



Aston Martin the Americas
11 W42nd St
New York
NY 10036

29th June 2026

Re: Delay of over 60 days between Safety Recall notification and Customer Letters

Dear DeMara Magruder,

Thank you for your emails dated the 17th June 2026 referencing the delay in between NHTSA approving a safety recall action and the customer notification letter being sent. This is in reference to Safety Recalls 26V187. Aston Martin apologies for this delay. We have identified where our internal process had broken down. The delay was caused by new security measures our IT Dept have put in place that stopped us accessing and confirming the registration data that was provided for the mailing by a 3rd party supplier. We now have a solution in place to access and confirm this data whilst staying within our IT Security Policies. Any further recalls will be processed much more efficiently.

I can confirm that customer notification letters were issued for 25V532 on 28th May 2026, this campaign is now at a 65% completion rate.

We apologies for this repeat failure to issue a Customer Notification inline with the 60 day mandated period. We have added additional resource to make sure that it does not happen again.

Yours sincerely,



Simon Andrew
Head of Aftersales
Aston Martin the Americas