

SERVICE ACTION

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|--------------------------|------------------------------------------------------------------------------------------|------------------------------------------------|
| Reference number: | SA-31-1494 | Issued: 02 December, 2021 |
| Subject: | DBX Front Door Glass Adjust and Set | |
| Model(s): | DBX | |
| VIN Range: | Refer to the separately published list of affected Vehicle Identification Numbers (VINs) | |
| 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 Action

Aston Martin has found that some DBX vehicles have slow window speed when the front windows are opened or closed. Do the workshop procedure that follows to do a check of the window regulator speed and, if necessary, adjust and set the front door glass.

Workshop Procedure

1. Do a check of the window regulator speed (refer to Workshop Manual Procedure 31.07.EA)
 - If the front door glass closes in 6 seconds or less, no further action is necessary.
 - If the front door glass closes in more than 6 seconds, do step 2 or 3 as necessary for the applicable front door glass.
2. If necessary, adjust and set the left side front door glass (refer to Workshop Manual Procedure 31.05.ND).
3. If necessary, adjust and set the right side front door glass (refer to Workshop Manual Procedure 31.05.NB).

Warranty Data**Procedure and Labour Time****Tier A**

| Description | Labour Time |
|---------------------------------------------------------------|-------------|
| Do a check of the window regulator speed for both front doors | 0.10 |

Tier B

| Description | Labour Time |
|--------------------------------------------------------------------------------------------------------------|-------------|
| Do a check of the window regulator speed for both front doors, adjust and set the left side front door glass | 1.75 |

Tier C

| Description | Labour Time |
|---------------------------------------------------------------------------------------------------------------|-------------|
| Do a check of the window regulator speed for both front doors, adjust and set the right side front door glass | 1.75 |

Tier D

| Description | Labour Time |
|-------------------------------------------------------------------------------------------------------------------|-------------|
| Do a check of the window regulator speed for both front doors, adjust and set the door glass for both front doors | 3.4 |

Please Note:

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

Yours faithfully



John Cranfield

Senior Manager - Client Technical Services

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™.