

## SAFETY RECALL ACTION

<b>Reference number:</b>	RA-13-0025	<b>Issued: 06 July, 2017</b>
<b>Subject:</b>	Incorrect Configuration for TPMS	
<b>Model(s):</b>	DB11	
<b>VIN range:</b>	Refer to the separately published list of VINs	
<b>Applicable to:</b>	All Dealers	
<b>Distribute to:</b>	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-13-0025**
3. **Copy of the Change of Keeper or Address form.**

### Reason for this Action (NHTSA Reference 17V411)

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 Tire Pressure Monitoring System (TPMS). This means that if the pressures in the tires 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 tire 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 Action is applicable to DB11 built between November 2016 and June 2017.

### To correct the problem

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

The full list of VINs for the affected vehicles is on the DCS portal as an attachment to this Safety Recall Action document.

<b>PLEASE DO A CHECK OF ALL VEHICLES THAT ARE IN THE AFFECTED VIN LIST</b>
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## 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.

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).

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:

LO2491      Validate

Search Results

Vehicle Summary:

Chassis	Model Name	Body Style	Model Year	Drive Type	Gear Box	Exterior Colour	Trim	Spec	Current Owner
LO2491	DB11 Coupe	C	2017	L	A	Jet Black P1326AAA	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:

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)

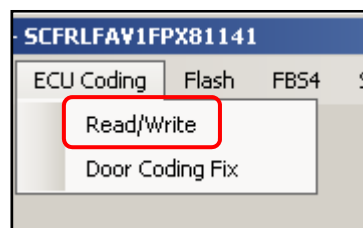


Figure 3

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

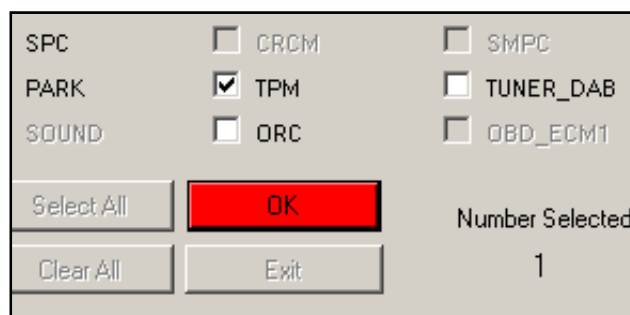


Figure 4

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

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

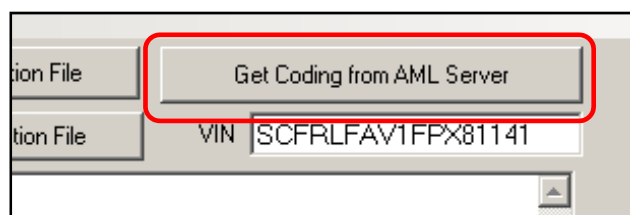


Figure 5

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 "Save Coding to ECU(s)" (refer to Figure 6)

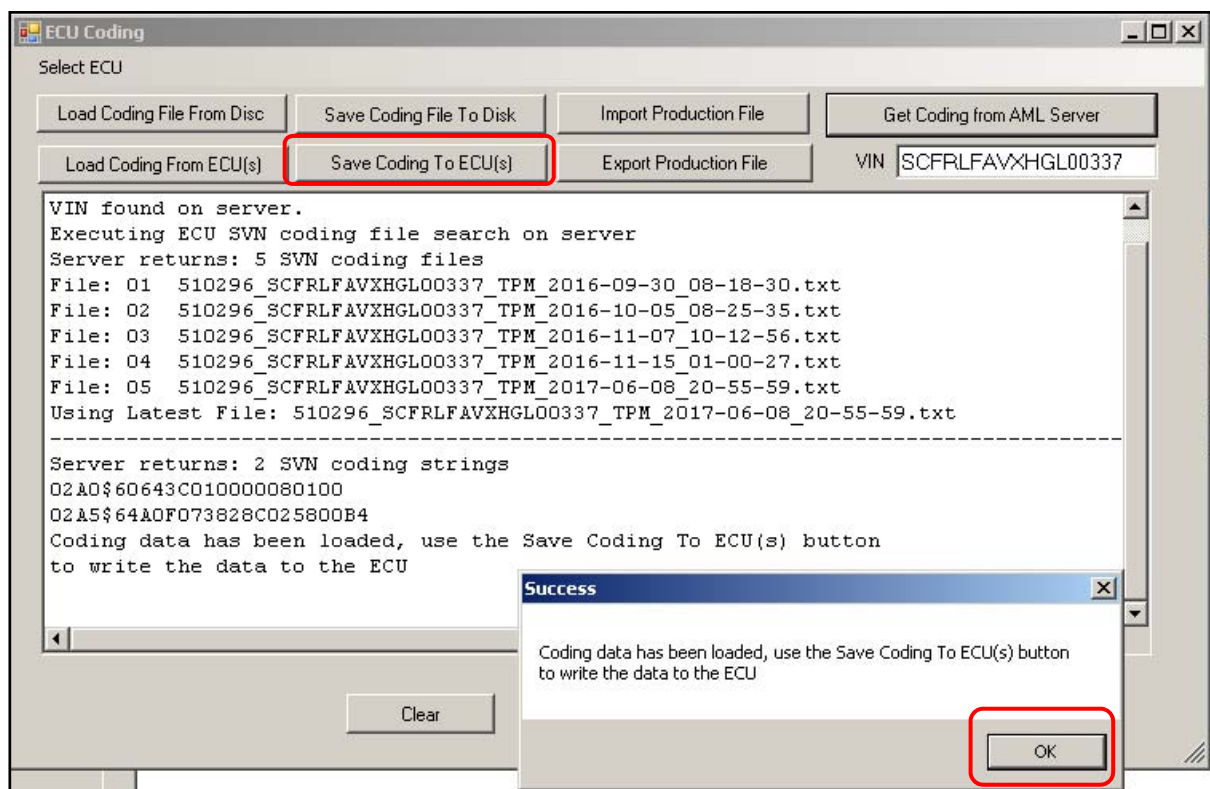


Figure 6

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. 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	Labour Time
TPM Module Coding Update	0.2 hours

### Part Data

Not applicable.

### 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.

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

**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.

<b>Model</b>	<b>Registered &amp; AMLNA Fleet (RA-13-0025)</b>	<b>Port &amp; Dealer Not Registered (QN-13-0065)</b>	<b>Build Range (MM/YY)</b>
DB11	319	170	11/2016-06/2017
<b>TOTAL</b>	319	170	

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](mailto: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 NHTSA Recall 17V411

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

### Safety Recall Action RA-13-0025 - Correct Configuration of DB11 TPMS

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 a range of vehicles that were manufactured from November 2016 to June 2017.

A number of Aston Martin DB11 vehicles have incorrect coding installed in the Tire 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 Tire Pressure Monitor (TPM) module.

### 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 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  
General Manager  
Global After Sales Operations and Parts Operations  
Aston Martin Lagonda Limited

Copy  
For Information Only



**Copy of the Change of Keeper or Address form.**



**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 an insurance total-loss	(6) <input type="checkbox"/>
Permanently exported to another country	(7) <input type="checkbox"/>
Returned to a lease company	(8) <input type="checkbox"/>
Sold at auction	(9) <input type="checkbox"/>
The address you previously 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](mailto:cofo@astonmartin.com).

**THANK YOU FOR YOUR CO-OPERATION**