



IMPORTANT SAFETY RECALL

NHTSA Recall No. - 13V-484



BENTLEY

Customer Letter

«Env_Sal»

«Addr_1»

«Addr_2»

«Addr_3»

Vehicle Identification Number (VIN): <<VIN>> 

Model Year/Model: <<MODELYEAR MODLE>>

Dear «Env_Sal»

RE: RECALL CAMPAIGN –REAR CARBON CERAMIC BRAKES – REPLACEMENT OF SCREWS

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2011 model year Bentley vehicles fitted with carbon ceramic brakes. Our records show that you are the owner of one of these vehicles.

What is the issue? On the rear carbon ceramic brakes (CSiC), the stainless steel screws fixing the rotor to the metal bell may fail. If 8 of the 10 ws were to fail there would be an increase in the vehicle’s stopping distance and this could lead to a crash.

What will we do? To help correct this defect, your authorized Bentley dealer will replace the existing stainless steel screws on your rear carbon ceramic brakes with new titanium screws. This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please telephone your authorized Bentley dealer without delay to schedule a repair appointment. Your dealer has all the necessary parts and instructions to perform the repair to your satisfaction.

Lease vehicles If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.

Can we assist you further? We would like you to know that we sincerely appreciate your continued support of our cars. I do apologize for the fact that we have to ask you to allow us to recall your car for this modification.

If you have any questions, require any assistance or require us to address any concerns that you may have, please telephone our dedicated Customer Service team at 1 800-777-6923.

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In the event your authorized Bentley dealer fails or is unable to remedy the defect free of charge within a reasonable time, you may also submit a complaint to: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have already incurred "out of pocket" expenses relating to the replacement of the screws for the carbon ceramic brake discs on the above listed vehicle, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

Yours Sincerely,

Stephen Worrall
Head of Aftersales