SERVICE POLICY LETTER

Reference number:	**SPL-03-0594V2**	**Issued: 15 February 2017**
Subject:	**Engine Oil Leaks for Vehicles still in Manufacturer's Warranty**	
Applicable to:	**All Dealers**	
Distribute to:	**After Sales Manager** **Executive Manager** **Service Manager** **Sales Manager**	**Warranty Staff** **Technician(s)** **Parts Staff**

Reason for Version 2 of this Service Policy Letter (SPL-03-0594).
The part number for the dye additive has been changed. Changes to this document have a black line adjacent to them in the left margin. Please destroy all copies of SPL-03-0594 that you have and replace them with this Service Policy Letter SPL-03-0594V2**.**

Dear Colleagues,

We receive many claims for repairs to engines that have oil leaks. The engine manufacturer will not accept the claim as a Warranty repair if there is not sufficient evidence to show that it is an engine fault. If you make a Warranty claim for an oil leak that is related to an engine fault, you must supply us with sufficient information about the leak. If you do not, the Warranty claim can be refused. When you make Warranty claims for engine oil leaks, you must do the procedure that follows to give us the correct information about the repair.

Fluorescent dye in the oil.

All new engines that are installed in Aston Martin vehicles have a fluorescent dye added to the lubrication oil in the engine. This dye is Primalec Glo-Leak 1312 (AML number 9G33-M99C104-AA12-PK). To see this dye you must use an Ultra Violet (UV) lamp that has the specification 365 nm UV-A light. UV lamps that are of a lower quality can emit too much light that you can see. This can make it more difficult to see an oil leak that has dye in it. You can purchase an applicable lamp from your local supplier.

When you use the correct lamp, the dye in the oil of new AML engines will glow bright green (refer to Figure 1).

Figure 1 - Examples of dye in engine oil

To do a check if there is dye in the engine oil, remove the oil filler cap and point the UV lamp into the oil filler opening. You should see the dye glow green.

Note: Other fluids can show as a different colour in UV light.

If there is no dye in the engine oil, add dye through the oil filler opening. Start and operate the engine for five minutes to fully mix the dye with the engine oil.

To find the source of a leak

It is possible on some vehicles that there is leakage or contamination from another component or source. This can look like leakage from the engine. If necessary, fully clean the area, then do a road test with the vehicle and then look for new leakage.

For a Warranty claim for engine oil leaks, we will need to be sure that a leak is from the engine. For this, we will need to see clear, good quality photographs that use a UV lamp to show engine oil that has dye in it.

Note: ***You must not start a repair unless you have been given a Warranty authorisation number from AMTech.***

To make a Technical Support Request (TSR)

To make a Warranty claim for engine oil leaks, you must first open a Technical Support Request (TSR) on the DCS portal.

Send us the pictures that you have taken that show the oil leak. The applicable Aston Martin engineers will review the photographs and tell you if they think that a repair is necessary.

Note: ***If the photographs that you send do not give sufficient data about the source of the leak, we can refuse to give authorisation for a Warranty repair.***

If a repair is necessary, and you have sent sufficient information, we will issue a Warranty authorisation number (WW) to you.

Feedback about the repair

After we have given the approval to do the repair, during the repair process, please take more photographs. We ask you to do this to give us more information about why the leak occurred. This will help us to increase reliability and quality in the future. For examples, refer to Figure 2 thru Figure 5. The photographs must show data about the cause of the leak.

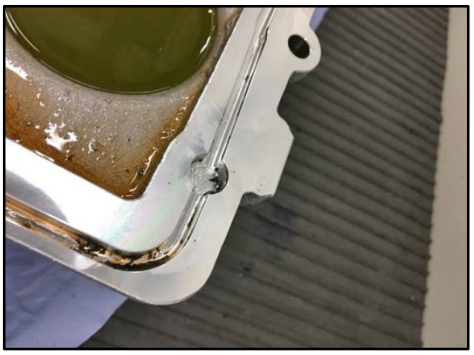

Figure 2

Figure 3

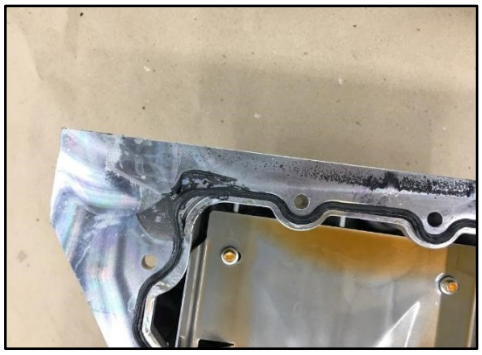

Figure 4

Figure 5

Some usual causes of oils leaks can be:

- Damaged seal
- Loose or incorrect fastener torque(s)
- Damage to mating surfaces or seal groove
- Contamination or debris in the joint or on/under a seal
- Incorrect application or insufficient quantity of liquid sealant (RTV)

- RTV does not bond to the joint surfaces because of incorrect degreasing
- Missing or misplaced seal.

Even if you are not sure about the cause of a leak, still send us photographs from the repair process. Send the photographs to: warranty@astonmartin.com.

If we do not receive sufficient photographs of a good quality to validate the claim, then the claim will be rejected.

If you have any questions about this Policy Letter, please speak to Client Services - Technical on Tel: +44 (0) 1926 644720.

Thank you for your continued support.

Yours faithfully

Steve Tiltman

Manager, Client Services Technical.