

IMPORTANT SAFETY RECALL

Name

Address

Address

**This notice applies to your vehicle,
Vehicle Identification Number (VIN):
Model Year/Model: 2020MY BENTLEY CONTINENTAL GT
NHTSA: 20V309**

Dear Name,

RE: SAFETY RECALL – SUNROOF GLASS PANEL MAY SEPARATE FROM VEHICLE (RE20/I5)

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 2020 model year Bentley Continental GT vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue The sunroof may not be properly bonded to the vehicle body, possibly resulting in wind noise, water leaks and in some cases, the complete separation of the sunroof from the vehicle. If the sunroof separates from the vehicle while it is being driven, it may increase the risk of an injury or crash.

Precautions you should take? If you notice unusual noise coming from the sunroof while driving, or if water is leaking into the vehicle from the sunroof, please contact your authorized Bentley dealer without delay and make arrangements to have the vehicle inspected/serviced

What will we do? Your authorized Bentley dealer will remove the old sunroof glass and fit a new sunroof glass assembly to the vehicle using the approved bonding products and procedure. This work will take about four 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.

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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>.

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