



Aston Martin Lagonda of North America

11 W42nd St

Floor 22

New York

NY 10036

19th August 2025

Dear DeMara Magruder;

Thank you for your recent request for more information on the customer communication for 25V249, relating to the late mailing of the customer notification letters. From reviewing the case the Part 573 was submitted on the 20th June 2024. The customer letters were actually on July 16th 2024, however there was a mistake in uploading them to NHTSA Portal firstly as a Interim letter rather than the full remedy letter that they were intended to be. There was then a subsequent delay in getting an example of the mailed letter uploaded because not all of the customer address was redacted and the submission was rejected. The final example of the mailed letter was uploaded on 22nd August 2024.

Aston Martin now have a much better understanding of the requirements for reporting on the NHTSA Portal and we will make sure that we are compliant with these requirements going forwards.

Kind regards

A handwritten signature in blue ink, appearing to read 'SA', with a horizontal line underneath.

Simon Andrew
Head of Aftersales – Aston Martin the Americas