

Part 573 Safety Recall Report

22V-743

Manufacturer Name : Bentley Motors, Inc.**Submission Date :** OCT 05, 2022**NHTSA Recall No. :** 22V-743**Manufacturer Recall No. :** RE 22/29 (RC54)**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 : 3,134

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Bentley Bentayga

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Recall population was identified using production records of Infotainment Software versions. Products not included in the recall utilize different Infotainment Hardware or Software. There are 1,472 2021MY and 1,662 2022MY Bentley Bentayga vehicles affected

Production Dates : JUL 10, 2020 - AUG 31, 2022

VIN Range 1 : Begin : SJAAM2ZV3MC032398 End : SJAAM2ZV7NC039999 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : When selecting reverse, due to a software bug, there is potential for a blank-white screen to be presented, instead of the rear view camera image.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rear view camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Description of the Cause : An incorrect value is registered in the software after initialization.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Infotainment Unit

Component Description : Main central dashboard Infotainment unit

Component Part Number : 36A 035 050 A

Supplier Identification :

Component Manufacturer

Name : Bentley Motors

Address : Pym's Lane

Crewe Foreign States CW1 3PL

Country : United Kingdom

Chronology :

19th August 2022 - Bentley made aware of potential non-compliance to federal safety standard relating to rear view camera display.

19th August - 28th September 2022 - Bentley identify 1 singular occurrence in American market and investigated affected software versions.

28 September 2022 - Investigation presented to Bentley Product Safety Committee where determine of a Non-Compliance to FMVSS 111 was made.

Description of Remedy :

Description of Remedy Program : Bentley authorized retailers will update the infotainment unit software. This will take approximately 3.5 hours to complete. 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 version, held within the infotainment unit

Identify How/When Recall Condition was Corrected in Production : September 2022 - Vehicles in production will be held in preparation for receiving a new Infotainment Software

Recall Schedule :

Description of Recall Schedule : Dealer on or before 12/02/2022, Customer on or before 12/02/2022

Planned Dealer Notification Date : DEC 02, 2022 - DEC 02, 2022

Planned Owner Notification Date : DEC 02, 2022 - DEC 02, 2022

* NR - Not Reported