

Appendix C

Suggested Format for Customer Letter

Customer Name, Address

Vehicle full VIN:

Registration Number:

Dear.....

DBS/DB9 09MY – Field Service Action (FSA-171) – High Speed Windscreen Wipers – Software Default

Aston Martin and the franchised Aston Martin Dealers continually strive to achieve and maintain the highest standards of product quality, service and customer satisfaction.

As part of our continuing quality reviews, Aston Martin has determined that the windscreen wipers on certain 09MY DBS and DB9 vehicles, when used in the high speed mode, may stop unexpectedly. The wipers can be reactivated by simply flicking the wiper switch to any other mode (then back to high speed if appropriate).

Aston Martin has a simple service fix for this concern that we will provide completely free of charge. The service fix, which involves a simple software re-flash, will take approximately 15 minutes.

In the interests of safety, durability and reliability, it is important that this modification is completed at the earliest convenient opportunity.

To make an appointment or to request more information about FSA 171, please contact:
..... Customer Reception Administrator on:.....

If however you are no longer the owner of this vehicle, please let us know and we'll make every effort to contact the new owner.

We apologise for any inconvenience this matter may cause and thank you for your patience and cooperation in helping us eliminate this potential concern at the earliest opportunity.

Yours sincerely

Dealer Service Manager