

## SAFETY RECALL ACTION

<b>Reference number:</b>	<b>RA-01-1048</b>	<b>Issued: 24 January, 2018</b>
<b>Subject:</b>	<b>Install Steering Column Grounds</b>	
<b>Model(s):</b>	<b>DB11</b>	
<b>VIN range:</b>	<b>See attached VIN list</b>	
<b>Applicable to:</b>	<b>All Dealers</b>	
<b>Distribute to:</b>	<b>After Sales Manager</b> <b>Executive Manager</b> <b>Service Manager</b> <b>Sales Manager</b>	<b>Warranty Staff</b> <b>Technician(s)</b> <b>Parts Staff</b>

### Attached Documents:

- Appendix A - Table that Shows the Quantities of Affected Vehicles**

### Reason for this Safety Recall Action NHTSA ID: 18V-065.

Aston Martin has decided that a defect which relates to motor vehicle safety exists on DB11 models manufactured between June 2016 and November 2017.

On certain DB11 vehicles an electrostatic discharge (ESD), when combined with a damaged steering column control module clock spring and an insufficient grounding of the steering column upper, may lead to an inadvertent deployment of the driver airbag, which can increase the risk of injury and a crash. This Safety Recall Action gives instructions on how to install a contact bridge and a contact spring to the steering column. These components will remove the static charge from the steering wheel.

To correct this problem you must install two grounding components to the steering column.

The full list of VINs for the affected vehicles is on the Dealer Communication System (DCS) portal as an attachment to this Safety Recall Action document.

**PLEASE DO A CHECK OF ALL VEHICLES THAT ARE IN THE AFFECTED VIN LIST**

### Legal Requirements

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these difficult solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copies of the letters that are being sent to Owners, the Owners are being instructed to contact Aston Martin Customer Service if their Dealer does not correct the condition within three (3) days of the mutually agreed upon service date. If the condition is not corrected within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

**IMPORTANT: We remind you that it can be a violation of Section 30120(i) of the Federal Motor Vehicle Safety Act required under this notice if a Dealer sells or leases a vehicle that is covered by this notice without first completing the repair.**

## Communications

We will write to every owner directly to tell them about this Safety Recall Action. The customer letter and the “Change of Keeper or Address” form will be attached to this Safety Recall Action on DCS.

When the Owner calls to make an appointment, briefly describe the repair which will be done to the Owner’s vehicle and fully explain the reason for this work. Tell the owner that the repair will be done at no cost to them.

## Service Reception Desk – Checks you must do before you book the vehicle in.

When you make a reservation for a Customer that you confirm the name and contact details are correct in Aston Martin’s records. To do this, please do the steps that follow:

1. Enter the vehicle’s 6-digit chassis number into DCS (amdealers.com) and click “Validate” (refer to Figure 1).

The screenshot shows the Aston Martin Dealer Communication System (DCS) interface. On the left is a navigation menu with options like Home, CRM Portal, Vehicle Ordering, etc. The main content area is titled 'Pre-Owned Car Registration' and includes a 'Step 1: Vehicle Details' section. A text prompt says 'Please enter the vehicle chassis number and click validate:'. Below this is a text input field containing 'L02491' and a 'Validate' button. A black arrow points to the 'Validate' button, with a '1' in a box below it.

Figure 1

2. Make sure that the vehicle details are correct. If the current owner is correct, no action is necessary.
3. Make sure that the Customer name is correct. If the data is correct, then no action is necessary.
4. To update the Customer details, use the search feature to find the customer in your Synergy database (refer to Figure 2).

The screenshot shows the 'Pre-Owned Car Registration' form with search results. The 'Step 1: Vehicle Details' section shows the chassis number 'L02491' and the 'Validate' button. Below this is a 'Search Results' section with a 'Vehicle Summary' table. The table has columns for Chassis, Model Name, Body Style, Model Year, Drive Type, Gear Box, Exterior Colour, Trim, Spec, and Current Owner. The data row shows: L02491, DB11 Coupe, C, 2017, L, A, Jet Black P1308AAA, Pure Black Leather (LX131). Below the table is 'Step 2: Customer Details' with a 'Customer Search' button highlighted by a black arrow and a '2' in a box. There are also input fields for 'First Name' and 'Last Name' and a 'Search' button.

Figure 2

**Note: The Customer record and updated details must have been entered into Synergy before you try to transfer the ownership in DCS.**

5. If the correct Customer shows, click “confirm”.
6. If the correct Customer details do not show, click “add new”.

**Before you start work**

Log on to the Online Dealer Warranty (ODW) system. Do the steps that follow:

7. Select the Warranty Live screen (Outstanding Campaigns Status).
8. Download the VIN list from DCS and do a check of the VINs in your control.
9. Find out if there are other open Service Actions (SAs) or Recall Actions (RAs) for the vehicles in the list.
10. List the SAs and RAs and plan the work so that the Owner only needs to come to your Dealership once.

**Note:** *The ODW system operates in real-time. Thus, the online condition shows only the newest Dealer Warranty Claim submissions.*

## Workshop Procedure

This Workshop Procedure has two parts: [where applicable]

- Part A– Examine steering column
- Part B– Install steering column grounds

### Part A - Examine steering column

**Note:** *Part A of the procedure that follows is for vehicles from L02866 thru L03917 only.*

1. Move the hush panel to get access to the screw that attaches the lower duct to the instrument panel (IP) (refer to Figure 3).

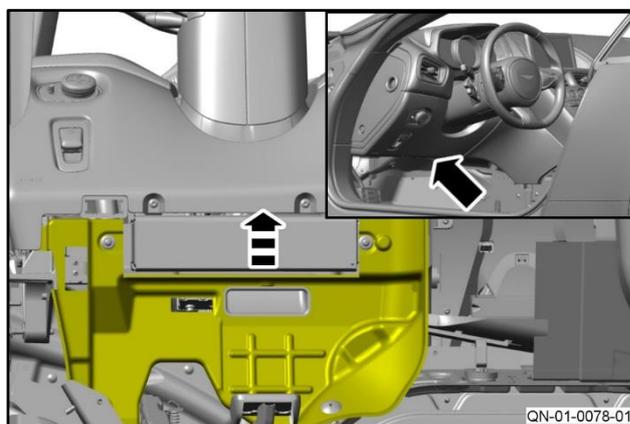


Figure 3

2. Remove the screw that attaches the lower duct to the IP (refer to Figure 4).

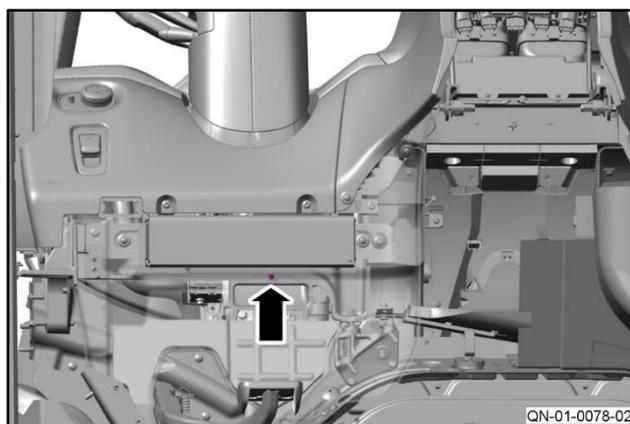


Figure 4

3. Move the vent duct to get access to the steering column (refer to Figure 5).

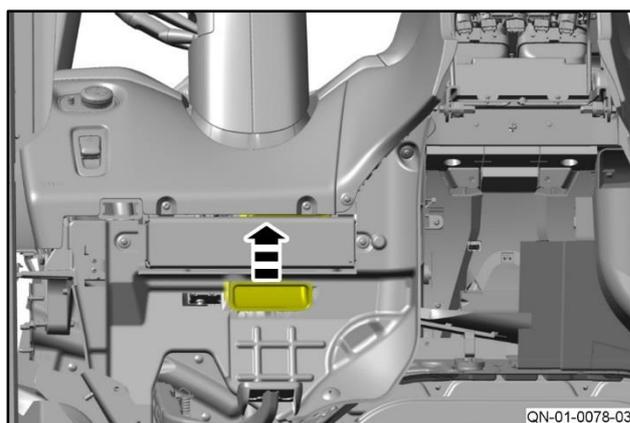


Figure 5

4. Do a check of the component number on the label (refer to Figure 6).
  - If the steering column is Q01 or Q02, photograph the label and do Part B after Part A is complete.
  - If the steering column is Q03 or higher, no more work is necessary after Part A is complete.



Figure 6

5. Move the vent duct to its original position (refer to Figure 7).

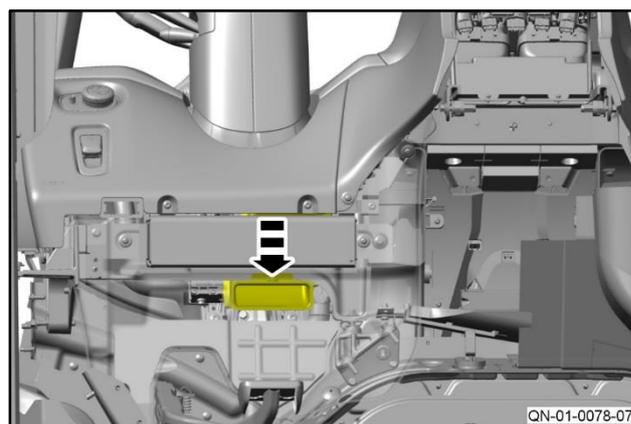


Figure 7

6. Install and tighten the screw that attaches the lower duct to the IP (refer to Figure 8).

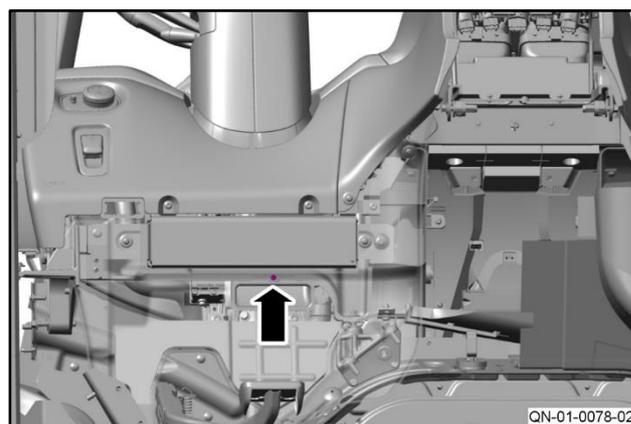
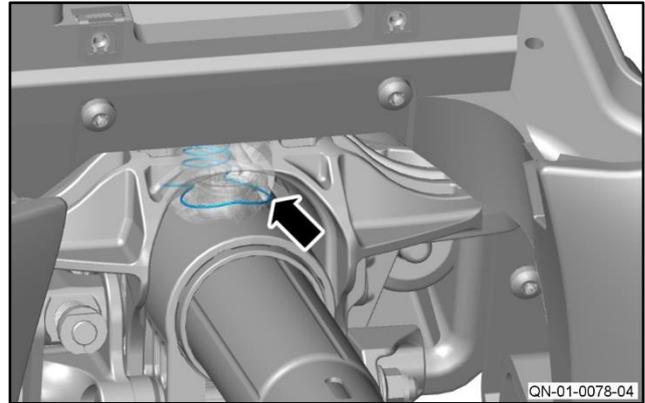


Figure 8

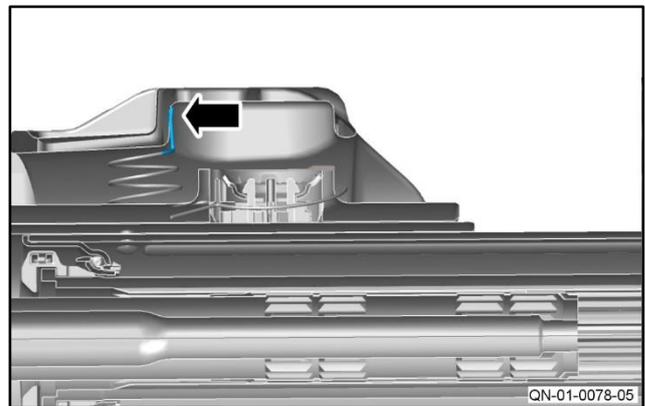
**Part B - Install steering column grounds**

**Note:** *Part B of the procedure that follows is for all DB11 vehicles to L02865. Part B is also for DB11 vehicles from L02866 thru L03917 with Q01 or Q02 steering columns.*

1. Move the steering column to its lowest position.
2. Remove the top and bottom shroud assembly for the steering column (refer to Workshop Manual Procedure 11.04.DB).
3. Install the contact spring onto the circular casting on steering column (refer to Figure 9).

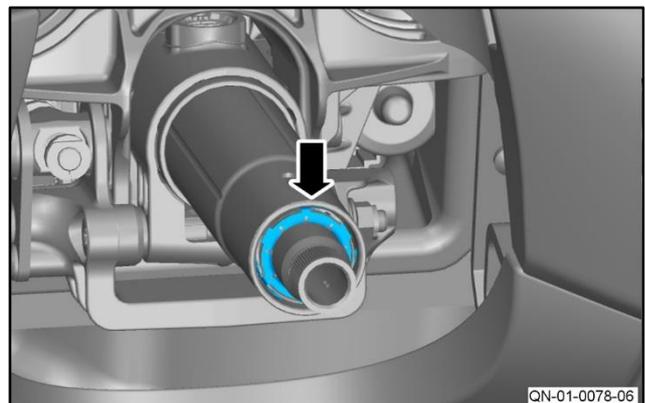
**Figure 9**

4. The contact spring must be installed so that it touches the circular casting on the steering column (refer to Figure 10).

**Figure 10**

5. Install the contact bridge onto the steering column (refer to Figure 11).

**Note:** *The contact bridge must touch the outer steering column shaft.*

**Figure 11**

6. Use a multi-meter to measure the resistance between the inner column (1) and the steering column casing (2) (refer to Figure 12).
- If the resistance is below 3 ohms go to step 7.
  - If the resistance is above 3 ohms, make sure the components installed in steps 3 thru 5 are installed correctly.

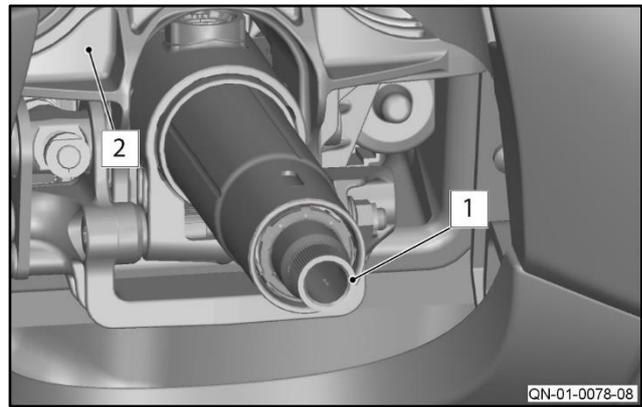


Figure 12

7. Install the top and bottom shroud assembly for the steering column (refer to Workshop Manual Procedure 11.04.DB).

### Warranty Data

Make sure that you submit your claim in less than 24 hours after the work is completed. The records of your claims are used in the reporting process for the Safety Recall Action that Aston Martin need to submit to the National Highway Traffic Safety Administration.

**Note:** *If part B of the workshop procedure is necessary you must send the photograph of the label with your claim.*

*Save the photo in the format "Dealer Name - RA-01-1048 - \*\*\*\*\*" (6 Digit Chassis No)*

*Use the same format in the title of an email and send it to [warranty@astonmartin.com](mailto:warranty@astonmartin.com)*

*Please be aware that Warranty claims for installation of the contact spring and contact bridge parts may be charged back if a photograph is not received.*

### Procedure and Labour Time

Tier A - Examine Steering Column (Vehicles from L02866 thru L03917 only)

Description	Labour Time
Examine Steering Column	0.1 Hours
Install Steering Column Grounds	1.8 hours

Tier B – Install steering column grounds (Vehicles to L02865)

Description	Labour Time
Install Steering Column Grounds	1.8 hours

### Part Data

Description	Part Number	Quantity
Contact Bridge	HY53-SE14A664-AA	1
Contact Spring	HY53-SE14A664-BA	1

### Please Note:

When you have completed this Safety Recall Action, make sure that you make an entry in Section A of the Vehicle Owner's Guide to show that the procedure is completed.

**Appendix A - Table that Shows the Quantities of Affected Vehicles in the US Market**

*Note: Please refer to the list on DCS for the vehicles in your region.*

<b>Model</b>	<b>Registered &amp; AMLNA Fleet (RA-01-1048)</b>	<b>Port &amp; Dealer Not Registered (QN-01-1048)</b>	<b>Build Range (MM/YY)</b>
DB11 V12	692	311	06/16 to 11/17
DB11 V8	22	2	06/17 to 11/17
<b>TOTAL</b>	714	313	

If you have any questions related to this Safety Recall Action, please contact: Aston Martin Technical Services on: +44 (0) 1926 644720, email: [askamtech@astonmartin.com](mailto:askamtech@astonmartin.com), or contact your After Sales Manager.

The English version of this Safety Recall Action is written in Simplified Technical English to ASD-STE100™.