

IMPORTANT SAFETY RECALL

«Env_Sal»

«Addr_1»

«Addr_2»

«Addr_3»

**This notice applies to your vehicle,
Vehicle Identification Number (VIN): <<VIN>>
Model Year/Model: <<MODELYEAR MODEL>>
NHTSA: 16V816**

Dear «Env_Sal»

RE: SAFETY RECALL – SEAT MECHANISM AND INSTRUMENT PANEL JOINTS MAY LOOSEN

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 2017 model year Bentley Bentayga vehicles. Our records show that you are the owner of one of these vehicles.

- What is the issue?** During the vehicle assembly process, the affected vehicles may not have had the seat mechanism and instrument panel joints properly tightened. If the seat mechanism and instrument panel joints were not tightened, they can loosen, increasing the risk of injury in the event of a crash.
- What will we do?** Your authorized Bentley Retailer will inspect and, if necessary, properly tighten the seat mechanism and instrument panel joints. This work will take 2 hours to complete and will be performed for you free of charge.
- What should you do?** Please telephone your authorized Bentley Retailer without delay to schedule this recall repair. Your Retailer has all the necessary 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

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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>

Reimbursement of expenses

If you have 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 important safety recall activity.

Yours Sincerely,

Stephen Worrall
Director, Aftersales