



Dear Mr.

RE: RECALL CAMPAIGN – SERVICE PART – BRAKE HOSE PART NUMBER RH 14071- INCORRECT SPECIFICATION - RE10/05

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 Rolls-Royce and Bentley motor cars where this hose assembly was supplied as a replacement part. Our records show that your vehicle is one of the vehicles affected by this action and is identified by the following vehicle identification number:

A small quantity of this service replacement hose (part number RH 14071) has been incorrectly manufactured using a nitrile rubber, which is not tolerant of glycol ether based brake fluid. The defective hose is fitted with a green band normally used to indicate the part is for use with mineral oil based hydraulic fluids only and has the words "only for mineral oil" printed on the surface of the hose. This could lead to hose failure which would result in partial brake failure, 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 carry out the necessary repair. This repair is expected to take no more than 1.5 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 brake hose 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
Head of Aftersales