

[Date DD Month, YYYY]

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

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall 14V-425

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

Safety Recall Action RA-07-0018 – Replacement of Transmission Control Switches

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 in certain 2014 DB9 and Rapide S vehicles that were manufactured from June 2013 until July 2014.

Specifically, the transmission control switches (PRND pushbutton switches) mounted in your car's fascia, may contain a printed circuit board (PCB) with a defect that could cause a short circuit. Should this happen the transmission could shift to a neutral gear without any driver input, causing a loss of drive and resulting in the driver being unable to maintain or increase the car's speed, increasing the risk of a vehicle crash. In these circumstances the power steering and braking system are unaffected and in the majority of cases drive can be restored by safely stopping the car and re-cycling the ignition.

The models affected are:

- DB9 (Coupe and Volante)
- Rapide S

WHAT WE WILL DO

We will replace the transmission control switches (PRND pushbutton switches) free of charge with quality assured parts made to the correct specification.

WHAT YOU SHOULD DO

At your earliest opportunity could you please contact your Aston Martin franchised dealer to arrange for this corrective work to be carried out. They will be able to offer you more information relating to this action should it be required. This corrective work takes about an hour, although specific arrangements regarding your booking should be confirmed directly with your dealer.

All franchised Aston Martin dealers are fully instructed on what to do and to minimise any inconvenience for you. We do not foresee any problems arising from this action, however if there are any untoward circumstances that cause you concern, we would recommend that you contact Aston Martin Customer Service directly on 1-888-923-9988.

If after you have contacted your dealer and Aston Martin Customer Service you are still unable to arrange for this remedial work to be carried out without charge and within a reasonable time, you are fully entitled to contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>

Naturally, if you had had this work carried previously and before receiving this notice, you may be entitled to reimbursement for out of pocket expenses. Again for further information in this regard and for your convenience you can contact Aston Martin Customer Service directly.

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.

May we also respectfully remind you that Federal regulations do require that any lessor receiving this notice must forward a copy to the lessee within ten days of receipt.

On behalf of Aston Martin we are truly sorry to cause you any inconvenience that may arise from complying with this action, but would like to assure you that it has been taken in the interest of your safety and continued satisfaction with driving your Aston Martin.

Yours sincerely



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