

SAFETY RECALL ACTION

Reference number:	RA-30-1471	Issued: 17 December, 2020
Subject:	Headliner Foam Block Installation	
Model(s):	DBX	
VIN range:	Refer to the separately published list of affected Vehicle Identification Numbers (VINs)	
Applicable to:	USA & Canada	
Distribute to:	After Sales Manager	Warranty Staff
	Service Manager	Technician(s)
	Sales Manager	Parts Staff

Attached Documents:

- Appendix A - Table that Shows the Quantities of Affected Vehicles
- Appendix B - Copy of the Owner Notification letter for vehicles in RA-30-1471
- Appendix C - Copy of the Change of Keeper or Address form

Reason for this Safety Recall Action (NHTSA Reference 20V-784)

Aston Martin has identified certain DBX vehicles contain a non-compliance with Federal Motor Vehicle Safety Standard No. 201.

The vehicles built that do not comply were manufactured between March 2020 and October 2020. On the affected vehicles the headliner foam blocks have not been installed.

To correct this problem, do the Workshop Procedure given in this document to install the headliner foam blocks on both sides of the vehicle.

The full list of VINs for the affected vehicles are attached to this Recall Action document.

PLEASE DO A CHECK OF ALL VEHICLES THAT ARE IN THE AFFECTED VIN LIST

Legal Requirements

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these difficult solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copies of the letters that are being sent to Owners, the Owners are being instructed to contact Aston Martin Customer Service if their Dealer does not correct the condition within three (3) days of the mutually agreed upon service date. If the condition is not corrected within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

IMPORTANT: We remind you that it can be a violation of Section 30120(i) of the Federal Motor Vehicle Safety Act required under this notice if a Dealer sells or leases a vehicle that is covered by this notice without first completing the repair.

Service Reception Desk – Checks you must do before you book the vehicle in.

When you make a reservation for a Customer, please make sure that you confirm the name and contact details are correct in Aston Martin's records. To do this, please do the steps that follow:

1. Enter the vehicle's 6-digit chassis number into DCS (amdealers.com) and click "Validate" (refer to Figure 1).

ASTON MARTIN
DEALER COMMUNICATION SYSTEM

Home
CRM Portal
Vehicle Ordering
Pre-Owned Admin
Pre-Owned Admin
Used Car Registration
Registration
MS Check
Service Plan
Extended Warranty
Service Contracts
Messages
Dealer Support
Electronic PSK
Bulletins
Directory
Discussion Forum
Training
Sales Admin
Manufacturing
Production
User Details Admin
User Details
Q Feature Admin

Pre-Owned Car Registration
Please use this form to enter the details of the owner of a vehicle once it has had a change of ownership.
Step 1: Vehicle Details

Please enter the vehicle chassis number and click validate:

Chassis Validate

1

Figure 1

2. Make sure that the vehicle details are correct. If the current owner is correct, no action is necessary.
3. Make sure that the Customer name is correct. If the data is correct, then no action is necessary.
4. To update the Customer details, use the search feature to find the customer in your Synergy database (refer to Figure 2).

Pre-Owned Car Registration
Please use this form to enter the details of the owner of a vehicle once it has had a change of ownership.
Step 1: Vehicle Details

Please enter the vehicle chassis number and click validate:

Validate

Search Results

Vehicle Summary:

Chassis	Model Name	Body Style	Model Year	Drive Type	Gear Box	Exterior Colour	Trim	Spec	Current Owner
L02491	DB11 Coupe	C	2017	L	A	Jet Black P1328AAA	Pure Black Leather (LX131)		

Step 2: Customer Details
Select the new vehicle owner:

Customer Search 2

First Name

Last Name

Search

Figure 2

Note: *The Customer record and updated details must have been entered into Synergy before you try to transfer the ownership in DCS.*

5. If the correct Customer shows, click "confirm".
6. If the correct Customer details do not show, click "add new".

Before you start work

Log on to the Online Dealer Warranty (ODW) system. Do the steps that follow:

7. Select the Warranty Live screen (Outstanding Campaigns Status).
8. Download the VIN list from DCS and do a check of the VINs in your control.
9. Find out if there are other open Service Actions (SAs) or Recall Actions (RAs) for the vehicles in the list.
10. List the SAs and RAs and plan the work so that the Owner only needs to come to your Dealership once.

Workshop Procedure

CAUTION MAKE SURE TO USE SUITABLE PROTECTIVE EQUIPMENT TO PREVENT DAMAGE TO THE VEHICLE.

1. Find the headliner clipping point on the B pillar (refer to Figure 3).

Note: Access to the roof liner clipping point is the same on both sides of the vehicle.

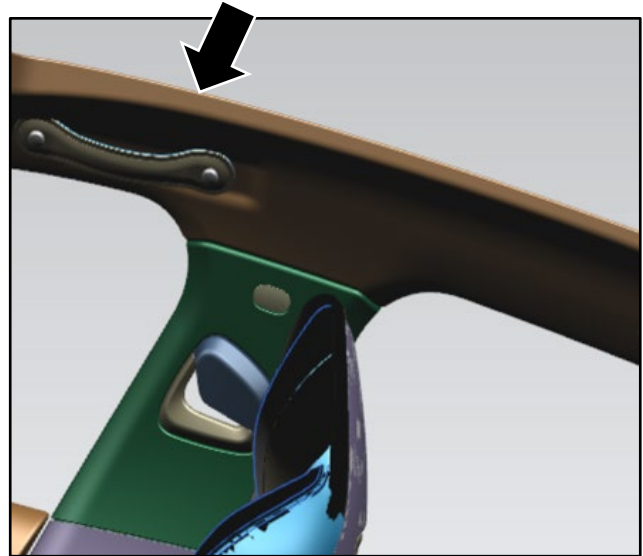


Figure 3

2. Carefully move the headliner down and push it back to disengage the clip (refer to Figure 4). This will let you access the recess for the headliner foam block.



Figure 4

3. Remove the double-sided tape from the headliner foam block (refer to Figure 5).

Note: *The foam blocks supplied may differ in colour and finish from those shown in the images.*



Figure 5

4. Put the headliner foam block into position between the roof rail and the headliner (refer to Figure 6).

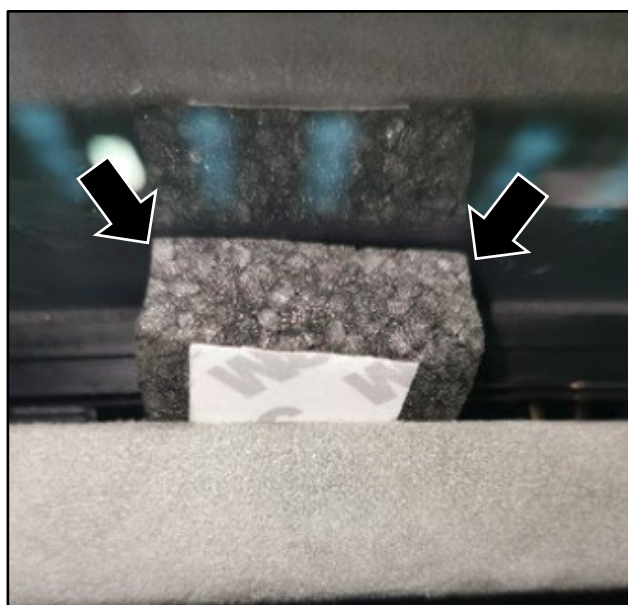


Figure 6

5. Install the headliner foam block on to the headliner assembly between the marks shown (refer to Figure 7).

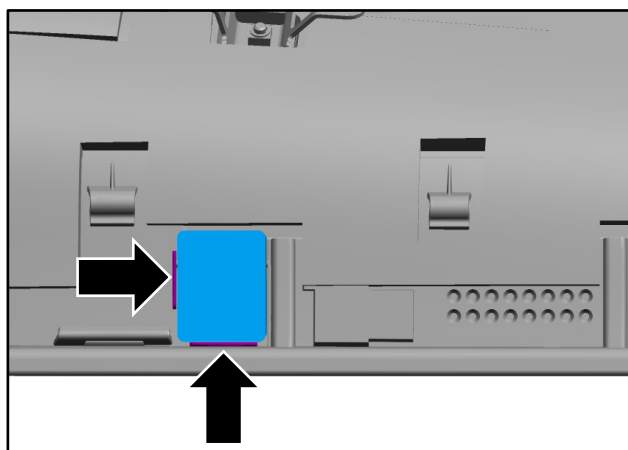


Figure 7

6. Push the headliner up to make sure the tape is attached correctly.

7. The headliner clip must be in the correct position before you install the headliner (refer to Figure 8).

Note: Take care when you install the headliner. The clips can be damaged if not in the position shown.

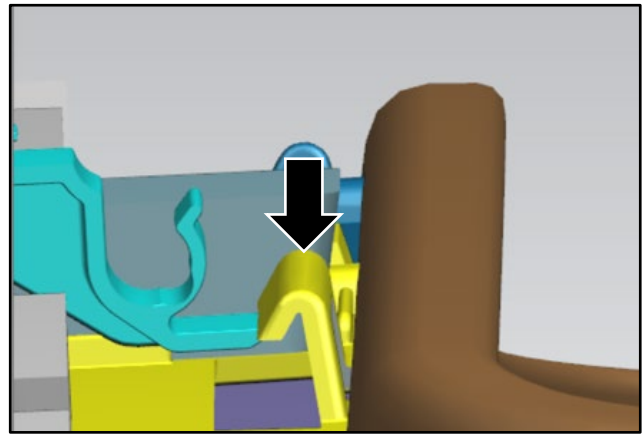


Figure 8

Note: The clip for the headliner can disengage. If this occurs, you must clip the headliner in place before you install the opposite side.

8. Install the headliner into position (refer to Figure 9). You will hear a click when the clip is engaged correctly.

Note: If you do not hear a click you must do steps 7 and 8 again.

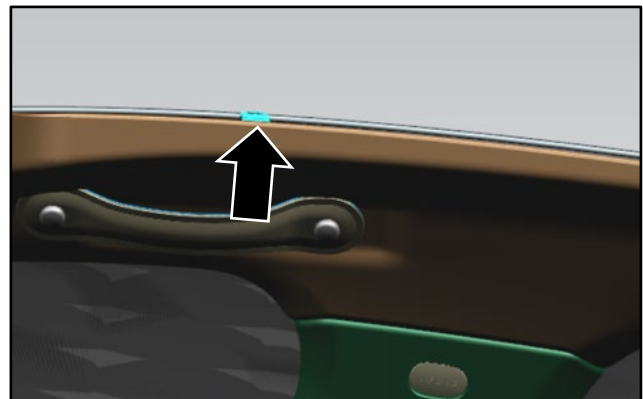


Figure 9

9. Do steps 1 thru 9 for the opposite side of the vehicle.

Part Data

Description	Part Number	Quantity
Foam Block	MY83-83-10035	2

Warranty Data

Make sure that you submit your claim in less than 24 hours after the work is completed. The records of your claims are used in the reporting process for the Recall Action that Aston Martin need to submit to the National Highway Traffic Safety Administration.

Procedure and Labour Time

Description	Labour Time
Install the Headliner Foam Blocks	0.1

Appendix A - Table that Shows the Quantities of Affected Vehicles in the US Market

Model	Registered & AMLNA Fleet (RA-30-1471)	Dealer Not Registered (QN-30-1471)	Build Range (MM/YY)
DBX	92	59	03/20 to 10/20
TOTAL	92	59	

Please Note:

When you have completed this Safety Recall Action, make sure that you make an entry in Section A of the Vehicle Owner's Guide to show that the procedure is completed.

If you have any questions related to this document, please refer to the 'Contact Us' link on this webpage, or contact your local Dealer or After Sales Manager.

The English version of this document is written in Simplified Technical English to ASD-STE100™.

[[Date DD Month, YYYY]

[Customer Name]
[Customer Address 1]
[Customer Address 2]
[Customer City/County]
[Customer Country]

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall 20V-784

This notice applies to your vehicle: **[[INSERT VIN]]**

Dear [[Customer]]

Safety Recall Action RA-30-1471 –Headliner Foam Block Installation

REASON FOR THIS RECALL ACTION

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Aston Martin has decided that certain MY 2021 DBX vehicles built between March 2020 and October 2020 fail to conform to Federal Motor Vehicle Safety Standard No. 201 (Occupant Protection in Interior Impact).

Affected vehicles were built without headliner foam blocks installed. These were designed to enable the vehicle to conform to the standard. In the event of a crash, missing headliner foam blocks could increase the risk of head injury to an unbelted occupant. As a precaution to reduce this risk, occupants are urged to continue to wear their seatbelts.

The models affected are:

- 2021 - DBX

WHAT WE WILL DO

Aston Martin will notify the owner by mail and instruct you to take your vehicle to a dealer to install the headliner foam blocks. This will be performed free of charge.

WHAT YOU SHOULD DO

Please contact your Aston Martin dealer as soon as possible to arrange a date for the repair. They will be able to fully explain why this Recall Action is necessary. Instructions for making this correction have been sent to your dealer. The labour time necessary to complete this service correction is a maximum of 30 minutes. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Aston Martin dealer is best equipped to obtain parts and provide the service to make sure that your vehicle is corrected as promptly as possible. If, however you take your vehicle to your dealer on the agreed service date and they do not remedy this condition on that date, or within three days, we recommend that you contact Aston Martin Customer Service by calling 1-866-278-6661.

If after contacting your dealer and Aston Martin Customer Services, you are still not able to have the noncompliance remedied without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

IF YOU NO LONGER OWN THE VEHICLE

If you have sold or traded your vehicle, please tell us by completing the enclosed Change of Keeper form and returning it to us.

Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause inconvenience with this Recall Action. However, this action has been taken in the interest of your safety and continued satisfaction with our products.

Yours sincerely

[Dealer's Representative]
[Representative's Job Title]
[Dealer Name]

