

August 28, 2025

**TO:** Customer Services  
Aston Martin Laguna Limited  
Banbury Road  
Gardon  
Warwick  
CV35 0DB  
United Kingdom

**RE: SAFETY COMPLAINT**

Dear Aston Martin Customer Service,

My name is [REDACTED] and I hope you can please help me. I purchased one of your gorgeous 2025 Aston Martin DBX 707's from Palm Beach Motor Cars in West Palm Beach, Florida (USA) on July 30, 2025. The car was delivered to me at my home in Jupiter, FL. When I drove it I was shocked that the seat belt was not adjustable. It fits across my throat rather than across the bony part of my chest area the way it should, as described in your owners manual, for safety reasons. This is very dangerous as it could cause severe injury or death in the event of an accident. The same is true for any average size passengers riding in the back seat. This DBX model seems to have been designed for tall people and I am only [REDACTED] tall.

I have written to several other agencies such as Aston Martin The Americas, Administrator, NHTSA, and Automotive Compliance Ltd, asking what can be done to correct this safety problem, but no one has responded to me yet. I have also called the phone numbers listed in the Owners Manual, but they offered no help. I have also complained to two different salesmen at Palm Beach Motor Cars as well as the Service Manager there. All three of them told me there was nothing that could be done about it and they advised me to purchase seat belt clips that I could apply to the seat belt myself to hold the seat belt away from my neck to make it more comfortable. I pointed out to them that the Owner's Manual that came with the car clearly states in bold red letters NOT to use any accessories on the seat belts because doing so could disrupt the way the air bags and seat belts work together in the event of an accident, but they recommended I purchase the clips anyway and gave me pictures of Amazon links to select from. I did purchase two different kinds of clips, but neither of them offered a satisfactory remedy to the safety issue.

Therefore, I now own a \$323,000 Aston Martin DBX 707 that I cannot drive because it is not safe to do so. The car has 163 miles on it. These miles are due to the dealer delivering it to my home which is 28 miles away and then taking it back to the dealership and leaving it for 12 days while awaiting a part that had to be ordered and replaced due to a malfunctioning door problem. They then delivered it back to me in Jupiter again.

Copy For:

Administrator, NHTSA

I Need your help with this  
life threatening safety Issue.  
Please help me.

2

I just found this new address for your Customer Service Dept. on line and I am therefore writing to you to let you know about this dire problem I have with my brand new car. I purchased it because I wanted a larger, safer vehicle to drive, but I cannot drive it because it is unsafe to drive. What can be done to correct this safety issue for me?

Your prompt response about this urgent matter will be greatly appreciated.

Best regards

Jupiter, FL

Email:

cc: Aston Martin The Americas  
✓ cc: Administrator, NHTSA  
cc: Automotive Compliance Ltd  
cc: Palm Beach Motor Cars

6 Jupiter, FL

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Forever USA

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N&F  
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Administrator, NHTSA  
400 Seventh Street S.W.  
Washington, DC 20590

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