

## RECALL ACTION

Reference number:	RA-30-2015	Issued: 3 January 2025
Subject:	Head Unit Software Update (Reverse Camera Display)	
Model(s):	DB12, DBX, Vantage	
VIN range:	Refer to the separately published list of affected Vehicle Identification Numbers (VINs)	
Applicable to:	All US Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

**Attached Documents:**

- Copy of the Owner Notification letter
- Copy of the Change of Keeper or Address form

**Reason for this Recall Action**

Aston Martin has determined that certain DBX707, DB12 and Vantage vehicles built between March 2024 and December 2024 or updated as part of SA/QN-30-1994 from October 2024 may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility (49 CFR §571.111).

On affected vehicles, the home screen menu may obscure the display of the reverse camera. This can affect the driver's rear visibility and increase risk of collision.

**Over-The-Air (OTA) Campaign**

Vehicles built between September and December, and vehicles that have been updated as a part of QN/SA-30-1994 can be updated by the customer by Over-The-Air (OTA) (regardless of build date).

Refer to OTA Update Content for more information.

**Dealer update**

Vehicles built from March to September are unable to be updated by OTA and must return to the dealer for a USB software update (unless they have already had SA/QN-30-1994 completed).

Refer to Dealer Update Process for further information.

## Workshop Procedure

### OTA Update Content

This update will correct problems where infotainment screens appear over the reverse camera view.

Module affected on software update	New Software Part Number After Update
Head Unit (HU24)	911.29.10
Expected Installation Time	
Update the head unit software	Up to 20 minutes

You must make sure that this update is performed on any affected vehicles at your dealership, and any vehicle that is in the workshop as part of its Vehicle Health Check (VHC).

### Customer Communication

Where affected vehicles have been handed over to a customer, they will be notified of this update by letter and asked to complete the update at their convenience.

If a customer visits your dealership about this update, you must help the customer to install the update to their vehicle.

### Update Process

There are two stages to the software update:

1. Download – The vehicle must be driven or the ignition needs to be activated to the 2nd stage. The download will then take place in the background. This will not impact the use of the vehicle.
2. Install – Once the update has been downloaded to the vehicle, press the install button that appears in the infotainment screen settings. Before the installation of the update is started, the below conditions must be met:
  - The vehicle ignition must be set to on
  - The vehicle battery must be above 80% charged
  - The vehicle must be stationary
  - The vehicle transmission must be in park
  - There must not be an ongoing eCall session

If you need assistance to complete this update, refer to SPL-30-1936.

## Dealer Update Process

**CAUTIONS:** YOU MUST CONNECT A BATTERY CHARGER TO THE VEHICLE BEFORE YOU DO DIAGNOSTIC PROCEDURES. IF THE VEHICLE BATTERY VOLTAGE DECREASES DURING THE PROCEDURE, THE SOFTWARE UPDATE CAN FAIL AND CAN CAUSE DAMAGE TO THE MODULE.

A HIGH OUTPUT BATTERY CHARGER (MINIMUM OF 80A) IS NECESSARY TO MEET THE DEMAND OF THE RADIATOR COOLING FAN. THE BATTERY CHARGER MUST ALSO BE COMPATIBLE WITH ABSORBENT GLASS MAT (AGM) TYPE BATTERIES. IF A CHARGER WITH INSUFFICIENT OUTPUT IS USED, THIS CAN CAUSE A MODULE UPDATE TO FAIL.

MAKE SURE THAT THE BONNET IS LOWERED ONTO THE BONNET CATCH. THIS WILL PREVENT DAMAGE TO THE BONNET AND WIPERS IF THEY ARE ACTIVATED DURING A SOFTWARE UPDATE.

DO NOT CYCLE THE IGNITION DURING THIS PROCEDURE UNLESS INSTRUCTED TO. IF THE IGNITION IS CYCLED, OR THE ENGINE STARTED WITHOUT BEING INSTRUCTED TO THIS CAN CAUSE A MODULE UPDATE TO FAIL.

## SpotLight

If there is a software update failure during this procedure, request technical support by raising a SpotLight case [Here](#), attaching the log file and entering "Software Update" under "Describe the Problem via: Keyword/DTC".

## Part 1 - Do a Check of the Head Unit Software

1. On the Head Unit main menu, swipe from left to right and select "Settings"
2. Select "Software"
3. Do a check of the Head Unit software level
  - If the software is 911.29.10 or higher, no further work is needed
  - If the software level is below 911.29.10, go to Part 2 - Update the Head Unit Software

### Part 2 - Update the Head Unit Software

#### Download the Update Software

Some software to complete this action must be downloaded from Technical Hub before you begin work on a vehicle. Download the applicable software before a vehicle is booked in so that it is ready to use.

**Note: To complete this procedure, you will need a USB memory stick with a capacity of at least 32GB and a USB C connection.**

1. Log in to Technical Hub.
2. Navigate to Campaign support Files and search "Camera Patch Head Unit Software" in the search box (refer to Figure 1).
3. Download the following campaign support files:
  - Camera Patch Head Unit Software

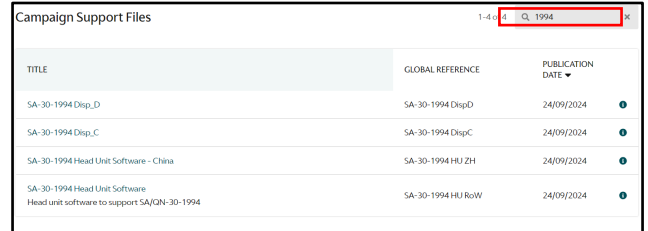


Figure 1

4. Copy the downloaded files to an empty USB-C memory stick.  
**Note: Do not extract the .zip files.**

#### Unlock the Touch Screen Engineering Menu

5. Connect the AMDS Laptop to the vehicle with the VCI and open the AMDSII application (refer to Workshop Manual Procedure 70.03.AB for DBX or 00.06.AD for sportscar).
6. Select "Special Apps" (refer to Figure 2).



Figure 2

7. Select "HU" (refer to Figure 3).

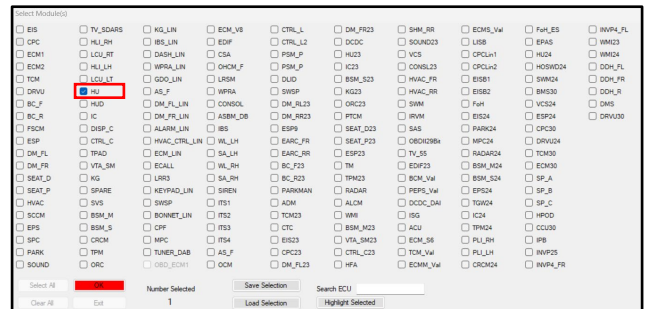


Figure 3

8. Select "ON" to unlock the Touch Screen Engineering Menu (refer to Figure 4).

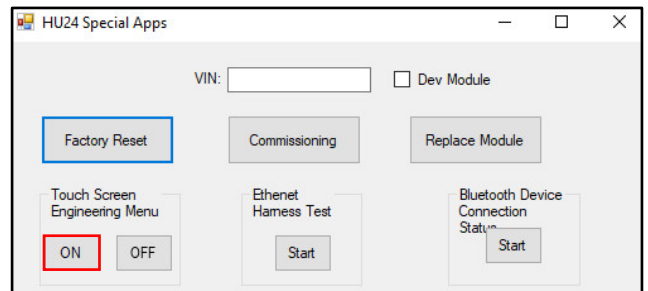


Figure 4

### Update the Vehicle Head Unit (HU24)

1. Insert the USB type C memory stick into the USB slot located in the centre console stowage area.
2. Hold your finger on the time display of the head unit for 8 seconds to enter the engineering menu.
3. Select "System Info".
4. Select "Update Software".
5. Press "/media/usb1" or "/media/usb2".

**Note: Device listed will depend on which port the USB type C memory stick is connected to.**

6. Use the screen to scroll and select the correct software:
  - 911.29.10
7. Select "Update".
8. Wait until the compatibility check has been completed and has a "true" result.
9. If the software already installed on the vehicle is the same level as the software you are trying to install, move on to the next update section.
10. Select "Start".
11. Progress bars will be shown to indicate update progress.

**Note: This process can take up to 20 minutes.**

12. Once the update is complete, the Head Unit must do a power reset. Press the "Home" icon to return to the engineering menu.
13. Select "Power".
14. Select "Shutdown" and tap "Shutdown" again to confirm.
15. Select "Shutdown".
16. The Head Unit will then reset. This can take several minutes to complete.
17. On the main menu, swipe from left to right to open the menu and select "Settings".
18. Press "Software".
19. Make sure the vehicle is at the correct software level shown in step 6.
20. Press and hold the volume dial button until the screen goes black to reset the head unit (refer to Figure 5).



Figure 5

### Code the Head Unit (HU24)

1. Code the HU24 (refer to Workshop Manual Procedure 70.03.GK for DBX or 00.06.BB for Sportscar).
2. Complete an ignition cycle to switch the vehicle off and back on.

**Lock the Touch Screen Engineering Menu**

3. Select "Special Apps" (refer to Figure 6).



Figure 6

4. Select "HU" (refer to Figure 7).

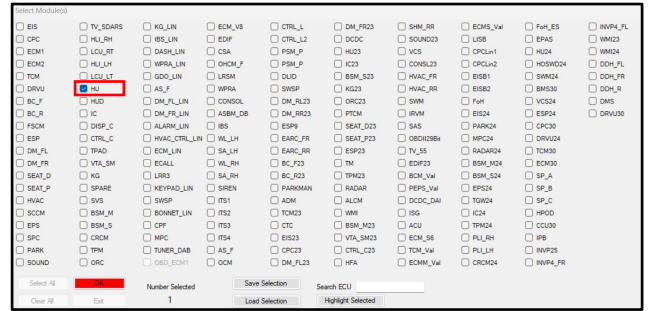


Figure 7

5. Select "OFF" to lock the Touch Screen Engineering Menu (refer to Figure 8).

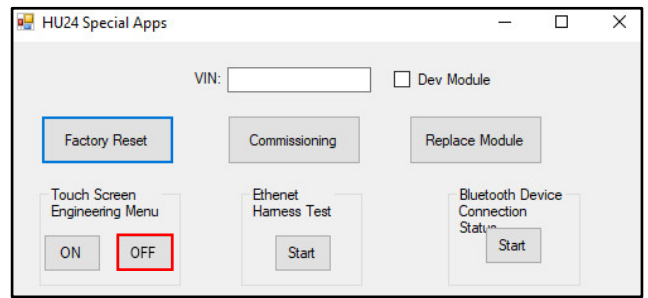


Figure 8

**Warranty Data**

**Procedure and Labour Time**

Tier	Description	Labour Time
A	Do a check of the Head Unit software	0.1 Hours
B	Do a check and update the Head Unit software	0.3 Hours

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