

[Date DD Month, YYYY]

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

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall 14V753

This notice applies to your vehicle: [INSERT VIN]

Dear [Customer]

Safety Recall Action RA-01-0019 – Seat Heater Modification

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 in your vehicle with the VIN printed above.

A number of Aston Martin vehicles contain a seat heating system that comprises a seat heater mat installed to each front seat. Damage to the insulation of the electrical harness that controls the seat heater can cause a component failure in the electronic control module of the seat heater mat.

In a vehicle with a failed electronic control module, if the ignition is switched on, there is a permanent power feed to the seat heater mat. This means that it is possible that a driver or passenger may be unable to turn the seat heater off, and that the seat heating components can become hot enough to cause a localized area of the seat to overheat and smolder. This could cause injury to the driver or passenger.

The models affected are:

- DB9 (Coupe and Volante)
- DBS (Coupe and Volante)
- Virage (Coupe and Volante)
- V8 Vantage (Coupe and Roadster)
- V8 Vantage S (Coupe and Roadster)
- V12 Vantage (Coupe and Roadster)
- V12 Vantage S (Coupe and Roadster).

WHAT WE WILL DO

We will install an electronic “supervisor” module into each front seat heater that will monitor the correct operation of the seat heater. If the electronic module senses incorrect operation, the seat heater will be isolated and will not operate.

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