

Part 573 Safety Recall Report

23V-314

Manufacturer Name : Bentley Motors, Inc.

Submission Date : MAY 03, 2023

NHTSA Recall No. : 23V-314

Manufacturer Recall No. : RE23/06 (RC71)



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 : 1,659

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2023 Bentley Flying Spur

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Affected vehicles have been identified using Production records. Flying Spur vehicles not included in the recall campaign are either fitted with a different type of rear screen entertainment or have the correct orientation of retention bracket. There are 1659 Bentley Flying Spur vehicles affected

Production Dates : NOV 04, 2020 - NOV 13, 2022

VIN Range 1 : Begin : SCBBB6ZG7MC084699 **End :** SCBBR6ZG3PC004752 Not sequential

Description of Defect :

Description of the Defect : Bentley has identified that the retention bracket holding the rear entertainment screens, located in the rear of the front seats, may be fitted in the incorrect orientation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result of the retention bracket being installed in the incorrect orientation, there is a risk that the retention of rear entertainment screens may be compromised if the vehicle is involved in a crash, potentially resulting in an occupant injury.

Description of the Cause : The retention bracket may have been fitted in the incorrect orientation due to a process failing at the supplier.

Identification of Any Warning that can Occur : If the retention bracket has been fitted upside down or is missing, it should be readily detectable, as the screens will have no locking retention and may not operate correctly. If the bracket has been fitted back to front, there is unlikely to be any warning, as the screen will feel secure and will operate correctly but

may not be retained correctly if the vehicle is involved in a crash.

Involved Components :

Component Name 1 : Shoulder Moulding

Component Description : Shoulder moulding which contains the screen retention bracket

Component Part Number : 3SE.881.731.G

Supplier Identification :

Component Manufacturer

Name : Linecross Composites Ltd

Address : Green Lane

Cannock, Staffordshire Foreign States WS11 0JW

Country : United Kingdom

Chronology :

September 27, 2022 – Bentley was notified of a vehicle in the field for which the screen retention bracket was installed incorrectly. This issue was identified during a pre-delivery inspection (PDI) of the vehicle at the dealer before it was given to a customer. The parts were sent to Bentley for further analysis of the root cause, potential scope, and potential safety impact of the anomaly.

October 4, 2022 – Bentley notified the supplier about the incorrectly installed retention bracket that had been identified during PDI for supplier to conduct further analysis in parallel.

October 14, 2022 – Bentley and the supplier inspected and quarantined all anomalous parts and implemented checks to prevent this issue from occurring going forward.

January 1, 2023 – Supplier completed its investigation into root cause and implemented process improvements.

January 2023 to April 2023 – Building upon its initial investigation and the additional information from the supplier, Bentley continued to analyze the potential safety impact and investigate the scope of vehicles that could potentially be affected by this anomaly.

February 1, 2023 – Bentley released a technical production information (TSB) document to help determine whether any vehicles in the field may be exhibiting similar anomalies.

April 26, 2023 – The single vehicle identified during PDI is the only field vehicle known to have been affected, and no other similar cases have been identified through the process specified in the TSB. Nevertheless, out of an abundance of caution, and because additional vehicles could not be satisfactorily ruled out, the PSC decided to conduct a recall.

Description of Remedy :

Description of Remedy Program :	Bentley authorized retailers will check the orientation of the retention bracket in both front seats. Any seats found to be fitted with the incorrect bracket orientation will be reworked to replace the retention bracket assembly. Should rework be required, this will take approximately one hour per seat. Bentley will offer a reimbursement plan under this recall.
How Remedy Component Differs from Recalled Component :	The retention bracket in the shoulder molding (3SE.881.731.G or 731.H) will have the correct orientation.
Identify How/When Recall Condition was Corrected in Production :	14th Oct 2022 - Series Containment - Parts were checked in Series Warehouse, Aftersales Warehouse and on Series vehicles still under Bentley's control. Any defective parts were scrapped. There were no defective parts found already built into Series vehicles. Jan 2023 - Supplier Solution - the supplier's production process has been improved to include a vision camera system and additional controls that will only allow a part to progress through the process if a bracket is present and is correctly orientated.

Recall Schedule :

Description of Recall Schedule :	Dealer anticipated notification 05/29/2023 Customer anticipated notification 06/05/2023
Planned Dealer Notification Date :	MAY 29, 2023 - MAY 29, 2023
Planned Owner Notification Date :	JUN 05, 2023 - JUN 05, 2023

* NR - Not Reported