

SERVICE ACTION RECALL		
To: All Dealers / MEAM For the attention of: The Dealer Principal Please copy to: The Service Manager The Sales Manager The Parts Manager Warranty Administrator Aston Martin Technician(s)	Reference: SAR 011 Issued: November 2005	Page: 1 of 5
Model: DB9		
Vin Range: A04048 - B04296		
Subject: ZF Automatic Transmission -Parking Pawl Glide Plate		

Dear Sirs,

Aston Martin is requesting that franchised Dealers contact immediately the owners of vehicles within the above VIN range, as vehicles may have been fitted with an automatic transmission (parking pawl glide plate) which may not have been hardened as a result of improper material handling during the manufacturing process. In order to correct this manufacturing error, the parking pawl glide plate should be replaced with a new plate.

Communications:

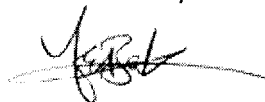
Aston Martin Lagonda Limited will be mailing a letter directly to all UK and North America owners advising them of this Service Action Recall.

* In all other markets however, owing to the difficulty of obtaining accurate current owner registration details, this mailing activity **will be the Dealer's responsibility**. A suggested letter format is attached for use in this regard within this SAR011 documentation.

Administration: All Dealers should also be aware that certain vehicles within the listed VIN range may also be affected by previously announced Field Service Actions; therefore should plan their actions to avoid customers having to make separate visits to the Dealership. Outstanding status for all affected vehicles can be found using the Field Service Action On-Line Enquiry Screen, available on the ODW Warranty System for each VIN.

If you have any queries in connection with any aspect of this Service Action Recall, please contact Aston Martin Customer Service on: +44 (0)1926 644744/5/6, or facsimile: +44 (0)1926 644733, or your Regional After Sales Manager. Should you receive any enquiries from members of the Press, may I recommend that you refer them to Aston Martin Brand Communications, on: +44 (0)1926 644851. Thank you for your support and co-operation in this matter.

Yours faithfully



Chris E Baker
General Manager, After Sales Operations

Encl: SAR 011 Documentation

*Suggested Letter format, applicable to all Dealers except UK & North America

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Model:	DB9	
Vin Range:	A04048 - B04296	
Subject:	ZF Automatic Transmission –Parking Pawl Glide Plate	

Following field investigations, it has been identified that a number of Aston Martin DB9 models have been assembled with an automatic transmission (parking pawl glide plate) that may not have been subjected to the required heat treatment process and therefore is not hardened correctly. Consequently, Park may not engage even if the park button in the vehicle is pressed to select Park and all driver indicators show the Park position has been achieved.

These vehicles should therefore be modified and have a new parking pawl glide plate installed into the vehicle at the earliest opportunity. In order to rectify this manufacturing error on DB9, we are issuing Service Action Recall SAR 011.

Service Reception Desk – Essential Vehicle Pre Booking-in Checks

Before taking further action, immediately log onto the ODW Warranty System, select the Warranty Live screen (Outstanding Campaigns Status), and using the VIN list range provided, check individual VIN's under your control to determine whether any FSA or SAR remains open, including this issue. List them all and plan accordingly. As the OWD Warranty System operates in real time, the On-Line status reflects the most recent Dealer Warranty Claim submissions status.

Always complete this check in advance to pre-secure Parts availability, thus avoiding vehicle downtime and customer inconvenience. If necessary, contact our Warranty Department (quoting SAR 011) for clarification prior to commencing with the following instructions.

Tel:-0044 (0) 1926 644708
Fax:-0044 (0) 1926 644733

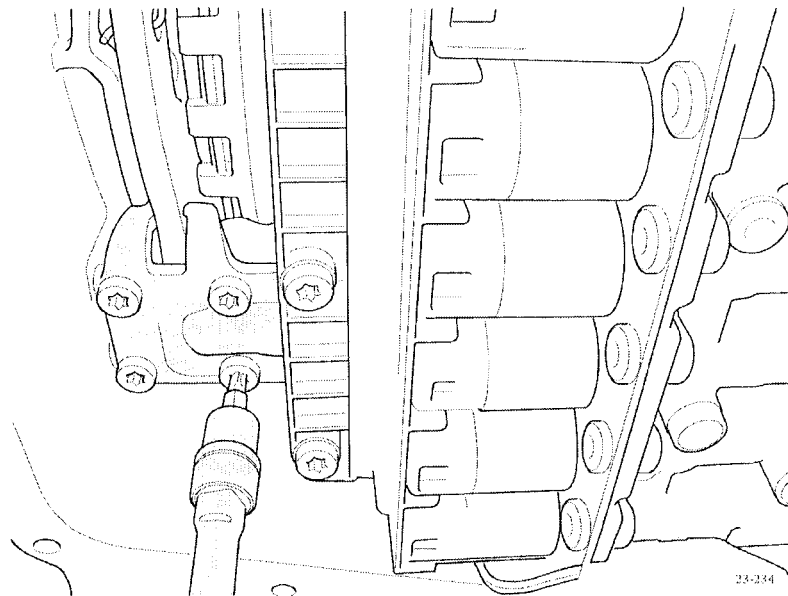
Workshop procedure

With the vehicle in the workshop and the body protection kit fitted, proceed as follows:

- Ensure the vehicle is cold and the gearbox oil temperature is below 50 °C (122 °F)
- Place the vehicle on a wheels free ramp, remove the LH rear seat base, and engage the Park Release Lever
- Elevate the vehicle and remove the rear undertray

- Remove the rear sub-frame cross-member
- Remove the left-hand rear exhaust pipe
- Disconnect the oil cooler pipes from the gearbox at the thermostat and remove the pipework/thermostat assembly
- Drain the gearbox oil into a clean container for re-use, and refit the drain plug
- Remove the gearbox oil pan
- Locate and remove the Park Pawl Guide Plate by removing the four Torx screws and ease the old plate out of the gearbox, (see figure 1). Retain the displaced part for warranty return

Figure 1



Front of car →

- Fit the new Park Pawl Guide Plate and tighten the four Torx screws to 10Nm
- Check the park pawl is free to move
- Refit the gearbox oil pan, (confirm that the original gasket is clean and fully seated before refitting the gearbox oil pan) and cross torque all screws to 7-9Nm
- Refit the oil cooler pipes and thermostat assembly
- Refit the left-hand exhaust pipe
- Refit the rear sub-frame cross-member and torque the bolts to 85Nm
- Refill the gearbox with the oil that was removed previously, using a syringe
- Disengage the park release lever and refit the LH rear seat base
- Carry out gearbox oil level check as stated in Aston Martin DB9 Work-Shop Manual, Transmission section (07.00 page 1-4) and top up as required
- Remove the vehicle from the ramp and remove the vehicle protection kit
- After the repair has been completed, please check that on a suitable incline the vehicle is held stationary by the transmission alone with Park selected

Warranty Information

<u>Tier Ref</u>	<u>VIN</u>	<u>Labour</u>	<u>Part Number</u>	<u>Description</u>	<u>Qty</u>
A	A04048 – B04296	1.5 hrs	4G43-42-10345	Parking Pawl Glide Plate	1

Please note:– All displaced Parking Pawl Glide Plates are required to be sent back to Parts Operations with the relevant VIN information through the normal warranty parts return process.

On completion of this Service Action Recall, please ensure that the record section of the Vehicle Owner's Guide is updated to reflect the completion of this instruction. Any vehicles under your control and any other unmodified retailed vehicle within the affected VIN range that subsequently pass through your workshops must be modified at the earliest opportunity.

Be aware that certain vehicles within the listed VIN ranges may be affected by previously announced Field Service Actions; therefore you should plan your actions so as to avoid customers having to make separate visits to the Dealership.

If you have any queries in connection with any aspect of this Service Action Recall please contact Aston Martin Technical Services on +44 (0) 1926 644700/2/3 or facsimile: +44 (0) 1926 644733. e-mail: stiltma1@astonmartin.com, dhende17@astonmartin.com, nhunter3@astonmartin.com,

Alternatively, please contact your Regional After Sales Manager.

Thank you for your co-operation in this matter.



Draft Letter from Dealer to Customer – All non UK/NA Markets

Customer Name, Address

Vehicle full VIN:

Registration Number:

Dear

DB9 – Service Action Recall (SAR011) – ZF – Automatic Transmission Parking Pawl Guide Plate

Aston Martin and our franchised Dealers continually strive to achieve and maintain the highest standards of product quality, service and customer satisfaction.

As part of the continuing quality reviews conducted by Aston Martin, it has been identified that on certain DB9 vehicles, when a load is applied on the parking interlock system, the locking cone which is part of the parking pawl system may create an indentation on an unhardened guide plate at the cone contact area. An indentation may also result in a raised edge towards the locking cone guide channel, which may hinder the locking cone from reaching its end position.

Park may not therefore engage when the “P” button in the vehicle is pressed to select Park, even though all driver indicators show the Park position has been achieved. This could result in a vehicle roll-away condition increasing the risk of a crash, unless the parking brake is applied.

The inspection and modification will take a maximum of 1.5 hours and naturally this work will be carried out completely free of charge.

In the interests of safety, durability and reliability it is important that this modification is completed at the earliest possible opportunity, so I would ask you to contact us as soon as possible.

To make an appointment or to request more information about Service Action Recall (SAR011), please contact our Customer Reception Desk on Tel: xxxx-xxxxxx. If however you are no longer the owner of this vehicle, please let us know and we'll make every effort to contact the new owner.

We apologise for any inconvenience this matter may cause you and thank you for your patience and co-operation in helping us eliminate this potential concern at the earliest opportunity. Thank you

Yours sincerely,

Dealer Service Manager

Draft Letter from AML to UK & N/A Customers

Owners Name

Owners Address

VIN:

Registration Number:

Dear Sir or Madam,

**DB9 – Service Action Recall (SAR011) – ZF – Automatic Transmission Parking
Pawl Guide Plate**

Aston Martin and our franchised Dealers continually strive to achieve and maintain the highest standards of product quality, service and customer satisfaction.

As part of the continuing quality reviews conducted by Aston Martin, it has been identified that on certain DB9 vehicles, when a load is applied on the parking interlock system, the locking cone which is part of the parking pawl system, may create an indentation on an unhardened guide plate at the cone contact area. An indentation may also result in a raised edge towards the locking cone guide channel which may hinder the locking cone from reaching its end position.

Park may not therefore engage when the “P” button in the vehicle is pressed to select Park, even though all driver indicators show the Park position has been achieved. This could result in a vehicle roll-away condition increasing the risk of a crash, unless the parking brake is applied.

The inspection and modification will take a maximum of 1.5 hours and naturally this work will be carried out completely free of charge.

In the interests of safety, durability and reliability, it is important that this modification is completed at the earliest possible opportunity, so I would ask you to contact your local Dealer as soon as possible so that they may complete the modification without delay. If however, you are no longer the owner of this vehicle, please let us or you’re selling Dealer know, and together we’ll make every effort to contact the new owner.

To request more information about Service Action Recall (SAR011), please contact as appropriate, your selling Dealer, Aston Martin Customer Service on

Tel: +44 1926-644744/5/6 or Aston Martin of North America on Tel: 949 341 6259.

We apologise for any inconvenience this matter may cause and thank you for your patience and co-operation in helping us eliminate this potential concern at the earliest opportunity. Thank you.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chris E Baker', with a horizontal line drawn through the middle of the signature.

Chris E Baker

General Manager – After Sales Operations – Aston Martin