

Part 573 Safety Recall Report

20V-309

Manufacturer Name : Bentley Motors, Inc.

Submission Date : MAY 27, 2020

NHTSA Recall No. : 20V-309

Manufacturer Recall No. : RE 20/15 (RB57)



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 : 3

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Bentley Continental GT

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on evidence from factory rework records. Recalled products differ from products not included in the recall by analysis of factory rework records. There are 3 2020MY Bentley Continental GTs affected.

Production Dates : DEC 16, 2019 - FEB 03, 2020

VIN Range 1 : Begin : SCBCB2ZG7LC077683 **End :** SCBCB2ZGXLC078049 **Not sequential**

Description of Defect :

Description of the Defect : A small number of vehicles may have an adhesive bond between the sunroof and the vehicle body which does not meet the specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Although we have not seen any customer cars affected, the integrity of the bonding of the glass panel to the body may not be ensured. It is possible that the sunroof glass could become completely detached from the vehicle body. Should this occur, there would be a risk of a crash to following traffic or injury to other road users.

Description of the Cause : During a recent routine internal process review, it was identified that a small number of vehicles may have an adhesive bond between the sunroof and the vehicle body which does not meet the specification. This has occurred because an incorrect rework procedure was used during vehicle production.

Identification of Any Warning that can Occur : It is likely that customers will experience excessive wind noise or water ingress in the first instance before a complete failure occurs.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2nd Dec 2019 - First car reworked using incorrect adhesive/process

24th Feb 2020 - Product Safety team informed and issue investigated

2nd April 2020 - Topic presented to pre-Product Safety Committee

20th May 2020 - Recall decision made by Product Safety Committee

Description of Remedy :

Description of Remedy Program : The sunroof glass will be fixed to the vehicle using the approved bonding products and procedure. This procedure will be carried out free of charge and will take approximately four hours. Because all cars are still within the warranty period, Bentley will not offer a reimbursement program under this recall

How Remedy Component Differs from Recalled Component : None.
A white paint completion mark will be placed on the left hand bonnet latch striker when the recall has been completed.

Identify How/When Recall Condition was Corrected in Production : A detailed rework procedure was released to Production on 28th April 2020.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on 06/10/2020
Customers will be notified on 06/15/2020

Planned Dealer Notification Date : JUN 10, 2020 - JUN 10, 2020

Planned Owner Notification Date : JUN 15, 2020 - JUN 15, 2020

* NR - Not Reported