

Part 573 Safety Recall Report

21V-550

Manufacturer Name : Bentley Motors, Inc.**Submission Date :** JUL 21, 2021**NHTSA Recall No. :** 21V-550**Manufacturer Recall No. :** RE21/26 (RC08)**Manufacturer Information :**

Manufacturer Name : Bentley Motors, Inc.

Address : 2200 Ferdinand Porsche Drive

Herndon VA 20171

Company phone : 1-800-777-6923

Population :

Number of potentially involved : 3,647

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Bentley Continental GT

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Production records were used to identify affected vehicles. The new Seat Control Modules have updated software installed
There are 1557 Continental GT

Production Dates : JUN 20, 2019 - JUN 26, 2021

VIN Range 1 : Begin : SCBCG2ZG9LC074608 End : SCBCG2ZG0MC090522 Not sequential

Vehicle 2 : 2020-2021 Bentley Continental GT Convertible

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Production records were used to identify affected vehicles. The new Seat Control Modules have updated software installed
There are 2090 Continental GT Convertible

Production Dates : NOV 08, 2019 - JUN 28, 2021

VIN Range 1 : Begin : SCBDB4ZG8LC074971 End : SCBDG4ZGXMC090592 Not sequential**Description of Defect :**

Description of the Defect : During some automated front seat movements controlled by software in the Seat Control Module, the seat position moves rearwards when the seat height is lowered.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : During these automated movements when the seat position moves rearwards and the seat height is lowered it could result in trapping of a rear occupant's legs, potentially causing an injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : N/A

Involved Components :

Component Name 1 : Seat Control Module

Component Description : Seat Control Module

Component Part Number : 4N0.959.760.F / 4N1.959.760.F

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Systems

Address : Salzburg Str. 8
Sibiu Foreign States 550018

Country : Romania

Chronology :

July 2020: 1st reported occurrence in USA. Investigated in market, no fault found.

September 2020: 2nd and 3rd reported occurrences overseas.

March 2021: 2nd reported occurrence in USA. Vehicle components ordered back to United Kingdom for analysis.

October 2020 – May 2021: Analysis of individual cases, return of vehicle components for analysis.

May 2021: Analysis established as software issue in automated seat movement mapping.

June 2021: Pre-Product Safety Committee.

14th July 2021: Product Safety Committee decision of safety concern and to recall affected vehicles.

Description of Remedy :

Description of Remedy Program : The software for the front seats will be updated. The updated software will only allow automated seat height movements when there is sufficient leg room for rear occupants. This software update will be carried out free of charge. Because the affected vehicles are still within the warranty period, Bentley will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The software containing the improved seat mapping is contained within SW0066 in the front seat control modules.

Identify How/When Recall Condition was Corrected in Production : The improved software was introduced on 1st July 2021 to resolve this issue for production vehicles.

Recall Schedule :

Description of Recall Schedule : Dealer anticipated 08/05/2021 Customer anticipated 08/23/2021.

Planned Dealer Notification Date : AUG 05, 2021 - AUG 05, 2021

Planned Owner Notification Date : AUG 23, 2021 - AUG 25, 2021

* NR - Not Reported