Action instructions. This will enable Aston Martin to monitor progress and meet obligations to report the status of the Field Action to the appropriate authority.

J1.2 FIELD ACTION PARTS

Parts that have been specifically supplied for use on a particular Field Action must not be used for any other type of repair.

J2 RECALL ACTIONS

J2.1 LEGISLATION OR CODE OF PRACTICE ON VEHICLE SAFETY DEFECTS

Aston Martin will fully support Codes of Practice formulated by any government legislation or recognised national manufacturers' associations covering vehicle recalls. Where such legislation or codes of practice do not exist, appropriate steps must be taken to ensure that all vehicles affected by a safety related fault are promptly rectified regardless of the age or mileage of the vehicle.

Where vehicle owner name and address details are available from a local official source, Aston Martin must make every effort to contact owners of affected vehicles. In those countries where it is not possible to obtain owner name and address details from a local official source, it is the responsibility of Aston Martin to obtain this information from an appropriate source.

See [J2.3 Owner notification](#).

Upon the launch of a Recall Action, Aston Martin must immediately take steps to:

- Advise the appropriate authority where required.
- Advise all dealers and provide full details of the Recall Action.
- Advise all owners of affected vehicles. See [J2.3 Owner notification](#).
- Export Aston Martin dealers are responsible for contacting the owner.
- Monitor the number of repairs completed and where necessary take action to ensure all subject vehicles are rectified.

J2.2 NOTIFICATION TO DEALERS

Dealers will receive formal notification of a Recall Action which will give full details of vehicles involved, the work required and warranty claim procedures.

J2.3 OWNER NOTIFICATION

Aston Martin will distribute with the formal notification a prepared customer letter that the dealer is to use when contacting the owner.

J2.4 COMPLETION OF CUSTOMER LITERATURE

Upon completion of the Recall, the dealer must enter relevant details of the Recall Action in the space provided in the customer literature.

J3 SERVICE ACTIONS

Service Actions are introduced to address known product issues where action must be taken in the interests of customer satisfaction. It is quite acceptable to undertake the necessary repair or modification when the vehicle next visits a dealer for service. The owner may or may not be notified. Dealers will receive formal notification of a Service Action which will give full details of vehicles involved, the work required and warranty claim procedures.

J4 QUARANTINE NOTICES

Problems occasionally arise where action must be taken quickly on a very limited number of vehicles, if possible before delivery to the retail customer. In such situations a Quarantine Notice will be introduced.

Where involved, dealers will receive formal notification of a Quarantine Notice which will give full details of vehicles involved, the work required and warranty claim procedures.

K Goodwill

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K1 GOODWILL

K1.1 INTRODUCTION

In today's highly competitive environment, customers are becoming increasingly demanding and have ever-higher quality expectations of both products and services. Aston Martin, together with our dealer network, will only survive and prosper if we aim to meet these expectations in everything we do.

Clearly, this philosophy implies a need to invest in our customers if we are to retain them within our family.

This section sets a minimum international standard reflecting the brand values that our customers have come to expect from us.

Commitment to customer care should not cease at the end of the warranty period. Aston Martin customers expect fair and sympathetic treatment over the longer term if unexpected post warranty product problems occur. We are determined to work with our dealer networks in order to meet reasonable customer expectations even when the warranty has expired.

K1.2 AUTHORISATIONS AND CONTROLS

Goodwill is controlled in the following ways:

- All Aston Martin dealers are required to seek prior authority from Aston Martin for all goodwill contributions. [See B Prior authority.](#)
- Only Aston Martin Aftersales Executives, Aston Martin Technical Service and Aston Martin Customer Service may give approval for the contribution.

The objectives of customer satisfaction and retaining brand loyalty are clearly of benefit to all concerned and therefore Aston Martin expects that there will be occasions where dealers will contribute towards customer goodwill costs.

K1.3 GUIDELINES

A zero contribution may well be the correct decision where no positive extenuating circumstances are evident.

The following are purely minimum guidelines and are applicable to all customers fulfilling the criteria within this document, regardless of country of purchase or vehicle specification.

Markets may expand these minimum criteria in order to satisfy local customers in accordance with local market characteristics.

The following points must be taken into account when considering goodwill contributions:

- Goodwill payments must be deemed to increase customer satisfaction and/or repurchase intention.
- Goodwill payments will be calculated based on warranty rates for parts and labour and not the dealer retail rates.
- A contribution is not to be given as an automatic right. Any contribution should only be at the dealer's discretion following a request from the customer. The decision to provide goodwill assistance must be made on an individual case-by-case basis.
- All customers must be treated fairly, regardless of where the vehicle was purchased.

- Is there evidence available to show a full service history carried out within the Aston Martin franchise?
- The percentage reduction on the customer's invoice must reflect the same percentage as the authorised goodwill contribution. The dealer will be reimbursed using standard Warranty terms and conditions and the difference between warranty and retail rates must not be charged to the customer.

K1.4 EXCLUSIONS

The following are specifically excluded from goodwill consideration and therefore must not be made the subject of a claim.

- Repairs covered by any other warranty.
- Any repair on dealer used-car stock.
- Vehicles written-off by an insurance company or identified as previously having relevant restricted warranty cover. [See A4.2 Specific restrictions.](#)
- Items under Warranty Restrictions. [See A4.2 Specific restrictions.](#)

K1.5 CONTROLS

Goodwill repairs are subject to Service Department Processes and Controls, including warranty audit. In addition, displaced parts may be requested for return for inspection.

[See F Service department processes and controls.](#)

On those occasions where a customer requests a goodwill contribution after the repair has been completed, the repair order should be endorsed "Late Request".

Note: When a goodwill contribution is less than 100% the parts replaced are covered by a full Parts Warranty effective from the date of repair.

L Paint surface and corrosion protection warranty

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L1 WARRANTY APPLIED TO PAINT SURFACE

Should the paint surface of the vehicle body require attention due to a defect in material or applications, the necessary repairs will be performed completely free of charge by any authorised dealer, regardless of any change in vehicle ownership during the period of cover.

Full details of 'owner's responsibilities' and 'what's not covered' are available in Section A.

See [A1.6 Owner's responsibility](#).

See [A1.7 What is not covered by the warranties?](#)

Note: Claims will not be considered where the problem has resulted from the fitment of non-approved accessories, or incorrect fitment of approved accessories.

L1.1 PAINT RECTIFICATION

Warranty paint rectification must only be carried out by an Aston Martin approved paint repairer, whether this is the dealer's own approved facility, another approved Aston Martin dealer or an Aston Martin approved sub-contractor. If another Aston Martin dealer carries out the rectification they must use their own warranty account to submit the claim.

Prior to carrying out any warranty repair the identified manufacturing defect must be recorded on a vehicle silhouette, including details of the nature and extent of the problem, and its location. The completed silhouette must be filed with the repair order for audit purposes.

A digital photograph may be used to support the claim.

L1.2 REPAIR QUALITY

All warranty paint repairs must be completed using processes that ensure the most cost effective repair.

For the warranty to remain valid and to ensure quality repairs:

- Only genuine Aston Martin replacement parts and approved paint products may be used.
- Paint repairs must be carried out in accordance with the paint manufacturer's instructions.

Note: The above statement applies equally to dealer and sub-contract repairs.

L1.3 PRIOR AUTHORITY

Dealers must obtain authority for all paint repairs from Aston Martin.

L1.4 LABOUR ALLOWANCE

The standard times, as issued by Aston Martin, must be used.

A reasonable amount of additional labour time may be claimed if the removal and re-fitment of approved accessories is necessary to complete a warranty paint repair. Where this is required, a separate claim line must be submitted.

L1.5 MATERIAL ALLOWANCE

The material allowance for warranty paint repairs is based on the area of the panel and reflects the cost of paint and sundries used to complete the repair.

- Refer to section L3 for sub-contract repairs. [See L3 Subcontract body and paint repairs.](#)
- The net cost of paint materials used during warranty repairs carried out in a dealer's bodyshop should be claimed using the sundry part number ZZZ 010. [See G1.5 ZZZ-Part numbers.](#)

L1.6 PREVIOUS REPAIRS

Where a visual inspection identifies an unsatisfactory previous repair, contact should be made with Aston Martin for guidance before commencing the repair.

L2 CORROSION PROTECTION WARRANTY

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affected by the perforation will be repaired or replaced by an authorised dealer completely free of charge, regardless of any change in vehicle ownership. [See A Warranty terms and conditions.](#)

Note¹: The term 'perforated' means a hole that penetrates through the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.

Note²: The term 'bodywork' does not include road wheels and attachments such as bright trim, bumpers, mouldings and hinges.

Full details of 'owner's responsibilities' and 'what's not covered' are available in Section A.

[See A1.6 Owner's responsibility.](#)

[See A1.7 What is not covered by the warranties?.](#)

L2.1 VEHICLE BODYWORK INSPECTION

It is a condition of the Corrosion Protection Warranty that an Aston Martin dealer must inspect the vehicle annually. Damage to the bodywork, paint finish, under body sealer or any evidence of corrosion must be detailed by the technician on the inspection report.

On completion of the inspection, any necessary repairs should be listed in the space provided in the Customer Literature. Additionally, the owner should be strongly advised to have the required work carried out as soon as possible by an Aston Martin approved Body and Paint Repairer in order to maintain the benefits of the Corrosion Protection Warranty. Dealers should only stamp the 'Above Repairs Completed' box in the Customer Literature when the work has been carried out to the required standard.

Prior to considering a repair under the Corrosion Protection Warranty the customer's Customer Literature must be examined to confirm that an authorised Aston Martin dealer has carried out the required annual inspections and that any necessary repairs have been completed.

L2.2 CORROSION PROTECTION WARRANTY REPAIRS

Corrosion Protection Warranty repairs must only be carried out by an Aston Martin approved Body and Paint Repairer, whether this is the dealer's own approved facility, another approved Aston Martin dealer or an Aston Martin approved sub-contractor. If another Aston Martin dealer carries out the rectification they must use their own warranty account to submit the claim.

Prior to carrying out any Corrosion Protection Warranty repair the location of the perforation must be clearly identified on a vehicle silhouette. The completed silhouette must be filed with the repair order for audit purposes.

L2.3 REPAIR QUALITY

All Corrosion Protection Warranty repairs must be completed using processes that ensure the most cost effective repair.

For the warranty to remain valid and to ensure quality repairs:

- Only genuine Aston Martin replacement parts and approved paint products may be used.
- Corrosion Protection repairs must be carried out in accordance with the paint manufacturer's instructions.

Note: The above statement applies equally to dealer and sub-contract repairs.

All panel repair work must be carried out in accordance with the instructions given in Aston Martin's Body Repair Manual.

L2.4 PRIOR AUTHORITY

Prior authority is required from Aston Martin for all Corrosion Protection Warranty repairs.

L2.5 LABOUR AND MATERIAL REIMBURSEMENT - IN DEALER REPAIR

Labour and material costs will be agreed as part of the prior authority procedure.

- The authorised labour time should be claimed using standard times where applicable, unless other specific instructions are given.
- The authorised paint material value should be claimed using the specified code. [See G1.5 ZZZ-Part numbers.](#)
- Unless otherwise authorised, genuine Aston Martin parts must be used and claimed using the appropriate part numbers.

Following authorisation for a warranty repair to be undertaken and subsequent completion of the repair, the claim should be submitted via the normal warranty claims procedure.

L2.6 PREVIOUS REPAIRS

Where a visual inspection identifies an unsatisfactory previous repair, contact should be made with Aston Martin for guidance before commencing the repair.

L3 SUBCONTRACT BODY AND PAINT REPAIRS

Only Aston Martin approved sub-contractors may carry out warranty body and paint repairs. Where warranty repairs are carried out by sub-contractors, it remains the responsibility of the dealer to ensure that the customer handling process is maintained. The requirements detailed below are specifically relevant to sub-contract repairs:

- An official order must be issued to the sub-contractor detailing precise repair instructions, including panel or panels affected and the prices agreed.
- Sub-contractor repair costs claimed must not exceed the amount that would have been incurred had the dealer conducted the repair in their own workshops. Claims for sub-contract repairs may not exceed the net invoice value.
- Dealers must ensure that rectification has been completed in accordance with Aston Martin procedures and guarantee the work on behalf of the sub-contractor.
- Genuine Aston Martin parts must be supplied where available.
- The sub-contractor's invoice must identify:
 - All panels that have been repaired.
 - The repair process used on each panel.
 - The cost of repairing each panel.

Note: All claims must exclude tax.

- Claims for the subcontracted repairs must be claimed using the specified code.

Note: Any parts fitted during a paint repair must be claimed separately.

- The repair date to be used on a claim for a sub-contract operation is taken as the date the vehicle is collected from the sub-contractor.
- If another Aston Martin dealer carries out the rectification they must use their own warranty account to submit the claim.
- All supporting documentation, including vehicle silhouette (and digital images if taken), copy order and copy invoice for sub-contract paintwork, must be retained with the repair order.

L4 BODYSHOP PROCESSES AND CONTROLS

In order to ensure efficient operation of the bodyshop it is strongly recommended that the process control requirements in Section F are applied for all body and paint repairs. However, in the case of warranty repairs, specified procedures must be followed to ensure satisfactory process and cost control. Documentary records must be maintained for audit purposes.

[See F Service department processes and controls.](#)

[See E1.4 Auditable warranty documentation.](#)

M Warranty reimbursement**M3 Warranty reimbursement**

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M4 Warranty labour rate review form

M3 WARRANTY REIMBURSEMENT

M3.1 DEALER LABOUR RATE REVIEW

All warranty labour rate review applications must be received in writing by the Warranty Manager, Aston Martin Warranty Department for consideration. A labour rate review will only be considered on an annual basis. The warranty rate agreed by Aston Martin will be based on a combination of the retail price index and analysis of competitor rates in the local area of the specific dealer requesting a rate increase. The dealer will be notified in writing when the new rate has been established. The new rate will not be applied until the dealer returns a signed copy of the acknowledgment form attached to the new rate notification. The new rate will only be applicable to warranty claims completed on or after the new rate implementation date agreed with Aston Martin.

[See M4 Warranty labour rate review form.](#)

M3.2 PARTS REIMBURSEMENT

Aston Martin will reimburse the part price based on the date of the dealer's original parts invoice. The warranty system holds on record a history of the dealer's part purchase orders. The warranty system will automatically reimburse the part price based on the purchase order selection made by the dealer. Where the part has been ordered as VOR then the system will automatically reimburse the VOR price.

M3.3 TAXATION

Aston Martin will comply with all local taxation rules in respect of warranty claims. Where it is a requirement, then tax will be automatically reimbursed with the warranty claim. The dealer is expected to understand their own local taxation rules and notify Aston Martin of any changes in local regulations.

M4 WARRANTY LABOUR RATE REVIEW FORM



ASTON MARTIN

Dealer Name and Address:

WARRANTY LABOUR RATE REVIEW

	Currency	
Current Dealer Retail Labour Rate:	(.....)	
Proposed Dealer Retail Labour Rate:	(.....)	
Current Dealer Warranty Labour Rate:	(.....)	
Proposed Dealer Warranty Labour Rate:	(.....)	
Annual Rate of Inflation (R.P.I) (Previous 12 months):		
Date Last Reviewed by Aston Martin Limited:		

Local Competitor Hourly Retail Rates

Franchise	Dealer Name	Retail Rate (currency)					
Rolls-Royce							
Mercedes Benz							
BMW							
Porsche							
Ferrari							
Jaguar							

I certify that my Dealer Retail charge-out rate quoted above is the hourly rate charged to retail customers and that, to the best of my knowledge, the competitive details shown are correct, at the date of this application.

Name (printed): Date of submission:

Name (Service Manager) (signed):

E88774