

# Part 573 Safety Recall Report

# 20V-321

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

**Submission Date :** JUL 31, 2020

**NHTSA Recall No. :** 20V-321

**Manufacturer Recall No. :** RE20/14



## 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 :** 1,892

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2019-2020 Bentley Bentayga

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** The recall population was determined based on the start of production of the affected vehicles until the point at which the robustness enhancement measure had been implemented in the production. The non-recalled products are distinguished by a geometrically aligned installation of the subject components.

There are 1,895 Bentley Bentayga vehicles affected. Note Bentley's estimated percentage of vehicles involved with the defect is 0.2%

**Production Dates :** JUL 26, 2018 - JAN 15, 2020

**VIN Range 1 : Begin :** SJAAM2ZV9KC023721 **End :** SJAAM4ZV9LC031170  Not sequential

## Description of Defect :

**Description of the Defect :** On some of the affected vehicles, the integrity of the quick connector of the fuel line located in the engine compartment may not have met the design specification.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If a fuel leakage at the quick connector of the fuel line occurs, this may be perceived initially by an odor of fuel. Fuel leakage in the presence of an ignition source may cause a risk of engine bay fire.

**Description of the Cause :** In rare instances high engine compartment temperatures subject the quick connectors to temperatures above the design operating specification limit. These elevated temperatures can lead to the quick connect material softening which could potentially result in a fuel leak.

Identification of Any Warning that can Occur : Fuel odor in the area of the engine compartment.

## Involved Components :

Component Name 1 : Fuel supply line quick connector

Component Description : Fuel supply line between fuel tank and high-pressure pump located in the engine compartment

Component Part Number : 06M.133.986.S

## Supplier Identification :

### Component Manufacturer

Name : Veritas Dunakiliti Kft.

Address : Veritas Str. 1  
Dunakiliti FOREIGN STATES 9225

Country : Hungary

## Chronology :

30th Jul 2018 - Issue was detected on a customer vehicle, reported as smell of fuel by the driver

Nov 2018 - Cause of the defect was confirmed - material softening due to elevated temperatures above the design operating specification limit

February - June 2019 - The technical solution to change the material of the connector was initiated by Group engineering.

June 2019 – May 2020 - Design, sourcing and validation of the new component took place

September 2019 - A process improvement was introduced at the hardware supplier Veritas. This robustness enhancement was re-alignment, by geometrical means, of the molding weld line of the fuel quick connect part. The re-alignment ensures the molding weld line of the part is facing away from the hot side of the engine. No failures have been reported since the robustness enhancement measure was introduced.

6th May 2020 - A decision was made by the Product Safety Committee to recall vehicles on the initial engine cooling fan software therefore vehicles in the USA were not affected (579 form submitted). Up to this point, all field failures reported were running on the initial engine cooling fan software.

15th May 2020 - Report of failure in the field on vehicle with improved engine cooling fan software. Part was subsequently requested, received and analyzed.

27th May 2020 - As a result of the latest field failure, a further decision was made in the Product Safety Committee to increase the affected vehicle population to include vehicles on the improved engine cooling fan

software, up to the point at which the robustness enhancement measure had been implemented in production.

## Description of Remedy :

**Description of Remedy Program :** Bentley will notify all owners of affected vehicles and will instruct them to arrange for an appointment with an authorized Bentley dealer. The fuel line including the quick connector will be replaced with a newly designed quick connector or the 2019 production robustness enhancement will be implemented which includes, re-alignment, by geometrical means, of the molding weld line of the fuel quick connect part and if necessary an engine cooling fan software update. This work will be carried out free of charge and will take approximately 1 hour. Because all affected vehicles are still within the warranty period, Bentley will not offer a reimbursement program under this recall.

**How Remedy Component Differs from Recalled Component :** The remedy component is newly designed. The part no. of the new component is 0P2.133.986.C and is located on the fuel line between fuel tank and the high-pressure pump located in the engine compartment. The 2019 production robustness enhancement ensures the molding weld line of the part is facing away from the hot side of the engine.

**Identify How/When Recall Condition was Corrected in Production :** 27.09.2019 - a robustness enhancement measure had been implemented in the production.  
CW 28/2020 - the newly developed and optimized part will be used in the production

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified on July 31st 2020  
Owners will be sent interim notification letter notified on July 31st 2020  
Owners will be notified on August 27th 2020 parts are available

**Planned Dealer Notification Date :** JUL 31, 2020 - JUL 31, 2020

**Planned Owner Notification Date :** AUG 27, 2020 - AUG 28, 2020

\* NR - Not Reported