

Field campaign

Topic	Bentley Bentayga Seat Belt Automatic Locking Retractor (ALR) Recall (RE21/31)
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2064265/1
Campaign number	RC13
Note	
Type	
US code	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Notes

▪ Repair instructions

Technical background

Due to a supplier component dimensional error of specific seat belt Automatic Locking Retractors (ALR), the child seat retention system may deactivate early before the webbing is fully retracted. If the vehicle owner uses an affected seat belt to secure a child restraint seat solely with the seat belt, an impaired ALR function would cause the seat belt to loosen and revert back to performing as an Emergency Locking Retractor (ELR) seat belt. This issue does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the Isofix / LATCH system to secure child restraint seats.

Remedy

On all affected vehicle the Passenger front seatbelt must be checked for correct operation. If the requirements are not met the seatbelt must be replaced.

Customer notification

Customers of affected vehicles will be notified in writing by their Bentley retailer to arrange an appointment, make a note of the required action on the workshop order before it is signed by the customer

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately

You should also pass on this information to your new and used car sales departments so that affected vehicles are checked and repaired immediately

Warranty accounting instructions

Warranty type 710 or 790

Damage service number RC13

Damage code 00 99

Criteria 01

Check seatbelt

Labour operation code 69 11 1999

Time 20 TU

Replace seatbelt

Labour operation code 69 11 1900

Time 80 TU

Note: In the event that the seatbelt is replaced, the 'Check' time can also be claimed.

Genuine parts

Part Number	Description	Quantity
As per EKTA	Passenger seatbelt	1
WHT 004 659	Bolt	1
N 989 247 01	Bolt	1
N 989 243 01	Bolt	1
N 107 842 01	Bolt	1

Parts supply

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre.

Parts despatch control

Not applicable

Questions and answers

What is the specific issue with the affected vehicles?

Bentley has been notified that a manufacturing error by a supplier could result in early deactivation of the seat belt Automatic Locking Retractor

(ALR) when securing a child seat in the vehicle. Dimensionally out of tolerance sub-components may cause the ALR to deactivate early before the webbing is fully retracted.

What repercussions does the fault have?

If the seat belt is not lockable, so that the seat belt assembly cannot be used to tightly secure the child restraint seat, it will impact the correct level of restraint. This issue does not affect the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the Isofix / LATCH system to secure child restraint seats.

Which vehicles are affected?

This issue only affects specific 21MY Bentayga vehicles built between January and April 2021.

Are all models affected by the fault?

No, this issue only affects a very limited number of vehicles, due to specific parts produced by one of our suppliers with dimensional out of tolerance sub components. Vehicles not included in this recall have received components that were correct to specification.

Can customers continue to drive the cars?

Yes, however, we encourage customers to arrange an appointment with their retailer as soon as possible. If using the retractor locking mechanism to secure a child seat in the vehicle, we recommend fitting the child seat on an outer, second row rear seat of the vehicle until the recall action has been carried out.

What is the fix?

Bentley authorised retailers will inspect the affected seat belt assemblies and, if necessary, replace an affected seat belt free of charge. If a seat belt requires replacing, the replacement seat belt will be ordered specifically for your vehicle and, once available, will take approximately one hour to replace.

Do I have to make an appointment?

Yes, that's important. Please contact your retailer immediately.

Repair instructions

■ Notes

Technical background

Due to a supplier component dimensional error of specific seat belt Automatic Locking Retractors (ALR), the child seat retention system may deactivate early before the webbing is fully retracted. If the vehicle owner uses an affected seat belt to secure a child restraint seat solely with the seat belt, an impaired ALR function would cause the seat belt to loosen and revert back to performing as an Emergency Locking Retractor (ELR) seat belt. This issue does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the Isofix / LATCH system to secure child restraint seats.

Check

If the vehicle is not already listed as repaired in the 'Repair history' section of Elsa Pro, check for the presence of the campaign 'identification' mark. In the event that the campaign has not been applied, please carry out the required work in accordance with these instructions.

Genuine parts

Part Number	Description	Quantity
As per EKTA	Passenger seatbelt	1
WHT 004 659	Bolt	1
N 989 247 01	Bolt	1
N 989 243 01	Bolt	1
N 107 842 01	Bolt	1

Work

The following checks are required to determine if the Passenger seatbelt is functioning correctly.

Check the serial number of the Passenger front seatbelt (this should start with *210), then reference your VIN against the attached table to ensure the Serial number corresponds to the VIN. In the event that this does not match please raise a DISS supplying photographic evidence of both front seatbelt serial numbers.



IMPORTANT: The passenger seat and the height adjuster should be in a position such as the amount of webbing getting retracted inside the seatbelt retractor is at a maximum

1: Put the seatbelt across the empty vehicle seat and insert the metal tongue of the belt into the buckle.



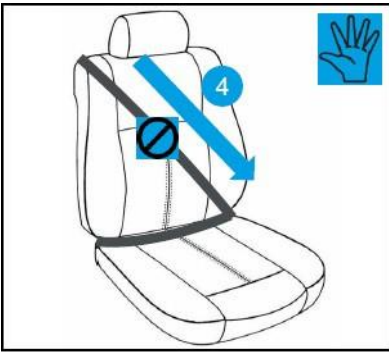
2: Pull the seatbelt all the way out of the retractor to activate the Automatic Locking Retractor (ALR).



3: Carefully let the seatbelt retract fully into the retractor while the belt remains buckled over the empty seat, this simulates a restrained child seat. You will notice that when in ALR mode, there is a ratcheting/clicking noise from the retractor, this is normal.



4: Grasp the torso portion of the seatbelt and carefully pull on the belt in an attempt to pull the seatbelt back out of the retractor. The belt should not pull out of the retractor.



5: Unlatch the seatbelt from the buckle and let it completely retract back into the retractor.

6: Repeat steps 1-5, a further 4 times (a total of 5 cycles).

Evaluation:

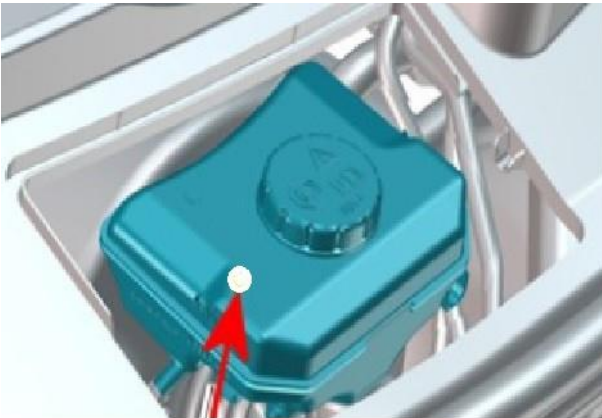
Does the seatbelt lock so that the strap cannot be pulled out of the retractor (step 4) five times in succession?

Yes: The ALR function works properly and the seatbelt assembly meets requirements

No: ALR does not work properly, the seatbelt must be replaced according to the repair instructions.

Identification

On completion apply a WHITE campaign identification mark on the brake fluid reservoir.



VIN	SERIAL NUMBER
SJAA314V2MC035345	210 ALEAB04CJN
SJAAM14V0MC035356	210 ALEAB04CJMZ
SJAAL1ZVXMC035358	210 ALEAB04CJT
SJAA314V4MC035363	210 ALEAB04CJPO
SJAAM14V1MC035365	210 ALEAB04CJR
SJAAB14V5MC035374	210 ALEAB04CKFT
SJAA314V0MC035375	210 ALEAB04CJHU
SJAAM2ZV1MC035378	210 ALEAB04CJ7K
SJAAL14V9MC035388	210 ALEAB04CK2G
SJAA314V2MC035393	210 ALEAB04CJS
SJAAN14V5MC035396	210 ALEAB04CKGU
SJAAM2ZV5MC035402	210 ALEAB04CJ8L
SJAAD14V7MC035404	210 ALEAB04CIGS
SJAA314V2MC035409	210 ALEAB04CJQ
SJAAR2ZV6MC035412	210 ALEAB04CKES
SJAA314VXMC035416	210 ALEAB04CJO
SJAAM14V7MC035418	210 ALEAB04CJ2F
SJAA314V5MC035419	210 ALEAB04CIEQ
SJAAD14V7MC035421	210 ALEAB04CIFR
SJAA314V5MC035422	210 ALEAB04CKHV
SJAAR24V5MC035425	210 ALEAB04CINZ
SJAAL14V4MC035430	210 ALEAB04CIMY
SJAA314V6MC035431	210 ALEAB04CIAM
SJAAM2ZV5MC035433	210 ALEAB04CIR
SJAAM2ZV7MC035434	210 ALEAB04CIP
SJAAL14V5MC035436	210 ALEAB04CHRO
SJAAM2ZV2MC035437	210 ALEAB04CIQ0
SJAA314V9MC035438	210 ALEAB04CHS
SJAAD14V4MC035439	210 ALEAB04CKBP
SJAAR2ZV0MC035440	210 ALEAB04CIS
SJAA314V0MC035442	210 ALEAB04CKCQ
SJAA314V8MC035446	210 ALEAB04CHQ
SJAAL14V3MC035449	210 ALEAB04CIZ4
SJAA314VXMC035450	210 ALEAB04CI7J
SJAAN1ZV1MC035453	210 ALEAB04CIO
SJAA314V7MC035454	210 ALEAB04CICO
SJAAR2ZV4MC035456	210 ALEAB04CIT
SJAAM14V6MC035457	210 ALEAB04CJ6J
SJAA314V4MC035458	210 ALEAB04CHT
SJAAD14VXMC035459	210 ALEAB04CJLY
SJAAD14V8MC035461	210 ALEAB04CJER
SJAA314V6MC035462	210 ALEAB04CIV0
SJAAM2ZV6MC035523	210 ALEAB04CIW1
SJAAD14V8MC035525	210 ALEAB04CKAO
SJAAM2ZV1MC035526	210 ALEAB04CHZ3
SJAA314V8MC035527	210 ALEAB04CHV
SJAAD14V3MC035528	210 ALEAB04CK3H
SJAA314V1MC035532	210 ALEAB04CKDR
SJAAL14V3MC035533	210 ALEAB04CK5J
SJAAD14V9MC035534	210 ALEAB04CIBN
SJAA314V0MC035537	210 ALEAB04CI9L
SJAAL14V2MC035538	210 ALEAB04CK4I
SJAAD14V8MC035539	210 ALEAB04CK6K
SJAAL1ZVXMC035540	210 ALEAB04CHY2

SJAAR2ZV5MC035546	210 ALEAB04CJBO
SJAA314V3MC035547	210 ALEAB04CK8M
SJAA314V3MC035550	210 ALEAB04CK7L
SJAAD14V0MC035552	210 ALEAB04CHX1
SJAA314V9MC035553	210 ALEAB04CJ1E
SJAAD14V4MC035554	210 ALEAB04CK9N
SJAAL1ZV5MC035557	210 ALEAB04CIU
SJAAD14V1MC035558	210 ALEAB04CI0C
SJAAL1ZV6MC035566	210 ALEAB04CJY4
SJAA314V0MC035568	210 ALEAB04CKN
SJAAM2ZV8MC035569	210 ALEAB04CK0E
SJAAD14V2MC035570	210 ALEAB04CHU
SJAA314V2MC035572	210 ALEAB04CI2E
SJAAL14V4MC035573	210 ALEAB04CJJW
SJAAD14VXMC035574	210 ALEAB04CJZ5
SJAA514V0MC035578	210 ALEAB04CJ5I
SJAAM14V0MC035583	210 ALEAB04CIY3
SJAAR2ZVXMC035591	210 ALEAB04CI1D
SJAA314V7MC035602	210 ALEAB04CJXX
SJAAD14V1MC035608	210 ALEAB04CK0O
SJAAN1ZV1MC035615	210 ALEAB04CKP
SJAAM2ZV6MC035621	210 ALEAB04CJGT
SJAAM14V7MC035631	210 ALEAB04CKLZ
SJAA314V6MC035641	210 ALEAB04CJFS
SJAAL14V7MC035647	210 ALEAB04CJ4H
SJAAM2ZV6MC035652	210 ALEAB04CJ0D
SJAA314V2MC035653	210 ALEAB04CKJX
SJAAM14V1MC035656	210 ALEAB04CIHT
SJAA314V1MC035661	210 ALEAB04CKKY
SJAAD14V8MC035668	210 ALEAB04CIDP
SJAAD14VXMC035672	210 ALEAB04CI8K
SJAAN1ZV6MC035707	210 ALEAB04CIJV
SJAA314V1MC035708	210 ALEAB04CK1F
SJAAD14V7MC035709	210 ALEAB04CKIW
SJAAM2ZV5MC035710	210 ALEAB04CJV1
SJAAD14V9MC035713	210 ALEAB04CJ3G
SJAA314V4MC035718	210 ALEAB04CKM
SJAAD14V1MC035723	210 ALEAB04CJX3
SJAAL14V5MC035727	210 ALEAB04CJW2
SJAAM14V2MC035729	210 ALEAB04CI5H
SJAAN1ZV7MC035733	210 ALEAB04FHS
SJAAL1ZV7MC035737	210 ALEAB04CI4G
SJAAM2ZV7MC035739	210 ALEAB04FIET
SJAA314VXMC035741	210 ALEAB04FIIX
SJAAM2ZV9MC035743	210 ALEAB04FHU1
SJAAD14V0MC035745	210 ALEAB04CI3F
SJAA314V0MC035747	210 ALEAB04CI6I
SJAAM2ZV8MC035748	210 ALEAB04FHT
SJAA314V0MC035750	210 ALEAB04CJU0
SJAAL1ZV1MC035751	210 ALEAB04FICR
SJAAL14V8MC035754	210 ALEAB04FHR
SJAAM2ZV9MC035757	210 ALEAB04FHY5
SJAAM2ZV5MC035769	210 ALEAB04FHV2
SJAAL14V1MC035773	210 ALEAB04FHW3
SJAAM2ZV2MC035776	210 ALEAB04FIJY

SJAAM2ZV4MC035780	210 ALEAB04FHX4
SJAAR2ZVXMC035784	210 ALEAB04FI7M
SJAAM2ZV3MC035785	210 ALEAB04FIAP
SJAAB14VXMC035788	210 ALEAB04CJDQ
SJAA514V4MC035793	210 ALEAB04FI9O
SJAAL14V4MC035797	210 ALEAB04FI8N
SJAAR2ZV8MC035802	210 ALEAB04FI1G
SJAA314V3MC035807	210 ALEAB04FI2H
SJAAM2ZV2MC035809	210 ALEAB04FHZ6
SJAAM2ZV2MC035812	210 ALEAB04FI4J
SJAAL1ZV7MC035818	210 ALEAB04FI6L
SJAAL14V1MC035823	210 ALEAB04CJIV
SJAAR2ZV7MC035824	210 ALEAB04FIGV
SJAAM14V0MC035826	210 ALEAB04FIDS
SJAAM2ZV4MC035830	210 ALEAB04FIOF
SJAAL14V0MC035831	210 ALEAB04FIBQ
SJAAN14V3MC035834	210 ALEAB04CJAN
SJAAD14VXMC035851	210 ALEAB04CJCP
SJAAM2ZV2MC035857	210 ALEAB04CILX
SJAAM2ZV4MC035858	210 ALEAB04FI5K
SJAAD14V4MC035859	210 ALEAB04CJ9M
SJAAR2ZV7MC035922	210 ALEAB04FIKZ
SJAAD14VXMC035932	210 ALEAB04FIFU
SJAAM2ZV1MC035963	210 ALEAB04FIL
SJAA314V3MC035984	210 ALEAB04FIHW
SJAAM2ZV5MC036002	210 ALEAB04FIM
SJAAL14V7KC025682 / SJAA214V2LC032138	210 ALEAB04CIU / 210 ALEAB04CIKW