

# Part 573 Safety Recall Report

# 18V-632

**Manufacturer Name :** Bentley Motors, Inc.

**Submission Date :** OCT 16, 2018

**NHTSA Recall No. :** 18V-632

**Manufacturer Recall No. :** RE 18/11



## Manufacturer Information :

**Manufacturer Name :** Bentley Motors, Inc.

**Address :** 2200 Ferdinand Porsche Drive

Herndon VA 20171

**Company phone :** 1-800-777-6923

## Population :

**Number of potentially involved :** 12

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2018-2018 Bentley Mulsanne

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** 4-DOOR

**Power Train :** GAS

**Descriptive Information :** The recall population was determined based upon system records confirming which vehicles received incorrect infotainment system software during vehicle production. Vehicles not included in this recall were produced with correct infotainment system software. 2018 MY Bentley Mulsanne – Vehicle Count: 10

**Production Dates :** MAY 10, 2018 - JUL 25, 2018

**VIN Range 1 : Begin :** SCBBG7ZH9JC003892 **End :** SCBBF7ZH2JC004062  Not sequential

**Vehicle 2 :** 2018-2018 Bentley Bentayga

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** The recall population was determined based upon system records confirming which vehicles received incorrect infotainment system software during vehicle production. Vehicles not included in this recall were produced with correct infotainment system software. 2018 MY Bentley Bentayga – Vehicle Count: 2

**Production Dates :** MAY 02, 2018 - MAY 03, 2018

**VIN Range 1 : Begin :** SJAAC2ZV9JC022795 **End :** SJAAC4ZV1JC023032  Not sequential

## Description of Noncompliance :

**Description of the Non-Compliance to FMVSS 111 – Rear Visibility, through default view behavior Noncompliance :** and / or image obscuration.

**FMVSS 1 :** 111 - Rearview mirrors

FMVSS 2 : NR

**Description of the Safety Risk :** When reverse gear is selected the rear camera view may be obstructed on the screen with other icons or may not be fully visible within 2 seconds.

Accordingly, these vehicles do not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear view Mirrors." If the full camera view is delayed or obstructed and the driver does not check their surroundings before reversing, there may be an increased risk of a crash

**Description of the Cause :** Factory production control system that checks the actual software version versus a target software version was incorrectly updated therefore allowing previous software version to be checked as ok condition. The production control system should have identified the cars as not ok and therefore requiring the later and correct software applicable for the US market from 1st May 2018

**Identification of Any Warning that can Occur :** NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

31st August 2018 - Product Safety department was informed, by engineering, of an older level of software being flashed on the production line for the rear view camera.

5th September 2018 - Investigation found a number of vehicles, including vehicles already with customers, had been built with an older level of software which did not fully comply with FMVSS 111 requirements.

6th September 2018 - Delivery of affected vehicles to customers halted until latest level of software was flashed onto vehicles.

10th September 2018 - Product Safety Committee informed of non-compliance and decision to launch voluntary recall made.

Bentley Bentayga.

24th September 2018 - During an investigation into vehicle software, it was identified a number of vehicles originally built on an older software had not reached the end of production within the planned time frame and therefore were recorded as reaching the end of production after the 1st of May.

28th September 2018 - Further investigations into the end of production dates confirm that 2 of the vehicles had been "manufactured" after the 1st of May and therefore are fitted with a May 2018 manufactured plate.

3rd October 2018 - Vehicle software register systems were checked and confirmed the vehicle had not been updated prior to customer delivery. Engineering confirmed the older level of software, fitted to the 2 vehicles did not fully comply with the FMVSS 111 requirements.

15th October 2018 - Product Safety Committee informed of non-compliance and decision to launch voluntary recall made.

## Description of Remedy :

Description of Remedy Program :	Affected vehicles will have a software re-flash, to the latest software level, via an SD card. Bentley will notify all owners of affected vehicles and will instruct them to arrange for an appointment with an authorized Bentley dealer. Dealers will carry out the re-flash on affected vehicles free of charge. Bentley will not offer a reimbursement program under this recall.
How Remedy Component Differs from Recalled Component :	The corrected software version is identified on the Infotainment system, system settings version information, Infotainment train version: MHI2_US_BYMUL_P2585. Main unit software version: 1362.. Bentley Bentayga The correct software version is identified using dealer communication tools where the body control module software reads out version AH50311 or a higher value.
Identify How/When Recall Condition was Corrected in Production :	The recall condition was corrected in production on September 6th, 2018 by a configuration change in the production systems software version management control. Bentley Bentayga The recall condition was corrected in production on the 4th of May, 2018 when an engineering change request ensured all products were checked and only released on the correct version of software.

## Recall Schedule :

Description of Recall Schedule :	Dealer: Anticipated September 18th 2018 Customer: Anticipated September 21st 2018. Bentayga customer notification is planned October 22nd
Planned Dealer Notification Date :	SEP 18, 2018 - SEP 18, 2018
Planned Owner Notification Date :	SEP 21, 2018 - SEP 21, 2018

\* NR - Not Reported