

SERVICE POLICY LETTER

Reference number:	SPL-04-1496	Issued: 12 February, 2021
Subject:	Inspection Process for Damper Oil Leakage	
Model(s):	DB11, Vantage 19MY, DBS Superleggera, DBX	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Reason for this Service Policy Letter

Some Dealers have replaced dampers when it is not necessary. There is a build oil used in the damper manufacture process which can look like oil leakage. If a customer complains of oil leakage from the dampers, or if suspected oil leakage from the dampers is found during service work, do the procedure below to confirm if the oil seen is build oil or oil leakage.

It is only necessary to replace a damper if there is damper oil leakage after the damper has been cleaned, road tested, and examined again.

Note: Dampers for DBX have an anti-corrosion wax coating which can look like oil. Care should be taken that this is not confused with an oil leak.

Workshop Procedure

1. Use the applicable equipment to lift the vehicle and make it safe.
2. Remove the road wheels. Refer to the workshop manual procedure applicable to the vehicle type.
3. Examine the dampers for any sign of oil leakage.
4. If there is oil leakage on a damper, clean the damper (refer to Figure 1).
For DBX anti-corrosion wax (refer to Figure 2).



Figure 1

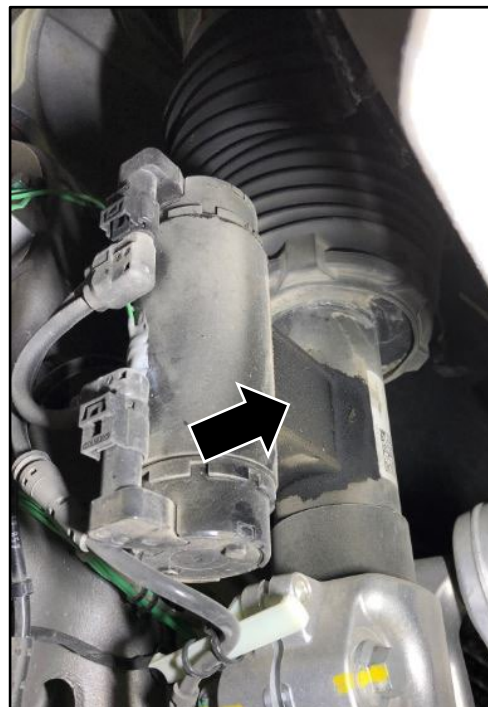


Figure 2

5. Install the road wheel(s) you removed. Refer to the applicable Workshop Manual procedure applicable to the vehicle type.
6. Do a road test of the vehicle.
7. If you cannot hear noise from a damper and there are no signs of more oil leakage, it means there is no fault.
8. If the dampers still show signs of oil leakage create an order for the necessary dampers through Parts Operations.

Note: *Dampers that are replaced under warranty must be returned through the Parts Return Process.*

If a damper needs to be replaced, Aston Martin's recommendation is as follows:

- For failed dampers with less than 12,000 miles or 20,000 kilometres accumulated and/or less than 18 months old in service, only replace the failed unit.
 - For failed dampers with more than 12,000 miles or 20,000 kilometres accumulated and/or more than 18 months in service, replace both dampers as an axle set.
9. Install the new dampers (refer to the applicable Workshop Manual Procedure).

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



Andrew West
Director, Client Services.