

Draft Customer Letter

«Env_Sal»

«Addr_1»

«Addr_2»

«Addr_3»

Dear «Env_Sal»

RE: Safety Recall RE05/04 – ARNAGE T, R & RL –FRONT SUSPENSION LOWER BALL JOINT, INCORRECT SECURING NUT FITTED

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 defect, which relates to motor vehicle safety, exists in some 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 front suspension of your car may have been fitted with a nut, which does not conform to the required design specifications, because it may lack the specified self-locking feature. The potential exists for the front suspension lower ball joint to become disconnected, this could lead to loss of directional control of the car and a crash could result without warning.

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; (TTY: 1-800-424-9153); or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

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 dedicated Customer Service team at 1 800-777-6923.

If you have already incurred “out of pocket” expenses relating to the front suspension lower ball joint nut, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

Lessors, please note that Federal regulation requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

Yours Sincerely,

Stephen Worrall
Fixed Operations Manager