

## SERVICE POLICY LETTER

<b>Reference number:</b>	<b>SPL-01-1048</b>	<b>Issued: 24 January, 2017</b>
<b>Subject:</b>	<b>Recall Action / Quarantine Notice: Install Steering Column Grounds - DB11</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>

Dear Colleagues,

Aston Martin has determined that 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.

There have been no reports of inadvertent airbag deployment, or injury caused by this defect on Aston Martin DB11 vehicles but the Aston Martin Recall Committee has determined that a voluntary Recall should be performed on all DB11 vehicles potentially affected with the defect. We are in the process of notifying and formally submitting the recall to the regulatory bodies in the relevant markets.

Recall Action RA-01-1048 / Quarantine Notice QN-01-1048 give instructions on how to examine the steering column and / or install a contact bridge and a contact spring to the steering column. These components will remove the static charge from the steering wheel.

Owners will be notified to take their vehicle to an Aston Martin Dealer. The installation of the contact bridge and the contact spring will be completed at no cost to the owner. Please refer to the customer letter attached to the Recall Action in DCS for more information.

We would like to assure you that the vehicles remain safe to drive unless the Airbag / Supplemental Restraint System (SRS) light and warning message are shown in the instrument cluster. If the Airbag / SRS light and warning message are shown in the instrument cluster, owners should not drive the vehicle. They will be advised to contact the nearest authorised Aston Martin Dealer or associated assistance provider.

For your information, a production change has been implemented into the steering column design to include an additional grounding path.

Driven by significant demand from other manufacturers, the parts for the Recall are subject to constrained availability. The Aston Martin team will be in contact with you as we look to co-ordinate the scheduling of customer notification letters and vehicles being booked in. This is to minimize inconvenience to owners and to support effective planning for your workshops.

There are parts reserved to support the earliest completion of Quarantine Notice activity. The Aston Martin team will be in further contact to co-ordinate the distribution of these parts.

Please make sure that this information is cascaded to all technical and customer facing personnel in your Dealership.

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



Phil Eaglesfield  
Director, Client Services.