

OFFICES AT:

April 23, 2024

NHTSA
1200 New Jersey Avenue SE
Washington, D.C.

Dear M/M:

I bought a new 2023 Bentley last summer approximately July 2023. I have had significant problems with it and am wondering if there has been a recall. Within a few weeks of purchasing it, the computer was not working in terms of cruise control when it was suppose to stop with vehicles in front of you, keeping between two lanes - automatic center was not working.

I took it back to Chicago where I purchased it and they worked on it, kept it for a couple of weeks, seemed to work. I picked it up and it worked for several weeks, then stopped working and the next day started working. Eventually it quit working and I called the dealer to come pick up my car and work on the computer once again.

Now I am having problems again. I started keeping track of the same. The following is a list and dates:

- 3/5/24: Bentley safeguard fault - contact Bentley dealer.
Also shows start stop.
- 3/6/24: Same issues as on 3/5/24.
- 3/11/24: Everything worked okay.
- 3/21/24: Bentley safeguard fault - 5 days.
Start stop - 1 day.

3/23/24 thru 3/25/24:

Bentley safeguard fault.
Contact Bentley dealer.

4/1/24:

Bentley safeguard fault (on my way back from Chicago)

4/2/24: On this date everything worked again.

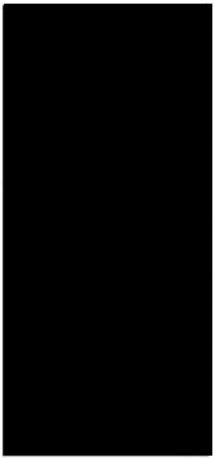
Presently the safety aspects of the computer are not working once again and at this time, it seems to be sticking and staying that way. Before, I would drive 40 miles on a highway, come back and the next day it worked or even on the same day it would work again.

Please advise if there has been a safety recall for: 2023 Bentley - VIN SCBDG4ZGXF [REDACTED]

Very truly yours,

[REDACTED]

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