

IMPORTANT SAFETY RECALL

Customer Letter

«Env_Sal»

«Addr_1»

«Addr_2»

«Addr_3»

**This notice applies to your vehicle,
Vehicle Identification Number (VIN): <<VIN>>
Model Year/Model: <<MODELYEAR MODEL>>
NHTSA: 19V863**

Dear «Env_Sal»

RE: SAFETY RECALL – DETACHED POWER ASSISTED STEERING (PAS) COOLER HOSE

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 2017-2018 model year Bentley vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue? The Power Assisted Steering (PAS) cooler hose could detach and cause a loss of hydraulic steering fluid. This can cause a loss of vehicle steering and lead to a crash, increase the risk of a fire, and make the roadway hazardous for traffic following behind the vehicle.

What will we do? Your authorized Bentley dealer will replace the PAS cooler pipes. This work will take about two hours to complete and will be performed for you free of charge.

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

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 issue described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

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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.

Yours Sincerely,

Stephen Worrall
Director, Aftersales