

RECALL CAMPAIGN – Bentley Bentayga bolted joint over check - (RE16/32)

This letter is to initiate a recall campaign to over check the tightening torque of specific bolted joints of Bentayga vehicles produced between November 2015 and November 2016.

This letter will provide you with all of the information to explain why this recall is being initiated, the actions you are required to take and provide you with the appropriate administrative details.

On a number of vehicles Bentley has identified that there is a risk that specific bolted joints tightened during the assembly of the vehicle may not have been correctly tightened. As a precaution Bentley are undertaking a check of a number of specific vehicles.

You may have vehicles affected in stock or in the hands of owners. A complete list of those vehicles is attached.

Owners of affected cars will be notified in writing early December

Attached is a Bentley Technical Product Information (TPI) document, which details the procedure which must be followed exactly.

It is not necessary to contact us for authorisation. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty code and repair time are quoted within the TPI.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours sincerely

Stephen Worrall
Director, Aftersales