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NHTSA-215



2004 MAR 16 P 4: 20

OFFICE OF  
DEFECTS INVESTIGATION

March 11, 2004

Mr. Kenneth N. Weinstein  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
400 Seventh Street, S.W.  
Washington, DC 20590

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**Subject: Notification of Recall Pursuant to 49 CFR 573 (2004)  
2002-2004 Model Year Bentley Arnage**

Dear Mr. Weinstein:

This information is submitted in accordance with the requirements of Part 573 of Title 49 of the Code of Federal Regulations (49 CFR 573 (2004)).

**573.6 (c) (1) Manufacturer's Name**

Bentley Motors Limited  
**Importer**  
Bentley Motors, Inc.

**573.6 (c) (2) Identification of Vehicles**

**Make** : Bentley  
**Line** : Arnage R, RL and T  
**Model Years** : 2002-2004  
**Month/Year of Manufacture** : September 2001 to February 2004  
**VIN Numbers of Affected Vehicles** : T = 08308 - 10105  
R = 08921 - 10012  
RL = 19169 - 19238  
**Other Identification** : None

573.6 (c) (3) **Number of Vehicles Potentially Containing the Defect**  
529

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573.6 (c) (4) **Percentage of Vehicles Actually Containing Defect**  
Cannot be determined. This is a corrective action following a potentially incorrect service procedure.

573.6 (c) (5) **Description of Noncompliance/Defect**  
On the vehicles affected, the potential exists, following disconnection, for the quick connector not to be fully re-engaged. This may result in loss of fuel that, in the presence of an ignition source, creates a risk of a vehicle fire. Disconnection is a requirement for some service operations.

573.6 (c) (6) **Basis for Determination**  
The summary for the basis for determination is as follows:

Date	Event
<b>Incidents</b>	
<b>Analysis</b>	
October 2003	Fuel feed line quick connect dis-engaged on vehicle in Japan causing vehicle fire
October 2003	Investigation and risk analysis commenced
February 2004	Suspected fuel return line quick connector dis-engaged on vehicle in Florida causing vehicle fire
February 2004	Root cause of concern agreed
February 2004	Risk analysis completed and VIN list finalized
March 2004	Recall agreed by Bentley Board

573.6 (c) (7) **Noncompliance Test Result**  
Not applicable

573.6 (c) (8) **Proposed Remedial Program**  
Bentley Motors, Inc. will inform its authorized dealers to remove the quick release collar, ensure full engagement and fit a safety clip to all affected vehicles. Notification dates are anticipated as follows:  
Dealers: On or about March 15, 2004  
Owners: On or about March 22, 2004

573.6 (c) (9) **Submission of Communications**  
A representative copy of all bulletins and other communications sent to dealers and owners will be submitted within five (5) days of dealer/owner notification.

573.6 (c) (10) **Proposed Owner Letter**  
A proposed owner notification letter is enclosed for your review.

573.6 (c) (11) **Manufacturer's Recall Code**  
Bentley has assigned the code "RED4/02" to this recall.

Sincerely,



David M Parker  
National Manager - Quality, Parts & Service

Enc. Bentley Bulletin 04-01-31-01  
Proposed Owner Letter

**Title: Recall RE 04/02****FUEL PIPE QUICK CONNECTORS – FEED AND RETURN - SAFETY CLIP FITMENT****Applicability:**

Bentley Amage R, RL, T & Limousine  
For specific VIN's refer to attached list.

**Market Region:**

All

**Description:**

Whilst carrying out spark plug replacement on the above vehicles the procedure described in ASSIST requires the disconnection of the feed & return fuel line quick connectors adjacent to B3 spark plug.

On the occasion that the ASSIST procedure relating to reconnection of fuel quick connectors is not strictly adhered to a dormant failure may be produced in either of the quick connectors.

The subsequent failure of the quick connector would result in loss of fuel, which in the presence of an ignition source creates a risk of vehicle fire.

To eliminate the possibility of either quick connector suffering an unintended disconnection both quick connectors are to have their release collars removed and an additional safety clip fitted.

The following procedure must be carried out on all vehicles on the attached VIN list.

The technician carrying out this procedure must have its completion independently inspected & the workshop job card signed to verify.

**Procedure:**

1. Apply the foot operated parking brake and chock the front wheels
2. Raise bonnet to service position ASSIST PIN 6103
3. Remove engine cover ASSIST PIN 0950
4. Disconnect both batteries ASSIST PIN 5903
5. Remove right hand torsion strut, replace the damper retaining nuts loosely ASSIST PIN 6012

**Ensure the engine is cool (If in doubt, wait approximately 30 minutes)**

This procedure is to be applied to the fuel feed and fuel return line, the following operation is therefore to be carried out on both quick connectors.

**Caution:**

**Ensure that an absorbent cloth is placed around each connector as it is released, to catch any escaping fuel**

**The following recommendations regarding fitting and servicing of quick connectors must be observed;**

**Disconnecting**

Using a cloth or soft brush, wipe the external surface of the connector and male tube to remove loose dirt and road salt. Twist the connector about the tube or flush the joint with a mild penetrant such as WD 40 or CRC spray to remove any stubborn crusted contaminants.

Using an air line, blow out any accumulated dirt and road salt from the retainer area of the connector.

6. Push back the release collar and simultaneously pull the hose from the pipe fitting. Refer to figure 1.

Do not allow dirt or any foreign matter to contaminate the lines.

7. Remove and discard the release collar, using suitable pliers, from both quick connectors Refer to figure 2 & 3.

**After the removal process, ensure no remaining parts of the collar are in the quick connector.**

8. Position any rubber identification sleeves fitted to the tube end at least 25mm (1 inch) away from the bead.
9. Use a clean cloth and wipe the tube end.
10. Check the 'O' rings in the fuel hose and the sealing surfaces on the fuel pipe for damage .
11. Apply a coating of clean engine oil over the entire male tube end

surface, up to the bead. Note petrol must not be used as a substitute as it will increase the friction.

12. Push the quick connector fitting over the tube until the retainer seats, with an audible click.

**Warning:**

**Do not rely on an audible click to confirm that a secure connection has been made.**

**To ensure that a secure connection has been made and has locked in position, pull back the quick connector (between 6.8 and 13.6kgf; 15 and 30 lbf).**

13. Fit a secondary retaining safety clip part number PF113200PA to the quick connector Refer to figure 4.
14. When the procedure has been carried out on both the fuel feed and fuel return quick connectors reconnect both batteries ASSIST PIN 5903.
15. Observing the relevant workshop safety procedures Refer to ASSIST PIN 00 39. Turn on the Ignition and allow at least 5 seconds for the fuel system to pressurise then check the quick connectors for leaks.
16. Start engine and once again check pipe connections for leaks and if necessary rectify.
17. Refit right hand torsion strut ASSIST PIN 6012.
18. Fit label part number PS113432PA In position shown. Refer to figure 5.
19. Take bonnet out of service position refer to ASSIST PIN 6103.
20. Refit engine cover refer to ASSIST PIN 0950.

**Warranty:**

Procedure	Defect Code	Repair Code	Time
Fuel Hose Connectors	31-50-41-98-00	31-50-41-98-S	.9

On completion of the work, a class E warranty claim should be submitted.

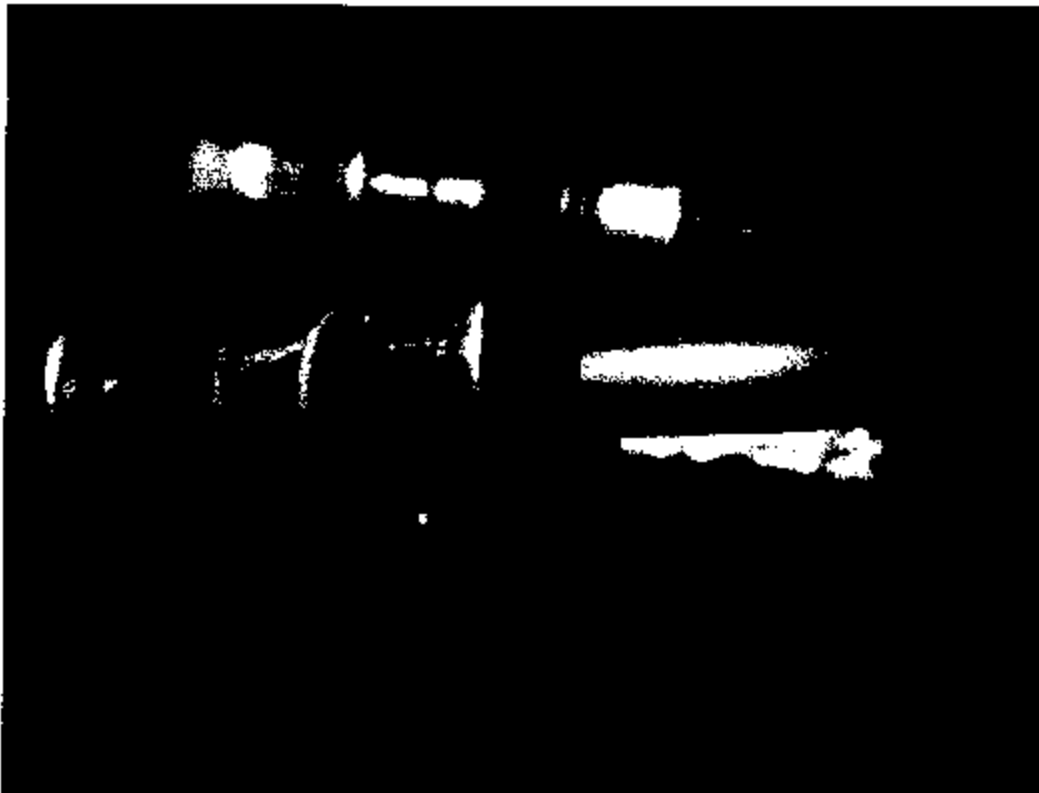
**Parts Information:**

NEW PART NUMBER	DESCRIPTION	DISPLACED PART NUMBER	QUANTITY
PS113432PA	Label	N/A	1
PF113200PA	Secondary retaining clip	N/A	2

**Torque Specification:**

Component	Nm	Kgf m	lbf ft
Bulkhead fixing – 8mm	9.5	0.97	7
Damper tower nuts	47	4.8	34.66

**Policy: Recall**



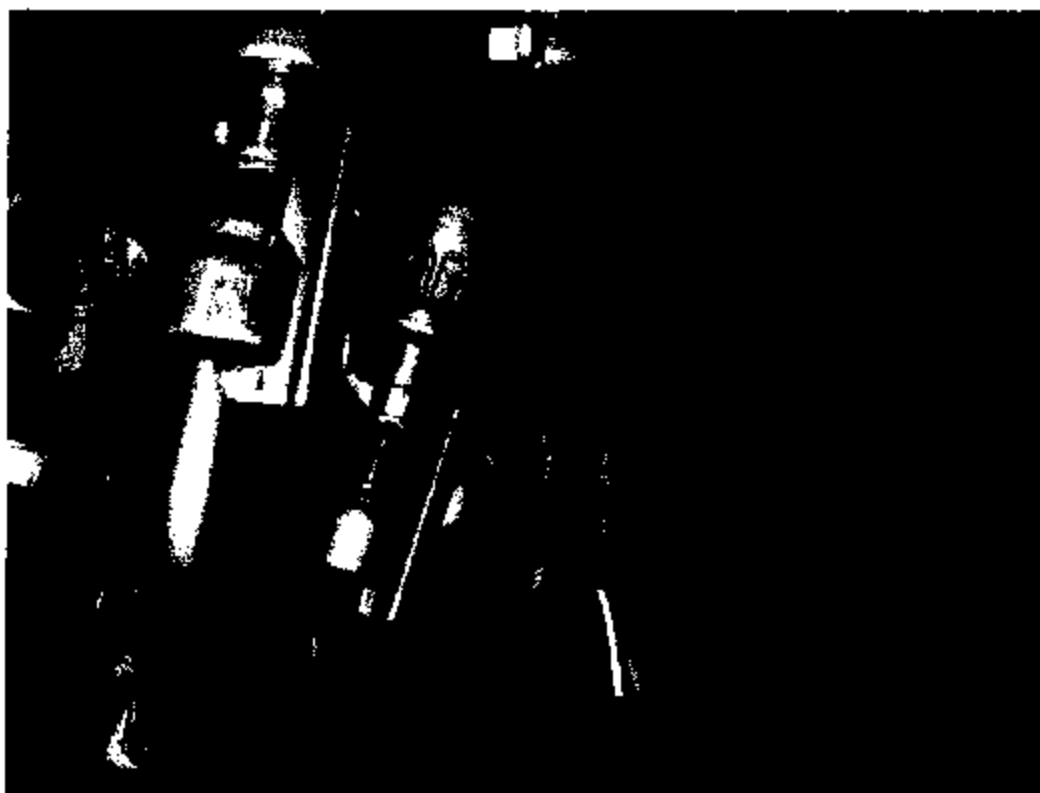
**Fig 1**



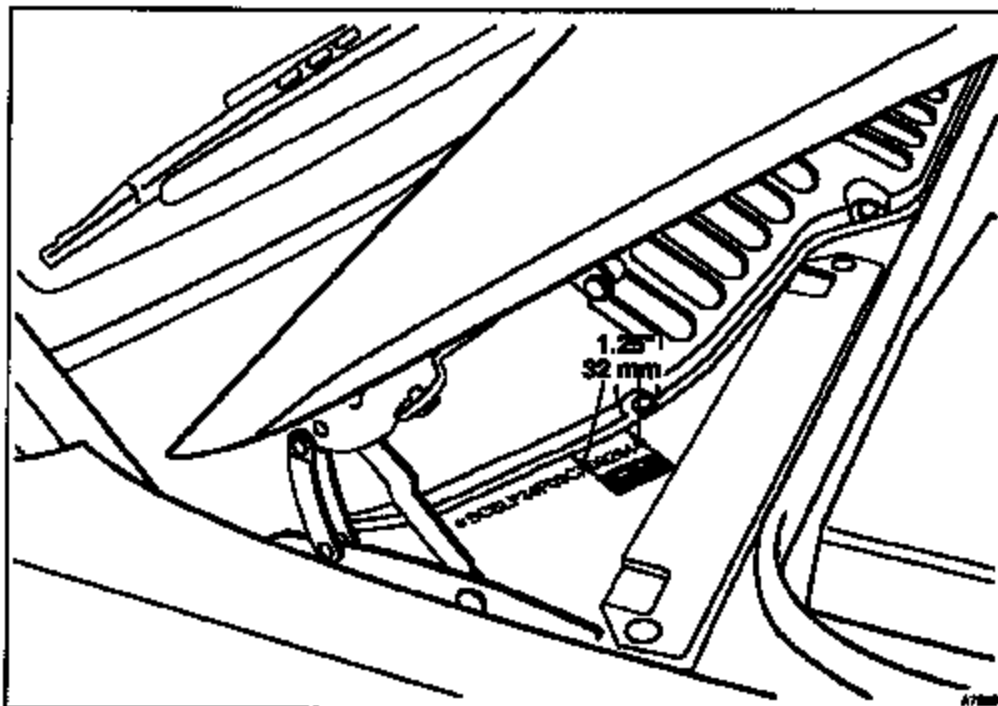
**Fig 2**



**Fig 3**



**Fig 4**

**Fig. 5**

Bentley Bulletins are intended for use by experienced and trained Technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to an Authorised Bentley Dealer or other qualified workshop. See your Bentley Dealer for advice on whether your vehicle may benefit from the information contained within this document.

The information contained in the Bentley Bulletin is accurate at the date of publication. However, Bentley Motors regularly updates technical information. Please check with your Bentley Dealer that the Bulletin you intend to use contains the latest available information.

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Date

«Address\_line\_1»

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«Address\_line\_2»

«Address\_line\_3»

«Address\_line\_4»

«Salutation»

**RE: Safety Recall RE04/02 – 2002 to 2004 MODEL YEAR BENTLEY ARNAGE R, RL & T**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Bentley Motors has decided that a condition, which relates to motor vehicle safety, exists in some 2002 to 2004 model year Bentley Arnage vehicles. Our records show that your vehicle is one of the vehicles affected by this action and is identified by the following vehicle identification number:

«VIN»

The company's engineers have found that the potential exists, following disconnection, for the fuel line quick connector not to be fully re-engaged. This would eventually result in loss of fuel that, in the presence of an ignition source, creates a risk of a vehicle fire.

Please telephone your Bentley dealer and arrange for a service appointment so that the condition may be corrected as soon as possible.

Your Bentley dealer will check the installation of the affected component, and carry out the necessary repair. This service is expected to take no more than 1 hour and will of course be performed at no charge. Your dealer has all necessary parts and instructions to perform the service to your satisfaction.

In the event your 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, US Department of Transportation, 400 Seventh Street, SW, Washington, DC 20591, or telephone the Agency at 1-888 327 4236.

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. If you have any questions, require any assistance or require us to address any concerns that you may have, please telephone our National Quality Manager at 1 800-777-6923.

If you have already incurred "out of pocket" expenses relating to the fuel line quick connectors, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

«Letter\_endings»



David M Parker  
Quality, Parts & Service



**BENTLEY**

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### **Customer Campaign Reimbursement Claim Procedure**

Please follow the instructions on the Claim form provided on the reverse side to file a claim for reimbursement. If you have any questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form.

- Requests for reimbursement may include parts, labor, fees and taxes.
- Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Bentley dealer.
- Your claim will be acted upon within 60 days of receipt.
- If your claim is approved, you will receive a check from Bentley.
- If your claim is denied, you will be contacted by Bentley with the reason(s) for the denial.
- If your claim is incomplete, you will be contacted by Bentley identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Thank you for your continued support of our cars.



**BENTLEY**  
**Customer Campaign Reimbursement Claim Form**

**THIS SECTION TO BE COMPLETED BY CUSTOMER**

Campaign Code (as indicated on the customer letter): \_\_\_\_\_

Date Claim Submitted: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_

Date of Repair: \_\_\_\_\_

Customer Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Daytime Telephone Number (including Area Code): \_\_\_\_\_

Evening Telephone Number (including Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM:**

Original receipts, invoices and/or repair orders relating to this campaign that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who performed it.
- The total cost of the repair expense that is being claimed.
- Payment (cancelled check, bank statement, etc.) for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this action.

Claimant's Signature \_\_\_\_\_

Please send this claim form and required documents to:

**BENTLEY MOTORS, INC.**  
**Attn: Recall Reimbursement**  
**3800 Hamlin Road**  
**Auburn Hills, MI 48326**

All recall reimbursement questions should be directed to the following number: 1 800 777 6923