

RECALL ACTION

Reference number:	RA-03-1926	Issued: 05 April, 2024
Subject:	Oil Cooler Hoses	
Model(s):	DBX707	
VIN range:	Refer to the separately published list of Vehicle Identification Numbers (VINs)	
Applicable to:	All Dealers	
Distribute to:	Head of Business After Sales Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Attached Documents:

- Copy of the Owner Notification letter for vehicles in RA-03-1926
- Copy of the Change of Keeper or Address form

Reason for this Recall Action

Aston Martin has determined that a defect which relates to motor vehicle safety may exist on a number of DBX707 vehicles built between October 2022 and April 2023.

On the affected vehicles it is necessary to replace the oil cooler hoses.

To correct this problem, do the Workshop Procedure given in this document to replace the oil cooler hoses.

The full list of VINs for the affected vehicles are attached to this Recall Action document.

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

Communications

The customer letter and the "Change of Keeper or Address" form are uploaded to Technical Hub.

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.

Workshop Procedure

1. Replace the oil cooler hoses set (refer to Workshop Manual Procedure 03.03.DH).

Part Data

Description	Part Number	Quantity
Hose Assembly- Oil Cooler Outlet	PY83-6B748-CB	1
Hose Assembly- Oil Cooler Inlet	PY83-6B747-CB	1

Procedure and Labour Time

Description	Labour Time
Replace oil cooler hoses	1.7 Hours

Note: Parts for this campaign are not available until 22nd April 2024. Please do not book any vehicle for repair until after this date.

The claiming conditions and outstanding vehicle campaign flags will be available in the warranty system and Technical Hub from 22nd April.

To contact Aston Martin for further information about this document, please refer to the "Contact Us" page in Technical Hub.

Copy of the Owner Notification Letter

[Date DD Month, YYYY]

[Customer Name]
[Customer Address 1]
[Customer Address 2]
[Customer City/County]
[Customer Country]

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall [NHTSA Ref]

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

Aston Martin has decided that a defect which relates to motor vehicle safety may exist in certain DBX vehicles that were manufactured from May 2020 through September 2023.

Aston Martin has not received any report of an accident or injury caused by either defect. As a precaution, however, we ask that you contact your dealer for assistance with these important safety actions.

Safety Recall Actions:

- RA-63-1832 – DBX 12V PSS Battery Fusebox
- RA-03-1926 – DBX707 Oil Cooler Hoses

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Copy of the Owner Notification Letter

REASON FOR THESE RECALL ACTIONS

RA-63-1832 – DBX 12V Battery Fusebox

On the affected vehicles, it is possible that the fixings for the fuse box cables are not correctly torqued.

This could cause the cables to become loose, and (if undetected) could cause the vehicle to lose electrical power or heat damage to the fuse box. Loss of electrical power could result in the engine stalling or loss of headlights, power assisted steering, or other vehicle functions. These could increase the risk of crash. Heat damage to the fuse box could cause smoke in the boot or an unpleasant odour.

A loose fuse box cable may cause a battery warning light to display on the instrument cluster.

The repair, if needed, involves simple fast replacement of a new washer, split washer, and flat nut to each affected stud in the fuse box.

The models affected are:

- 2020 – 2023 DBX
- 2022 – 2023 DBX707

RA-03-1926 – DBX707 Oil Cooler Hoses

On affected vehicles, certain oil hoses for the oil cooler exhibit pit and pin marks that identify parts that may be prone to burst with a resulting loss of oil and oil pressure. Sudden and rapid loss of oil and oil pressure could lead to the engine stalling or seizing which could increase the risk of crash or fire (in the presence of an ignition source). Before failing, the oil level and pressure warnings may be displayed in the instrument cluster. After failing, the driver may see smoke from the engine area.

The repair involves the quick and simple replacement of the oil hoses for the oil cooler.

The models affected are:

- 2022 – 2023 DBX707

Copy of the Owner Notification Letter

WHAT WE WILL DO

Aston Martin will inspect and if necessary, replace the affected parts for the 12V battery fuse box.

Aston Martin will also replace the affected hoses for the oil cooler.

These actions will be done at no cost to yourself.

WHAT YOU SHOULD DO

Please contact your Aston Martin dealer as soon as possible to arrange a date for the repair. They will be able to fully explain why this Recall Action is necessary. Instructions for making this correction have been sent to your dealer. The labor time necessary to complete these service corrections is a maximum of three hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Aston Martin dealer is best equipped to obtain parts and provide the service to make sure that your vehicle is corrected as promptly as possible. If, however you take your vehicle to your dealer on the agreed service date and they do not remedy this condition on that date, or within three days, we recommend that you contact Aston Martin Customer Service by calling 1-886-276-6661.

If after contacting your dealer and Aston Martin Customer Services, you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-275-9171) or go to <http://www.nhtsa.gov>.

IF YOU NO LONGER OWN THE VEHICLE

If you have sold or traded your vehicle, please tell us by completing the enclosed Change of Keeper form and returning it to us.

We are sorry to cause inconvenience with this Recall Action. However, this action has been taken in the interest of your safety and continued satisfaction with our products.

Yours sincerely

[Dealer's Representative]
[Representative's Job Title]
[Dealer Name] |

