

«Envelope\_salutation»

«Address\_1»

«Address\_2»

«Address\_3»

Dear «Envelope\_salutation»

**RE: Safety Recall RE07/02 – BENTLEY AZURE & BENTLEY ARNAGE T, R, RL & LIMOUSINE – WHEEL BOLTS WITH DIMENSIONAL ERRORS**

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 Azure and Bentley Arnage T, R, RL and Limousine. 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 wheel bolts fitted to your car may not conform to the required design specifications and as a result the potential exists for these bolts to loosen. This defect could lead to the road wheel becoming detached from the hub increasing the risk of a crash.

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 replace all the wheel bolts on your vehicle, this 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 repair 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. We 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 wheel bolts on the above listed vehicle, 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