



By appointment
to HM The Queen
motor car manufacturers
Bentley Motors Limited
Crewe Cheshire



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to HRH The Prince of Wales
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IMPORTANT SAFETY RECALL

BENTLEY

FEBRUARY 2022

**Model Year/Model:
NHTSA: 21V975**

RE: COMPLIANCE RECALL – OWNER’S HANDBOOK WORDING (RE21/43)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that the owner’s handbook wording in certain 2021-2022 model year Bentley vehicles fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 208, "Occupant Crash Protection." Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The owner's handbook incorrectly states that the airbag system will not deploy when the "Passenger Airbag On" symbol is illuminated. The incorrect information may lead to a misunderstanding of the "Passenger Airbag On" illumination status symbol and confusion about the operation of the passenger airbag, thus potentially increasing the risk of injury in the event of a crash.

What will we do? Included with this letter is a label with the correct "Passenger Airbag On" wording for your owner’s handbook. Instructions of where to affix the label are attached for your reference. If you would like your Bentley dealer to affix this label for you, please make an appointment and they will affix the label free of charge.

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.

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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>.

Checking your vehicle for open Recalls

To check your vehicle's eligibility for repair under this or any other recall campaign, please visit www.bentleymotors.com and click on the Look-Up Recalls link to enter your Vehicle Identification Number (VIN) into the Recall Campaign Look-Up tool.

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

Lower warning area 1

Important

RED LAMP: Take immediate action. The vehicle may need to be stopped. You may need to contact an authorized Bentley retailer.
YELLOW LAMP: The vehicle can still be driven. You may need to contact an authorized Bentley retailer.

The area is active and can display different information to the driver.

Examples of the type of information displayed in this area:

- Outside air temperature.
- Ice warning icon together with actual temperature. The icon is displayed in particularly cold weather conditions.
- Rear seat belt status.

Digital speedometer and status area 3

The area is active and can display different information to the driver.

Examples of the type of information displayed in this area:

- Vehicle speed.

Lower warning area 2

The area is active and can display different information to the driver.

Examples of the type of information displayed in this area:

- Time.
- Seat belt warning.

Lamps and driver messages

Active head restraint lamps and messages

Active head restraint: Fault Contact your Bentley retailer

There is a fault with the active head restraint system. Contact an authorized Bentley retailer.

Active head restraint: Triggered

The active head restraint has been triggered.

Airbag lamps and messages

Passenger air bag: off

The passenger airbag is deactivated and will not fire in the event of an impact.

Passenger air bag: on



Correct Wording

The passenger airbag is active and may fire in the event of an impact.

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RED LAMP: Take immediate action. The vehicle may need to be stopped. You may need to contact an authorized Bentley retailer.
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Passenger air bag: on



Incorrect wording

The passenger airbag is Active and will not fire in the event of an impact.



Locate incorrect wording in your Owner's Handbook within the *Driver Instrument Panel, Lamps and Driver Messages* section and affix the provided label over the incorrect wording