

«Envelope_salutation»

«Address_1»

«Address_2»

«Address_3»

Dear «Envelope_salutation»

RE: RECALL CAMPAIGN – CENTRE REAR SEAT BELT GUIDE BRACKET

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 certain Bentley Continental Flying Spur and Flying Spur Speed motor cars. 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»

On the vehicles affected, there is the potential for the centre rear seat belt upper guide bracket to distort in the event of a frontal impact. This distortion could result in the centre rear seat occupant travelling further forwards than the design intends.

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 carry out the necessary repair. This repair is expected to take no more than 2.5 hours 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, 1200 New Jersey Avenue, SE., Washington, DC 20590, 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 the replacement of the upper guide bracket 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