

SAFETY RECALL ACTION

Reference number:	RA-01-1327	Issued: 13 November, 2019
Subject:	Incorrect Installation of the Passenger Airbag	
Model(s):	DB11, Vantage (19MY), DBS Superleggera	
VIN Range:	Refer to the separately published list of 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

Attached Documents:

- Appendix A - Table that Shows the Quantities of Affected Vehicles
- Appendix B - Copy of the Owner Notification letter for vehicles in RA-01-1327
- Appendix C - Copy of the Change of Keeper or Address form.

Reason for this Safety Recall Action (NHTSA Reference [TBC])

Aston Martin has decided that a defect which relates to motor vehicle safety exists on some DB11, Vantage and DBS Superleggera models manufactured between August 2017 and December 2018.

On the affected vehicles, it is possible the locking nuts that attach the passenger airbag to the instrument panel (IP) are not torqued to the correct specification.

To correct this problem, do the Workshop Procedure given in this document to inspect the locking nuts, and if necessary, make sure they are torqued correctly.

The full list of VINs for the affected vehicles are attached to this Safety 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. The customer letter and the “Change of Keeper or Address” form will be attached to this Safety Recall Action.

When the Owner calls to make an appointment, briefly describe the repair 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).

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).

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 P1326AAA	Pure Black Leather (LX131)		

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:

7. Select the Warranty Live screen (Outstanding Campaigns Status).
8. Download the VIN list from DCS and do a check of the VINs in your control.
9. Find out if there are other open Service Actions (SAs) or Recall Actions (RAs) for the vehicles in the list.
10. 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 two parts:

- Part A: Inspection
- Part B: Torque the Locking Nuts to the Correct Specification

Part A: Inspection

Note: A left-hand drive DB11 is illustrated. The same procedure applies to Vantage and DBS Superleggera.

1. Remove the passenger side bottom panel for the IP (refer to Workshop Manual procedure 01.12.DV).
2. Remove the two screws that attach the duct for the door (refer to Figure 3).

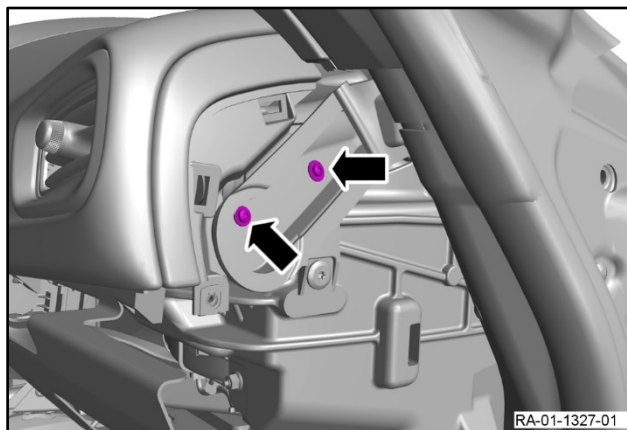


Figure 3

3. Remove the duct for the door (refer to Figure 4).

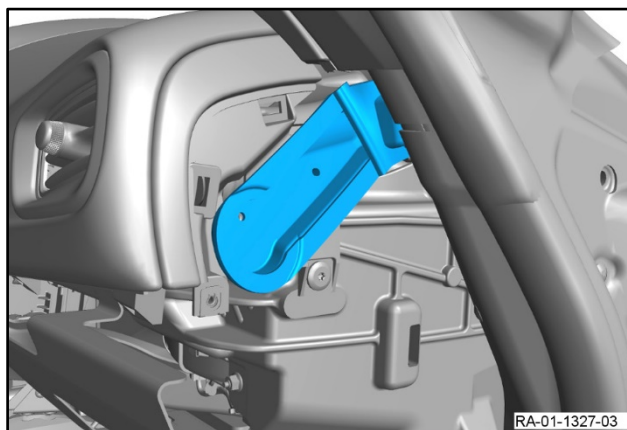


Figure 4

4. Use a fibre-optic camera to inspect the seven locking nuts that are accessible in the locations shown (refer to Figure 5).

Note: There are eight locking nuts in total, but one locking nut is not visible (refer to the red arrow).

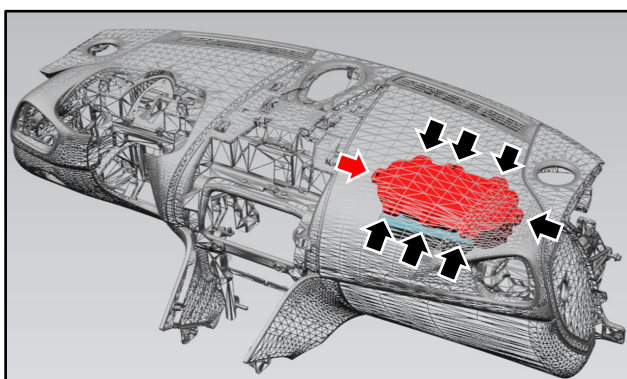


Figure 5

5. If any of the locking nuts are not installed correctly (refer to Figure 6) go to Part B: Torque the Locking Nuts to the Correct Specification.

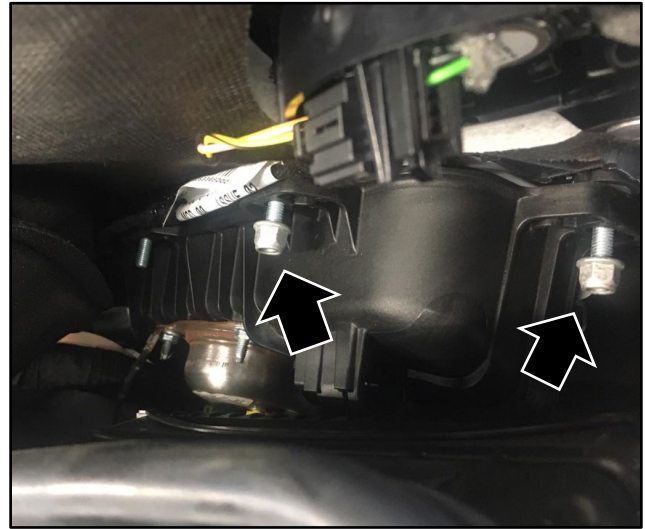


Figure 6

6. If all the locking nuts have been installed correctly (refer to Figure 7) go to step 7.



Figure 7

7. Install the duct for the door (refer to Figure 4).
8. Install the two screws that attach the duct for the door (refer to Figure 3).
9. Install the passenger side bottom panel for the IP (refer to Workshop Manual procedure 01.12.DV).

Part B: Torque the Locking Nuts to the Correct Specification

1. Remove the front evaporator and heater assembly (refer to Workshop Manual procedure 12.03.AH).

WARNING: IF A LOCKING NUT IS MISSING, INSTALL A NEW LOCKING NUT WITH THE PART NUMBER GIVEN IN THE PART DATA. IF YOU DO NOT USE THE CORRECT PART, IT IS POSSIBLE THAT THE AIRBAG WILL NOT BE ATTACHED CORRECTLY IN THE EVENT OF AN ACCIDENT AND NOT DEPLOY CORRECTLY.

2. Torque the eight locking nuts that attach the passenger airbag to the IP to 6.5 Nm.
3. Install the front evaporator and heater assembly (refer to Workshop Manual procedure 12.03.AH).

Note: Do not do Workshop Manual procedure 01.12.BK.

4. Install the duct feed for the door (refer to Figure 4).
5. Install the two screws that attach the duct feed for the door (refer to Figure 3).
6. Install the right side end cover for the IP (refer to Workshop Manual procedure 01.12.BK).

Note: New clips and fixings used to complete this procedure can be claimed for in the Warranty claim form.

Part Data

Description	Part Number	Quantity
M6x1.00 Locking Nut	703163	8

Warranty Data**Procedure and Labour Time****Tier A: DB11 V8 Coupe**

Description	Labour Time
Inspection	0.85
Inspection and Torque the Locking Nuts for the Passenger Airbag	12.3

Tier B: DB11 V8 Volante

Description	Labour Time
Inspection	0.85
Inspection and Torque the Locking Nuts for the Passenger Airbag	12.00

Tier C: DB11 V12

Description	Labour Time
Inspection	0.85
Inspection and Torque the Locking Nuts for the Passenger Airbag	12.80

Tier D: DBS Superleggera

Description	Labour Time
Inspection	0.85
Inspection and Torque the Locking Nuts for the Passenger Airbag	12.85

Tier E: Vantage (19MY)

Description	Labour Time
Inspection	1.60
Inspection and Torque the Locking Nuts for the Passenger Airbag	12.50

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

Model	Registered & AMLNA Fleet (RA-01-1327)	Port & Dealer Not Registered (QN-01-1327)	Build Range (MM/YY)
DB11	11	1	08/17 to 10/18
Vantage	3	0	06/18 to 11/18
DBS Superleggera	1	1	12/18 to 12/18
TOTAL	15	2	

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.

If you have any questions related to this Safety 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 Safety Recall Action is written in Simplified Technical English to ASD-STE100™.

Copy of the Customer Letter

[Date DD Month, YYYY]

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

IMPORTANT SAFETY RECALL NOTICE **NHTSA Recall XXXXXX**

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

Safety Recall Action RA-01-1327 – Incorrect Installation of the Passenger Airbag

REASON FOR THIS RECALL ACTION

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

Aston Martin has decided that a defect which relates to motor vehicle safety exists on a range of vehicles that were manufactured from August 2017 until December 2018.

On the affected vehicles, it is possible that the passenger airbag fixings may not be torqued to the correct specification.

The defect may cause the airbag to not deploy correctly.

The models affected are:

- DB11 (Coupe and Volante)
- DBS Superleggera (Coupe)
- Vantage

WHAT WE WILL DO

We will examine the passenger airbag fixings, and if necessary apply the correct torque values to the fixing to make sure that the passenger airbag is secured correctly.

Copy of the Customer Letter

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 labour time necessary to complete this service correction is a maximum of 13 hours. 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 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



Andrew West
Director of Client Services
Aston Martin Lagonda Limited



ASTON MARTIN

Recall Action RA-01-1327

Models: DB11, DBS Superleggera, Vantage

Subject: Incorrect Installation of the Passenger Airbag

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 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