



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 12, 2019

Mr. Stephen Worrall
Bentley Motors, Inc.
2200 Ferdinand Porsche Drive
Herndon, VA 02116

NEF-150DM
19V-863

Subject: Power Steering Cooler Hose May Detach

Dear Mr. Worrall:

This letter serves to acknowledge Bentley Motors, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BENTLEY/CONTINENTAL/2017-2018

Mfr's Report Date: December 4, 2019

NHTSA Campaign Number: 19V-863

Components:

STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS

Potential Number of Units Affected: 229

Problem Description:

Bentley Motors, Inc. (Bentley) is recalling certain 2017-2018 Continental Supersports vehicles. The Power Assisted Steering (PAS) cooler pipe may be the incorrect size, allowing the cooler hose to detach and leak power steering fluid.

Consequence:

A power steering fluid leak may cause a loss of vehicle control, or a hazard to following traffic, increasing the risk of a crash. In addition, the fluid leak in the presence of an ignition source can increase the risk of a fire.

Remedy:

Bentley will notify the owners, and dealers will replace the PAS cooler pipe, free of charge. The recall is expected to begin December 19, 2019. Owners may contact Bentley customer service at 1-800-777-6923. Bentley's number for this recall is RE19/27.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

- Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Describe what distinguishes the remedy component from the recalled component" section.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement