

RECALL ACTION

Reference number:	RA-13-0025	Issued: 6 July, 2017
Subject:	Incorrect Configuration for TPMS	
Model(s):	DB11	
VIN range:	Refer to the separately published list of VINs	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Attached Documents:

1. Copy of the Owner Notification letter for vehicles in RA-13-0025
3. Copy of the Change of Keeper or Address form.

Reason for this Recall Action

Aston Martin has determined that a defect which relates to motor vehicle safety exists on some DB11 vehicles that were manufactured from October 2016 and June 2017.

Some Aston Martin DB11 vehicles have incorrect coding installed in the Tyre Pressure Monitoring System (TPMS). This means that if the pressures in the tyres of the vehicle reduce because of a leak or puncture, the TPMS system will not give a warning to the driver at the necessary minimum tyre pressure.

Note: *The warning light in the instrument cluster will still come on, but at a lower pressure than the design specification.*

Affected Models

This Recall Action is applicable to DB11 built between October 2016 and June 2017.

To correct the problem

To correct this problem you must upgrade the coding for the TPMS.

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

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.

Please make sure that when you make a reservation for a Customer in the workshop of your Dealership that you also confirm the name and contact details of the customer 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).



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).

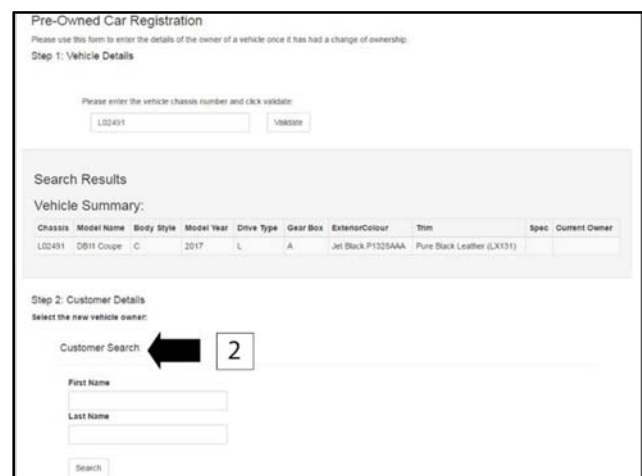


Figure 2

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:

1. Select the Warranty Live screen (Outstanding Campaigns Status).
2. Download the attached VIN list from the DCS Portal and do a check of the VINs in your control.
3. Find out if there are other open Service Actions (SAs) or Recall Actions (RAs) for the vehicles in the list.
4. 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

CAUTIONS: CONNECT THE AMDS 2.0 EQUIPMENT TO AN ELECTRICAL SUPPLY WHEN YOU DO THE PROCEDURE THAT FOLLOWS. IF THE LAPTOP BATTERY VOLTAGE DECREASES DURING THE UPDATE, THE UPDATE CAN FAIL AND CAN CAUSE DAMAGE TO THE MODULE.

YOU MUST CONNECT A BATTERY CHARGER TO THE VEHICLE BEFORE YOU DO DIAGNOSTIC PROCEDURES. IF THE VEHICLE BATTERY VOLTAGE DECREASES DURING THE PROCEDURE, THE UPDATE CAN FAIL AND CAN CAUSE DAMAGE TO THE MODULE.

Note: Make sure that the AMDS 2.0 software has updated to the latest version. You must have Version 1.0.0.44 or later. The AMDS 2.0 software will need a good Internet connection (minimum broadband speed of 2 Mbit/second) to make sure that the software is updated correctly.

A high output battery charger (minimum of 80 A) is necessary to meet the demand of the radiator cooling fan. The battery charger must also be compatible with Absorbent Glass Mat (AGM) type batteries.

WARNING: DO NOT WRITE CODING FILES TO MODULES UNLESS THE MODULE HAS BEEN REPLACED OR IF YOU ARE INSTRUCTED TO BY ASTON MARTIN CLIENT SERVICES.

1. Connect the AMDS 2.0 equipment to the vehicle. Make sure that the laptop is connected to an electrical supply during the procedure.
2. When AMDS 2.0 has recognised the vehicle’s VIN, navigate to the landing page of AMDS 2.0.
3. Select “Read/Write” from the “ECU Coding” drop down list (refer to Figure 3)

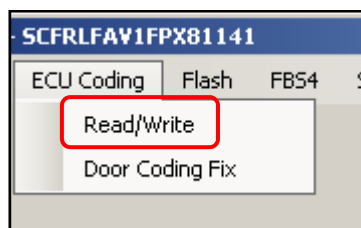


Figure 3

4. Select “TPM” from the list of available modules and click “OK” (refer to Figure 4).

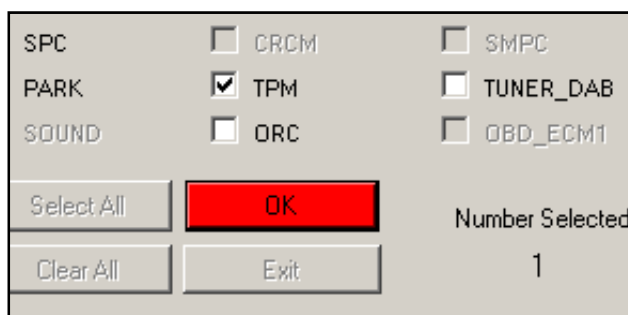


Figure 4

5. Select “Get Coding From AML Server” (refer to Figure 5)

Note: The VIN for the connected vehicle will be shown.

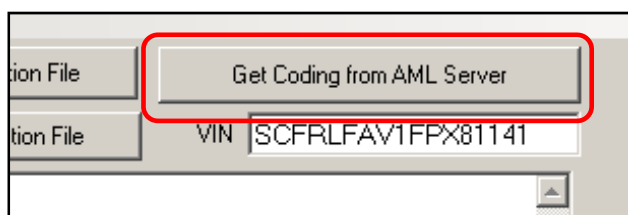


Figure 5

6. AMDS will then connect to the AMDS server and download the coding data files for the selected module and VIN. If there are several coding data files, the newest will be opened.

- 7. If the files are correctly downloaded, click "OK". To write the coding data to the module, click the "Save Coding to ECU(s)" (refer to Figure 6)

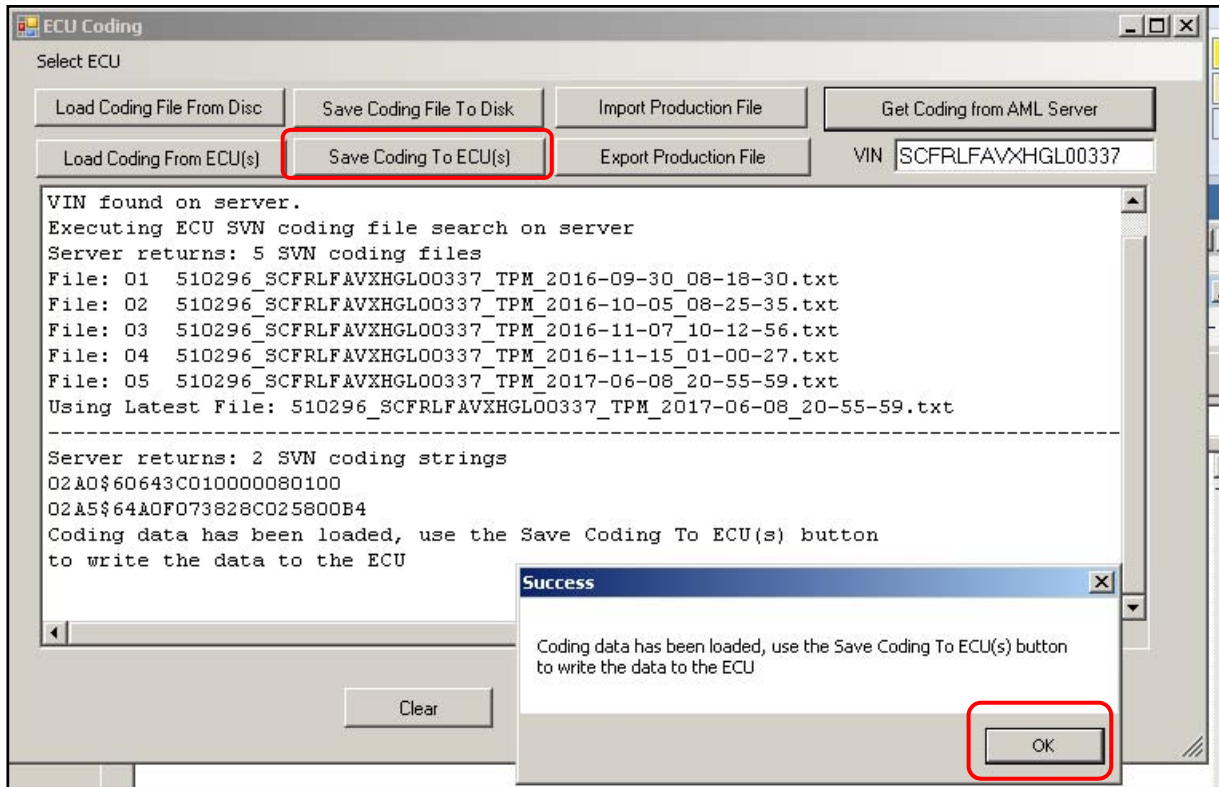


Figure 6

- 8. When the procedure is completed, disconnect the AMDS 2.0 equipment and the battery charger.

Warranty Data

Make sure that you submit your claim in **less than 24 hours** after the work is completed.

Procedure and Labour Time

Description	Labour Time
TPM Module Coding Update	0.2 hours

Part Data

Not applicable.

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.

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

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™.

[Date DD Month, YYYY]

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

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: [INSURANCE VIN]

Dear [Customer]

Safety Recall Action RA-13-0025 - Incorrect Configuration of DB11 TPMS

REASON FOR THIS RECALL ACTION

Aston Martin has decided that a defect which relates to motor vehicle safety exists on a range of vehicles that were manufactured from October 2016 to June 2017.

A number of Aston Martin DB11 vehicles have incorrect coding installed in the Tyre Pressure Monitoring System (TPMS).

This means that if the pressures in the tyres of the vehicle reduce because of a leak or puncture, the TPMS system will not give a warning to the driver at the required minimum tyre pressure.

The models affected are:

- DB11 Coupe.

WHAT WE WILL DO

We will update the coding for the Tyre Pressure Monitor (TPM) module.

WHAT YOU SHOULD DO

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

We are best equipped to obtain parts and provide service to make sure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to a Dealer on the agreed service date, and they do not remedy this condition on that date or within three days, please speak to Aston Martin Customer Service by calling +44 (0)1926 644722.

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.

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]

**Copy
For Information Only**



ASTON MARTIN

Recall Action RA-13-0025

Models: DB11

Subject Incorrect Configuration of DB11 TPMS

CHANGE OF KEEPER OR ADDRESS

VEHICLE IDENTIFICATION NUMBER (VIN)														
S	C	F												

REGISTRATION NUMBER (where known)	

Please tick the applicable box:

I do not own/operate this vehicle now. The vehicle has been:		
Stolen	(1)	<input type="checkbox"/>
Scrapped	(2)	<input type="checkbox"/>
Sold or Transferred to a new owner	(3)	<input type="checkbox"/>
Part exchanged at an Aston Martin Lagonda Dealer	(4)	<input type="checkbox"/>
Part exchanged at a non-Aston Martin Lagonda Dealer	(5)	<input type="checkbox"/>
Declared as insurance total-loss	(6)	<input type="checkbox"/>
Permanently exported to another country	(7)	<input type="checkbox"/>
Assigned to a lease company	(8)	<input type="checkbox"/>
Sold at auction	(9)	<input type="checkbox"/>
The address you have used is incorrect	(10)	<input type="checkbox"/>

If you have ticked a box from (3) to (10), please record the latest known keeper information below:

Business Name																												
Title																												
First Name																												
Last Name																												
Address Line 1																												
Address Line 2																												
Town																												
County																												
Postal/Zip Code																												
Country																												

Signature:

Date:

Please return this form by mail to: Client Services, Aston Martin Lagonda Ltd, Banbury Road, Gaydon, Warwick, CV35 0DB, England.

Or, if you prefer, you can scan and email it to cofo@astonmartin.com.

THANK YOU FOR YOUR CO-OPERATION