

SERVICE POLICY LETTER

Reference number:	SPL-41-1445	Issued: 21st October, 2020
Subject:	Correction Process for Steering Wheel Misalignment	
Model(s):	DBX	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

There have been reports of DBX vehicles that have been identified with steering misalignment.

As part of the process to resolve this issue, you must follow the process steps below to help us identify the root cause and fix the problem.

Note: *Please submit photographs of the wheel alignment data before and after you do the wheel alignment procedure to: warranty@astonmartin.com*

Correction Process for Steering Wheel Misalignment

If a vehicle has been identified with steering wheel misalignment you must follow the process below:

Identified in a Static Condition at PDI

1. Measure the wheel alignment on wheel alignment rig.
2. Provide the measurement data with vehicle information.
3. Do the updated wheel alignment procedure (refer to Workshop Manual Procedure 42.01.AA).

Identified on Wheel Alignment Rig

1. Provide the measurement data with vehicle information.
2. Do the updated wheel alignment procedure (refer to Workshop Manual Procedure 42.01.AA).

Identified on Road

1. Record the details of road type and driving conditions such as hill, camber, flat ground.
2. Measure the wheel alignment on wheel alignment rig.
3. Provide the measurement data with vehicle information.
4. Do the updated wheel alignment procedure (refer to Workshop Manual Procedure 42.01.AA).

Note: *Please raise an EPDR and submit photographs of the wheel alignment data to: EPDR@astonmartin.com
Reference the EPDR number and VIN in the subject box.*

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 read 'Andrew West', with a flourish at the end.

Andrew West
Director, Client Services.