

SAFETY RECALL ACTION

Reference number:	RA-07-0024	Issued: 6 July, 2017
Subject:	Connector failure on V8 Vantage 7-Speed SportShift II Transmission	
Model(s):	V8 Vantage and V8 Vantage S with 7-Speed SportShift II Transmission	
VIN range:	Refer to the separately published list of VINs	
Applicable to:	All USA Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Attached Documents:

1. **Appendix A - Table that Shows the Quantities of Affected Vehicles.**
2. **Copy of the Owner Notification letter for vehicles in RA-07-0024.**
3. **Copy of the Change of Keeper or Address form.**

Reason for this Recall Action (NHTSA Ref. 17V391)

This Recall Action is applicable to the vehicles in the USA that follow:

- V8 Vantage Coupe and Roadster with 7-Speed "SportShift II" transmission from March 2012 thru September 2013.
- V8 Vantage S Coupe and Roadster with 7-Speed "SportShift II" transmission from November 2010 thru September 2013.

Aston Martin has determined that a defect which relates to motor vehicle safety exists on a range of V8 Vantage vehicles that were manufactured from November 2010 thru September 2013.

In October 2010, a connector in the hydraulic system for the 7-speed Auto-Shift Manual (ASM) transmission that is installed on V8 Vantage, was found not to have sufficient support. The connector is between the pipe for the clutch fluid and the ASM system. It is possible that this connector can fail and cause loss of the clutch fluid.

If the hydraulic fluid leaks, the level will go down. As the fluid level goes down, the following can occur:

- The driver may see signs of fluid below the vehicle or underneath on the ground.
- At start-up, an "Unable to select gears" warning will show in the driver's display and the transmission will not change from Neutral or Park into a gear. The driver will be unable to move the vehicle.
- While driving, an "Unable to select gears" warning will flash and the driver can continue in the same gear until they choose a place to stop. In this condition, if the driver operates the brakes, the engine can be stalled as the vehicle comes to a stop.
- If, in the case above there is sufficient pressure remaining in the hydraulic system, the transmission will select emergency neutral as the vehicle comes to a stop.

To correct the problem

To correct this problem, you must:

- Do a check to see if Service Action SA-07-0225 has been completed on the vehicle.
- If necessary, install a support bracket to hold the connector and prevent movement.

The full list of VINs for the affected vehicles is on the DCS portal as an attachment 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.

Communications

We will write to every owner directly to tell them about this Safety Recall Action. A copy of the letter is attached at the end of this Recall Action for your information. There is also a copy of the "Change of Keeper's Address or Ownership" form.

When the Owner calls to make an appointment, briefly describe the remedial work which will be done to the Owner's vehicle and fully explain the reason for this work. Tell the owner that the repair will be done at no cost to them.

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

When you make a reservation for a Customer 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).

The screenshot shows the Aston Martin Dealer Communication System (DCS) interface. On the left is a navigation menu with options like Home, CRM Portal, Vehicle Ordering, Pre-Owned Admin, Used Car Registration, Pre-Owned Car Registration, HR Tools, Service Plan, Extended Warranty, Service Contracts, Messages, Dealer Support, Electronic PDR, Bulletins, Directory, Discussion Forum, Training, Sales Admin, Manufacturing, Information, User Details Admin, and Q Feature Admin. The main content area is titled 'Pre-Owned Car Registration' and 'Step 1: Vehicle Details'. It includes the instruction 'Please enter the vehicle chassis number and click validate:' followed by a 'Chassis' input field and a 'Validate' button. A black arrow points to the 'Validate' button, and a box with the number '1' is positioned below the arrow.

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.

- 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:

L02491

Search Results

Vehicle Summary:

Chassis	Model Name	Body Style	Model Year	Drive Type	Gear Box	ExteriorColour	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

Figure 2

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

- If the correct Customer shows, click “confirm”.
- 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:

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

Note: *The ODW system operates in real-time. Thus, the online condition shows only the newest Dealer Warranty Claim submissions.*

Workshop Procedure

This Workshop Procedure has the parts that follow:

- Part A - Examine the Connector for the Clutch Fluid Line.
- Part B - Install the ASM Hose Bracket Assembly.

Part A - Examine the Connector for the Clutch Fluid Line

- Lift the vehicle and make it safe.

WARNING: **DO NOT TOUCH THE EXHAUST SYSTEM AFTER OPERATION OF THE ENGINE. THE EXHAUST SYSTEM WILL BE HOT AND CAN CAUSE INJURY. WAIT FOR THE EXHAUST TO BECOME COOL BEFORE YOU DO WORK.**

2. Examine the connector on the clutch supply line. If the bracket (1) shown in Figure 3 is installed, you do not need to do more work. Do Step 4.

If the bracket is not installed, continue from Part B.

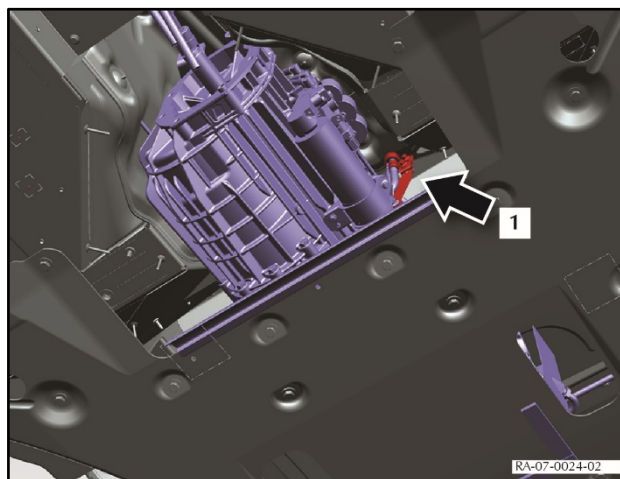


Figure 3

3. Install the rear undertray (refer to Workshop Manual procedure 01.02.PB).

Part B - Install the ASM Hose Bracket Assembly

4. Hold the cross brace (refer to Figure 4).
5. Remove the four bolts that attach the cross brace to the subframe.

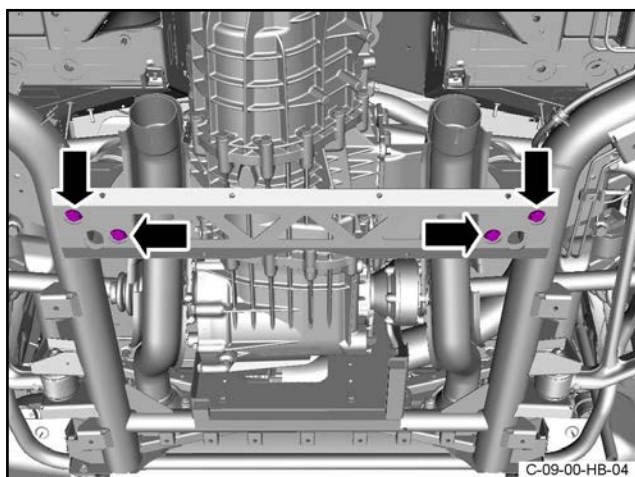


Figure 4

6. Remove the cross brace (refer to Figure 5).

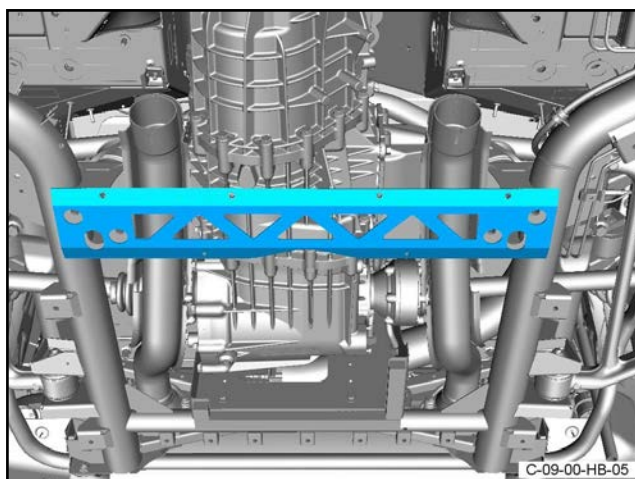


Figure 5

Release the fluid pressure in the ASM system

WARNING: MAKE SURE THAT YOU DO THE STEPS THAT FOLLOW TO RELEASE THE PRESSURE FROM THE HYDRAULIC SYSTEM. THE ASM SYSTEM OPERATES AT VERY PRESSURE. IF YOU DO NOT RELEASE THE PRESSURE, PERSONAL INJURY CAN OCCUR IF YOU DO WORK ON THE HYDRAULIC SYSTEM.

7. Disconnect the electrical connector (1) for the ASM fluid pump (2) (refer to Figure 6).
8. Start the engine.
Note: This will log a transmission fault code.
9. Operate the gears until they do not continue to change.
Note: This releases the pressure in the hydraulic system.
10. Stop the engine and remove the key from the docking station.

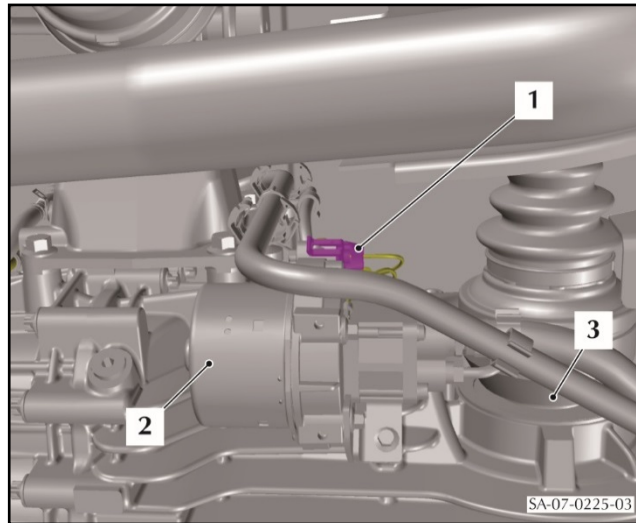


Figure 6

Install the New Bracket Assembly

11. Remove the two bolts that attach the front heat shield to the rear exhaust pipe (refer to Figure 7).

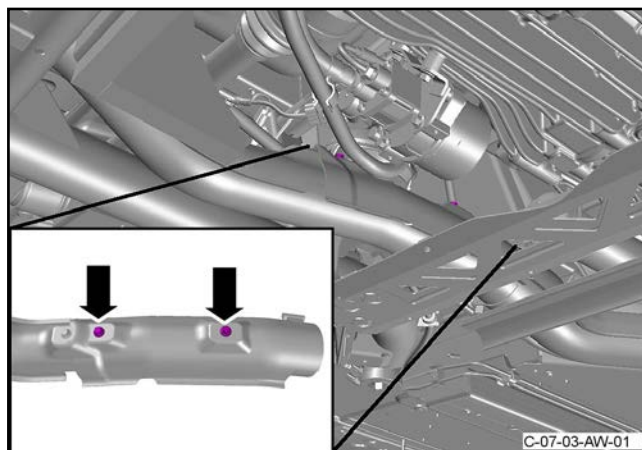


Figure 7

12. Remove the heat shield (refer to Figure 8)

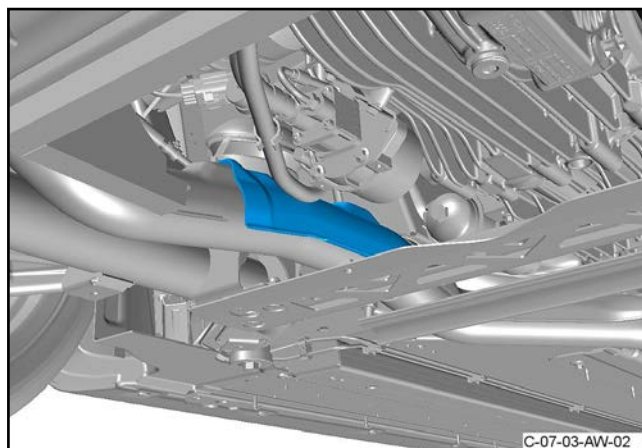


Figure 8

WARNING: THE EDGES OF THE EXHAUST REAR HEAT SHIELD ARE SHARP AND CAN CAUSE INJURY. APPLY TAPE TO THE REAR HEAT SHIELD FOR PROTECTION.

13. Apply applicable tape to the edges of the exhaust rear heatshield for protection.
14. Remove and discard the clip that attaches the tube for the clutch slave cylinder to the flexible hose.
15. Install a new clip to attach the tube for the clutch slave cylinder to the flexible hose.

16. Cut and remove the fir-tree fixing (1) that attaches the ASM hose assembly (2) to the transmission (refer to Figure 9).

17. Install the two P-clips (3) onto the ASM hose assembly (2).

18. Put the new ASM hose bracket (4) in position on the transmission mounting bracket (5).

19. Loosely install the screw (6) that attaches the top P-clip to the ASM hose bracket (4).

20. Align the top P-clip (3), the ASM hose bracket (4) and the ASM hose (2).

21. Align the ASM hose bracket (4) with the holes in the transmission mounting bracket (5). Install and tighten the two attachment screws (8).

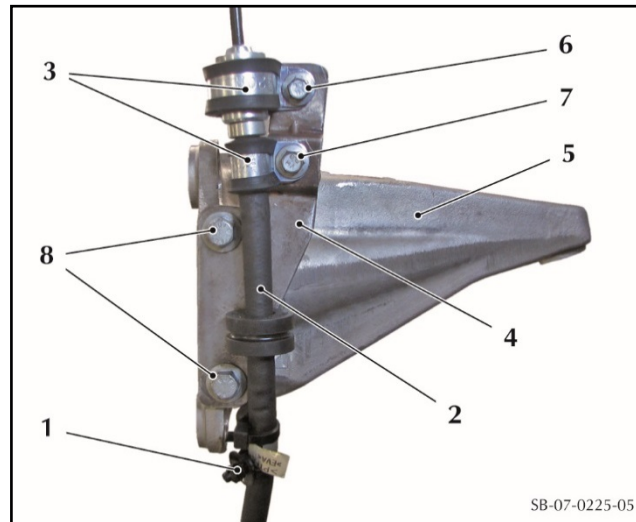


Figure 9

22. Put the bottom P-clip (3) into the correct position and loosely install the attachment screw (7).
23. Make sure that the P-clips (3) and the ASM hose assembly (2) are correctly aligned and tighten the two P-clip attachment screws (6 and 7).

Assembly

24. Connect the electrical connector to the ASM fluid pump.
25. Remove the protective tape from the exhaust rear heat shield.
26. Put the front heat shield in position on the rear exhaust pipe (refer to Figure 10).

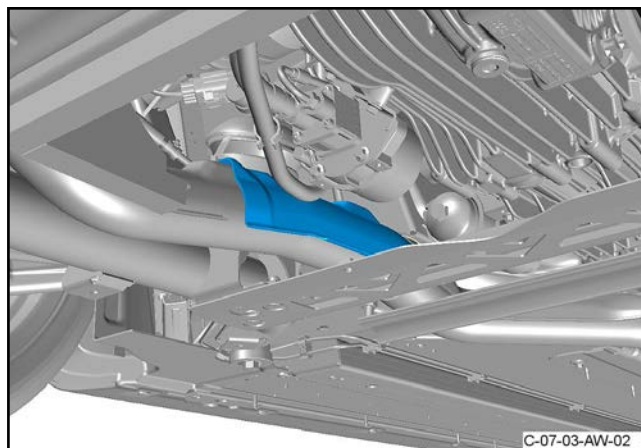


Figure 10

27. Install the two bolts that attach the front heat shield to the rear exhaust pipe (refer to Figure 11).

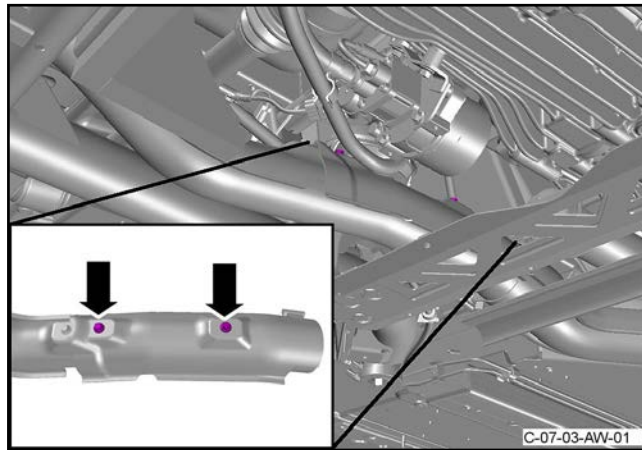


Figure 11

28. Install the rear undertray (refer to Workshop Manual procedure 01.02.PB).
 29. Use the AMDS to clear all recorded transmission fault codes.

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 Labor Time

Description	Labor Time
Examine the connector for the ASM clutch tube assembly.	0.1 hours
Examine and if necessary install the ASM hose bracket assembly.	0.8 hours

Part Data

The parts in the list that follow are available as a Kit. The part number for the kit is: **DG33-33-10695**.

Description	Part Number	Quantity
Pipe Clip Kit (ASM)	DG33-33-10695	1

The Contents of the kit (Part Number DG33-33-10695):

Description	Part Number	Quantity
Clip, ASM Hose	6G33-33-10673	1
V8 ASM Hose Bracket	DG33-7J158-AA	1
P-clip, 20 mm diameter	DG33-589806-AA	1
P-clip, 10 mm diameter	694891	1
Screw, M8 x 20 mm	703121	2
Screw, M6 x 25 mm	703025	2

Please Note:

When you have completed this 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.

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

Note: Please refer to the list on DCS for the vehicles in your region.

Model	Registered & AMLNA Fleet (RA-07-0024)	Build Range (MM/YY)
V8 Vantage Coupe 7-Speed SportShift II	13	August 2012 - September 2013
V8 Vantage Roadster 7-Speed SportShift II	23	March 2012 - September 2013
V8 Vantage S Coupe 7-Speed SportShift II	73	November 2010 - September 2013
V8 Vantage S Roadster 7-Speed SportShift II	70	December 2010 - November 2011
TOTAL	179	

If you have any questions related to this Recall Action, please contact: Aston Martin Technical Services on:
+44 (0) 1926 644720, email: askamtech@astonmartin.com,
or contact your After Sales Manager.

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

Copy of the Owner Notification Letter

[Date DD Month, YYYY]

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

IMPORTANT SAFETY RECALL NOTICE NHTSA Recall [NHTSA Ref]

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

Safety Recall Action RA-07-0024 – Connector failure on V8 Vantage 7-Speed SportShift II Transmission

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

Aston Martin has determined that a defect which relates to motor vehicle safety exists on V8 Vantage vehicles that were manufactured from November 2010 thru September 2013 with 7-speed SportShift II ASM transmission.

A connector in the hydraulic system for the 7-speed Auto-Shift Manual (ASM) transmission that is installed on V8 Vantage, was found not to have sufficient support. The connector is between the pipe for the clutch fluid and the ASM system. It is possible that this connector can fail and cause loss of the clutch fluid. This would result in malfunction of the clutch system, which could cause a vehicle crash.

A Service Action was issued to repair all vehicles that are affected but our records show that your vehicle has not yet had the modification.

WHAT WE WILL DO

Your vehicle will be examined to check if the Service Action was completed previously. If necessary, a support bracket will be installed to hold the pipe securely in position and prevent movement of the assembly. When you have booked the vehicle in with your Dealer, wherever possible they will endeavour to complete the modification while you wait, to minimize the impact on your time.

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 labor time necessary to complete this service correction is a maximum of one hour. 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

Copy of the Owner Notification Letter

three days, we recommend that you contact Aston Martin Customer Service by calling 1-888-923-9988.

If after contacting your dealer and Aston Martin Customer Services, you are still not able to have the safety defect 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 have already had your vehicle repaired due to this problem before receipt of this notice, you may be entitled to reimbursement for any out of pocket costs. For further information, please contact Aston Martin Customer Service by calling 1-888-923-9988.

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



Phil Eaglesfield
Director, Client Services
Aston Martin Lagonda Limited

Copy - For Information Only

