

IMPORTANT SAFETY RECALL



By appointment to
Her Majesty The Queen
motor car manufacturer
Bentley Motors Limited
Crescent, Cheshire



By appointment to
His Majesty The Prince of Wales
motor car manufacturer
Bentley Motors Limited
Crescent, Cheshire



BENTLEY

Customer Letter

«Env_Sal»

«Addr_1»

«Addr_2»

«Addr_3»

**This notice applies to your vehicle,
Vehicle Identification Number (VIN): <<VIN>>
Model Year/Model: <<MODELYEAR MODEL>>**

Dear «Env_Sal»

RE: SAFETY RECALL – BATTERY CABLE CONNECTION BOLT REPLACEMENT

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 2011-2015 model year Bentley vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue? On the vehicles affected by this recall, the 12V battery cable connection may be loose. In most instances, this could lead to a situation where the engine will not start. However, if the battery is significantly discharged and the vehicle is operating under increased electrical load, a loose electrical connection can overheat and lead to a fire.

What will we do? To correct this defect, your authorized Bentley dealer will replace the battery cable connection bolts and tighten them to the correct torque. This work will take approximately two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please telephone your authorized Bentley dealer without delay to schedule a repair appointment. Your dealer has all the necessary parts and instructions to perform this important safety repair to your satisfaction.

Lease vehicles If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.

Can we assist you further? If you have any questions, require any assistance or if you would like us to address any concerns that you may have, please telephone our dedicated Customer Service team at 1 800-777-6923.

In the event your authorized Bentley 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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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If you have already incurred “out of pocket” expenses relating to the issue described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

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.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'S. Worrall', with a horizontal line underneath.

Stephen Worrall
Head of Aftersales