

## SERVICE POLICY LETTER

|                   |                                                                              |                                                |
|-------------------|------------------------------------------------------------------------------|------------------------------------------------|
| Reference number: | SPL-03-0594V4                                                                | Issued: 17 March, 2020                         |
| Subject:          | Engine Oil Leaks for Vehicles still in Manufacturer's Warranty               |                                                |
| Applicable to:    | All Dealers                                                                  |                                                |
| Distribute to:    | After Sales Manager<br>Executive Manager<br>Service Manager<br>Sales Manager | Warranty Staff<br>Technician(s)<br>Parts Staff |

### Reason for Version 4 of this Service Policy Letter (SPL-03-0594)

Changes to this document have a black line adjacent to them in the left margin. Please destroy all copies of SPL-03-0594V3 that you have and replace them with this Service Policy Letter, SPL-03-0594V4.

Dear Colleagues,

We would like to inform you of the correct way to make a claim for an engine with an oil leak. 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 the UV lamp supplied in the applicable **UV Engine Oil Leak Detection Kit** shown in Table 1.

Table 1

| Product Code | Part Description                                                         | Territory Variant | AML Part Number |
|--------------|--------------------------------------------------------------------------|-------------------|-----------------|
| UV2165A      | Mini Pro UV365 Rechargeable Tracer Lamp Cased Kit & Spare Battery        | GB Type           | 43-28483        |
| UV2165A-EU   | Mini Pro UV365 Rechargeable Tracer Torch & Case & Spare Battery EU       | EU Type C         | 43-28486        |
| UV2165A-US   | Mini Pro UV365 Rechargeable Tracer Torch & Case & Spare Battery Americas | US Type A         | 43-28485        |
| UV2165A-ANZ  | Mini Pro UV365 Rechargeable Tracer Torch & Case & Spare Battery Aus/NZ   | AUS / NZ          | 43-28484        |

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.

### **To make a Warranty claim**

Requests for Prior Authority to perform an engine oil leak repair must be submitted through SpotLight. For a Warranty claim to be accepted, we need to be sure that the leak is from the engine. Please provide clear, good quality photographs that use a UV lamp to show engine oil with dye in it.

**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.*

Follow the SpotLight procedure and attach the pictures that show the oil leak. AML will review the photographs and tell you if a repair is necessary. If a repair is necessary, and you have sent sufficient information, we will issue you with a Warranty authorisation number (WW).

**Note:** *You must not start a repair until you receive a Warranty authorisation number.*

### **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](mailto: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

A handwritten signature in black ink, appearing to be 'John Cranfield'.

John Cranfield  
Senior Manager, Client Technical Services