



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 28, 2022

NEF-109 tgd
Ref. No. 11461352

[REDACTED]
Glenn Heights, TX [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2005 Bentley Arnage RL vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No. 05V-546, which addresses a problem with the lower ball joints in certain MY 2004 and 2005 Bentley Arnage vehicles. Our research identified that your vehicle was produced within the build date and vehicle identification number (VIN) range of the affected vehicles. Our records also show that you are the second owner of this vehicle. As such, it is possible that a previous owner completed Recall 05V-546 in 2005, or closer to when the recall was initiated. Thus, this may be the reason your VIN does not show up under the recall. Please note that vehicle repair, recall, and warranty information is the property of vehicle owners and manufactures, and is not provided to NHTSA. We encourage you to contact Bentley or a local dealer and request the complete service history of your vehicle to determine if Recall 05V-546 has already been completed.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement