

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: <NHTSA NUMBER TBD>

Dear «Env_Sal»

RE: COMPLIANCE RECALL – REARVIEW CAMERA

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that certain 2018 model year Bentley Mulsanne vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear View Mirrors." Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** When reverse gear is selected, the rear view camera view screen may be obstructed by other icons or may not be fully visible within two (2) seconds. If this happens and the driver does not check their surroundings before reversing, there is an increased risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Bentley Retailer will update the software in the infotainment system. This work will take about two (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 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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Checking your vehicle for open Recalls

To check your vehicle's eligibility for repair under this or any other recall campaign, please visit www.bentleymotors.com and click on the Look-Up Recalls link to enter your Vehicle Identification Number (VIN) into the Recall Campaign Look-Up tool.

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 compliance recall activity.

Yours Sincerely,

Stephen Worrall
Director, Aftersales