20-059 July 31, 2020

To: Parts & Service

Subject: Safety Recall – Fuel Line Quick Connector (RE20/14)

RE: Safety Recall – Fuel Line Quick Connector (RE20/14)

Overview

On certain Bentley Bentayga V8 vehicles, the fuel line quick connector may not have met the design specification, potentially resulting in a fuel leak under certain conditions. A fuel leak, in the presence of an ignition source, can increase the risk of a fire.

To prevent this, the fuel supply line in the engine compartment must be replaced.

Parts Supply Situation

Due to supplier issues we currently do not have enough parts to effectively launch the recall campaign. As such, we are in the process of writing to our customers to explain the situation. We advised customers we expect to have enough parts by the end of August and that we would write them again when we had a sufficient supply of parts to begin the recall work.

In the meantime, should you have a customer issue which cannot be resolved please raise an inquiry PCMS. Initial parts allocation will be sent out to dealers as soon as they are available, you do not need to raise an order.

Parts necessary for this repair are on restriction, therefore please do not attempt to order additional parts at this time. We will provide additional updates on parts stock levels when available.

Please find the TPI and interim customer letter attached.

Sincerely,

Aftersales Team
Bentley Motors, Inc.

Field campaign

Topic	Bentayga 4.0 L V8 TSI - Engine control module and fuel hose check (RE20/14)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2054018/1
Campaign number	RB56
Note	
Type	
US code	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14D9	2018	E		*	*	*
4V14D9	2019	E		*	*	*
4V14D9	2020	E		*	*	*

Documents

Document name
master.xml
re2014quickconnectvinlist.xls

Notes

▪ Repair instructions

Technical background

The installation of revised software may be required to the engine control module (Subject to part number and software version number checks)

A small section of fuel hose within the fuel supply line may also require replacement

The possible scenarios are as follows:

Vehicles with customers or registered vehicles (Scenarios 1 and 2)

Scenario 1 - Software level incorrect – Update the software and replace the fuel hose (NOTE: Fuel hose replacement is mandatory in the event that the software is required to be updated)

Scenario 2 - Software level is correct – Replace the fuel hose only

▪

For Scenarios 1 and 2 only the fuel hose with the part number of 0P2 133 986C MUST be fitted

Unregistered vehicles (Scenario 3 and 4)

Scenario 3 - Software level is correct, carry out the fuel hose orientation check and replace the fuel hose if the orientation is incorrect, in the event the fuel hose orientation is correct the hose does not require replacement

Scenario 4 - Software level is incorrect - Update the software and replace the fuel hose (NOTE: Fuel hose replacement is mandatory in the event that the software is required to be updated)

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For scenarios 3 and 4 only the fuel hose can be replaced with either of the following part numbers: 06M

133 986S

Or

0P2 133 986C

NOTE: Should the software level be correct and the fuel hose orientation is also correct – No further action is required - *please apply the red and yellow paint completion marks (See Identification section) and submit a Warranty claim via SAGA for a total of 20 Time units, this will ensure the VIN is removed from the applicability list*

Remedy

Refer to the Technical background section

Customer notification

Customers of affected vehicles will be notified in writing by Bentley Motors

Please ensure that all affected vehicles are checked and repaired at the nearest opportunity, make a note of the required action on the workshop order before it is signed by the customer.

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately.

You should also pass on this information to your new and used car sales departments so that affected vehicles are checked and repaired immediately

Warranty accounting instructions

Fuel hose replacement

Warranty type	710 or 790
Damage service number	RB 56
Damage code	00 99
Criteria	01

Labour

Labour Operation Code	20 37 19 20
Time	40 Time units

▪

Please ensure that when the Warranty claim is submitted for fuel hose replacement, the part number of the new replacement hose MUST be included in the claim, Warranty claims without the replacement part number will be rejected

06M 133 986S

Or

0P2 133 986C

Software update

Labour Operation Code 01 51 00 00

Time As per the ODIS Log (Maximum of 40 Time units)

Remove and Refit the air cleaner element top cover (Fuel hose check)

Labour Operation code 10 83 19 00

Time 10 Time units

Road test

Labour Operation code 01 21 00 00

Time 50 Time units

Genuine parts

-

For scenarios 1 and 2 only the fuel hose with the part number of 0P2 133 986C MUST be fitted

Part number	Description	Quantity
0P2 133 986C	Fuel hose	1

-

For scenarios 3 and 4 the fuel hose can be replaced with either of the following part numbers:

Part number	Description	Quantity
06M 133 986S Or 0P2 133 986C	Fuel hose	1

Parts supply

The required replacement parts MUST be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts despatch control

Not applicable

Questions and answers

1) What is the specific issue with the affected vehicles?

Bentley has discovered that the fuel quick connect located in the engine compartment on V8 petrol engines could be subjected to temperatures above the design operating specification limit.

2) What repercussions does the fault have?

It is possible for the fuel quick connect material to soften at these elevated temperatures, which could potentially result in a fuel leak.

3) Which vehicles are affected?

Bentayga vehicles, fitted with a V8 petrol engine, built between January 2018 and March 2020 and up to the point at which the robustness enhancement measure had been implemented in production.

4) Are all models affected by the fault?

No, this issue only affects Bentayga vehicles fitted with a V8 petrol engine until the point at which the robustness enhancement measure (re-orientation of the fuel quick connect to ensure the moulding weld line of the part is facing away from the hot side of the engine) had been implemented. No failures have been reported since the robustness enhancement measure was introduced.

5) Can customers continue to drive the cars?

Customers can still drive their cars, however, we encourage customers to arrange an appointment with their retailer as soon as possible. If a strong smell of fuel is detected in the cabin or around the engine compartment, we recommend safely stopping the vehicle, switching the engine off and contacting your local retailer.

6) What is the fix?

Bentley authorised retailers will replace the existing fuel quick connect with one made of an improved material or the robustness enhancement measure parts and, where required, also upgrade the engine cooling fan software. This will take approximately one hour.

7) Do I have to make an appointment?

Yes, that's important. Please contact your retailer immediately.

Repair instructions

▪ Notes

Technical background

The installation of revised software may be required to the engine control module (Subject to part number and software version number checks)

A small section of fuel hose within the fuel supply line may also require replacement

The possible scenarios are as follows:

Vehicles with customers or registered vehicles (Scenarios 1 and 2)

Scenario 1 - Software level incorrect – Update the software and replace the fuel hose (NOTE: Fuel hose replacement is mandatory in the event that the software is required to be updated)

Scenario 2 - Software level is correct – Replace the fuel hose only

▪

For Scenarios 1 and 2 only the fuel hose with the part number of 0P2 133 986C MUST be fitted

Unregistered vehicles (Scenario 3 and 4)

Scenario 3 - Software level is correct, carry out the fuel hose orientation check and replace the fuel hose if the orientation is incorrect, in the event the fuel hose orientation is correct the hose does not require replacement

Scenario 4 - Software level is incorrect - Update the software and replace the fuel hose (NOTE: Fuel hose replacement is mandatory in the event that the software is required to be updated)

▪

For scenarios 3 and 4 only the fuel hose can be replaced with either of the following part numbers: 06M 133 986S

Or

0P2 133 986C

NOTE: Should the software level be correct and the fuel hose orientation is also correct – No further action is required - *please apply the red and yellow paint completion marks (See Identification section) and submit a Warranty claim via SAGA for a total of 20 Time units, this will ensure the VIN is removed from the applicability list*

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) refer to the Identification section to check the presence of the yellow paint mark (Fuel hose replacement only) or yellow and red paint marks (Fuel hose replacement and software update)

Should neither be evident ("Repair history" or applicable paint marks) carry out the required work in accordance with these instructions

Control

As per Elsa Pro – VIN applicability

Genuine parts

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For scenarios 1 and 2 only the fuel hose with the part number of 0P2 133 986C MUST be fitted

Part number	Description	Quantity
0P2 133 986C	Fuel hose	1

▪

For scenarios 3 and 4 the fuel hose can be replaced with either of the following part numbers:

Part number	Description	Quantity
06M 133 986S Or 0P2 133 986C	Fuel hose	1

Tools

Clip pliers - ASE45149200000

Work

Fuel hose orientation check

1) Remove the Air cleaner element top cover – Refer to Repair manual Rep. Gr 24 - Air-cleaner element - To remove and fit - Identify the fuel feed hose which is located at the rear of Bank 1 (Figure 1)

▪

The next part of the process requires a VISUAL inspection of the fuel hose

DO NOT UNDER ANY CIRCUMSTANCES INSPECT THE HOSE BY PULLING - TWISTING OR MOVING THE HOSE IN ANY WAY

ONLY A VISUAL INSPECTION SHOULD BE CONDUCTED

Figure 1

- Check the orientation of the fuel hose as follows:

2) Referring to Figure 2 (Incorrect orientation) - Locate the connection at (Point A)

Visually check the connection shown at (Point B) should no hole or dimple be evident (facing upwards) this shows an incorrectly orientated hose and MUST be replaced

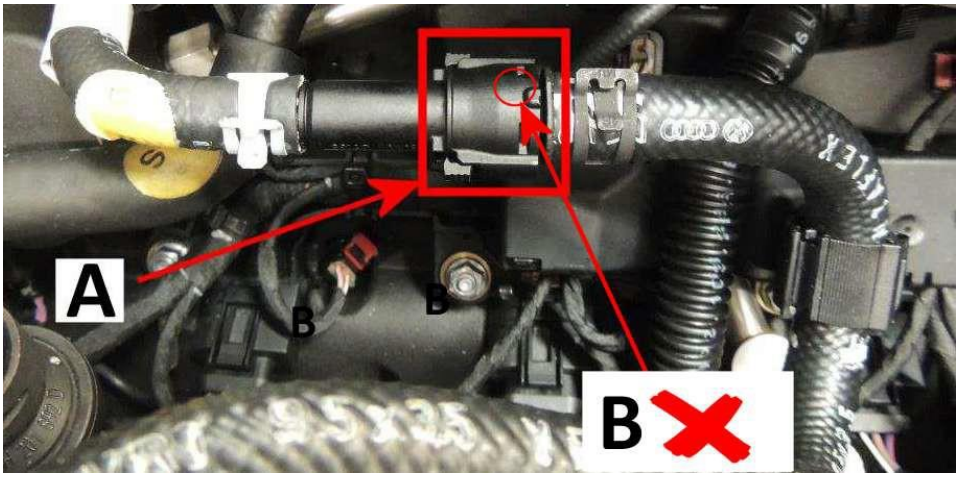

Figure 2

3) Referring to the example shown in Figures 3 (Correct orientation) - Locate the connection at (Point A)

- Visually check the connection shown at (Point B) should the hole/dimple be evident (MUST be facing upwards) this shows a correctly orientated hose

IMPORTANT NOTE: The holes/dimples can vary in depth/size as can be seen in the two examples shown at (Point B)

VERY IMPORTANT: Although correctly orientated, the hose MUST be replaced if the software update is required to be updated

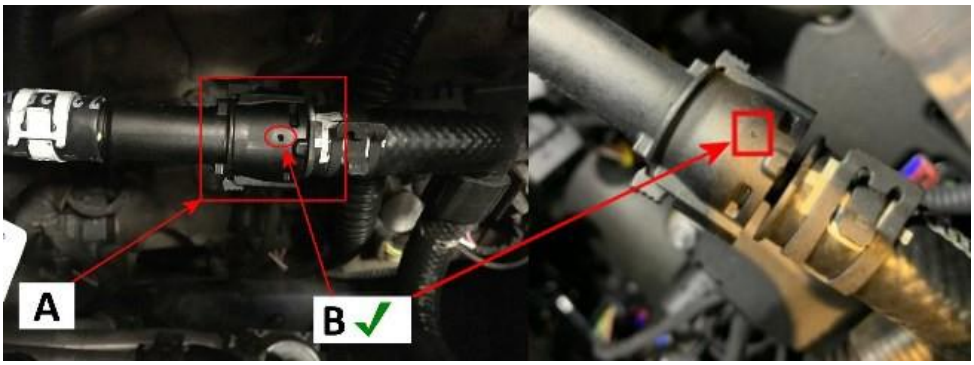

Figure 3

- Figure 4 also shows a close up example of a correctly orientated hose (see hole/dimple which is facing upwards)

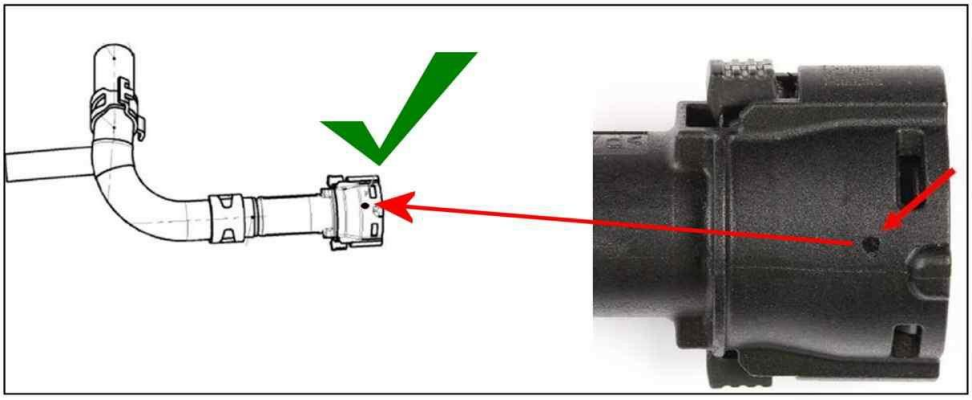

Figure 4

- VERY IMPORTANT: In the event the hose orientation is confirmed as incorrect the hose MUST BE REPLACED DO NOT ATTEMPT to rotate the hose/quick connect – Refer to the fuel hose replacement instructions within the onward instructions

Fuel hose replacement

The use of eye protection and gloves is highly recommended for the duration of this procedure

For the duration of the fuel hose replacement procedure ensure the battery charger is not connected to the vehicle

⚠

During the fuel depressurisation process the operative MUST allow the engine to operate at idle speed only (After fuse removal) until the engine stops running DO NOT attempt to increase the engine speed during the depressurisation process

IMPORTANT: Do Not refit the fuse until the fuel hose replacement procedure is complete

1) Depressurise the fuel system - Refer to Repair manual - Rep.Gr 20 Fuel system - To depressurise

Prior to starting any work on the fuel system, you must observe the following:

⚠

Ensure the engine is cold prior to starting the fuel hose replacement process, If the engine is not cold DO NOT under any circumstances start this procedure

Refer to Fuel system - Basic safety instructions for working with the fuel system" Repair manual Rep.Gr 20 - Ensure all instructions are strictly followed

"Fuel system - Rules for cleanliness" Repair manual Rep.Gr 20

"Special instructions for fuel system quick connectors". Repair manual Rep.Gr 20

2) Disconnect the battery - Refer to Repair manual Rep.Gr 27

- Remove the Air cleaner element top cover – Refer to Repair manual Rep.Gr 24 - Air-cleaner element - To remove and fit

⚠

VERY IMPORTANT: Do not attempt to replace the fuel hose without removing the air cleaner element top cover - Ensure the engine is cold prior to starting the fuel hose replacement process, If the engine is not cold DO NOT under any circumstances start this procedure

- Referring to Figure 1 - Identify the fuel feed hose which is located at the rear of Bank 1 - *The next part of the process requires the fuel hose removing*

Figure 1

⚠

VERY IMPORTANT: Use a suitable clean lint free cloth around the fuel lines/connection when disconnecting to capture any residual fuel that may be left in the fuel lines as fuel will be present when the hose is disconnected

- Referring to Figure 2 (Point A) Disconnect the "quick connector" and detach the fuel hose - Refer to Repair manual Rep. Gr 20 "Special instructions for fuel system quick connectors" carry out all instructions as per Repair manual instructions
- Note the orientation of the harness (Point B)
- Using the Hose clip pliers -ASE45149200000 - remove the spring band clamp (Point C)
- VERY IMPORTANT: Use a suitable clean lint free cloth around the fuel lines/connection when disconnecting to capture any residual fuel that may be left in the fuel lines as fuel will be present when the hose is removed away from the metal pipe
- With care remove the hose from the metal pipe

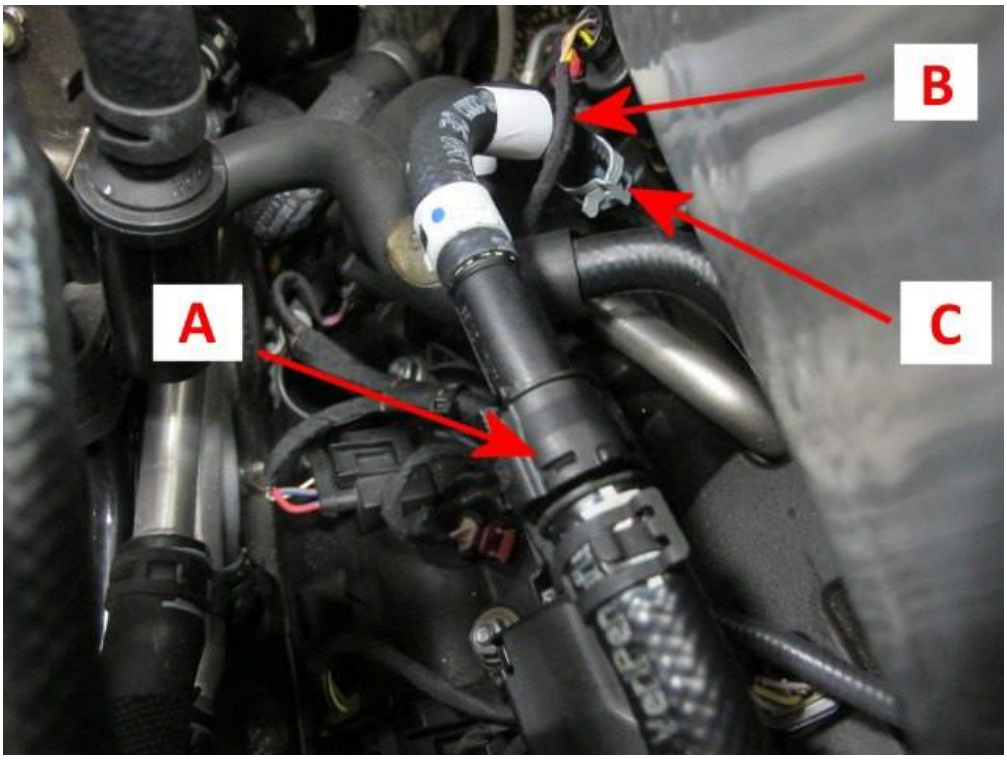

Figure 2

3) Discard the hose and the lint free cloths as per all local environmental guidelines

See step 4 in the event that 06M 133 986S is to be fitted

4) Referring to Figure 3 - Install the new hose (06M 133 986S) as follows:

Connect the quick connector (Figure 3 Point A) Ensure the latch is fully located/locked - Refer to Repair manual Rep.Gr 20 "Special instructions for fuel system quick connectors" carry out all instructions as per Repair manual instructions you must ensure all instructions within the Repair manual instructions are strictly adhered to

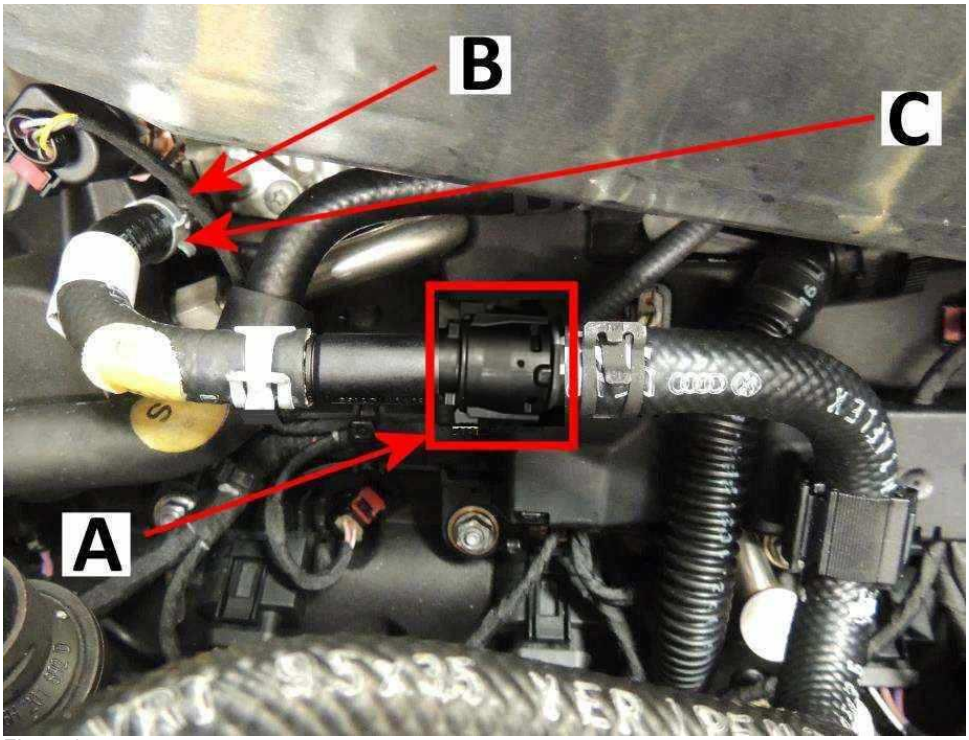

Figure 3

CAUTION Carry out a pull test to confirm correct fitment of the quick connect (Figure 3 - Point A) - Do not rely on an audible click to confirm that a secure connection has been made

- Ensure the orientation of the harness is as shown in (Figure 3 - Point B)
- Referring to (Figure 3 - Point C) - Install the hose onto the metal pipe - Use Hose clip pliers - ASE45149200000 fit the spring band clip

See step 5 in the event that 0P2 133 986C is to be fitted

5) Referring to Figure 4 - Install the new hose (0P2 133 986C) as follows:

- Connect the quick connector (Figure 4 Point A) - Refer to Repair manual Rep.Gr 20 "Special instructions for fuel system quick connectors" carry out all instructions as per Repair manual instructions you must ensure all instructions within the Repair manual instructions are strictly adhered to

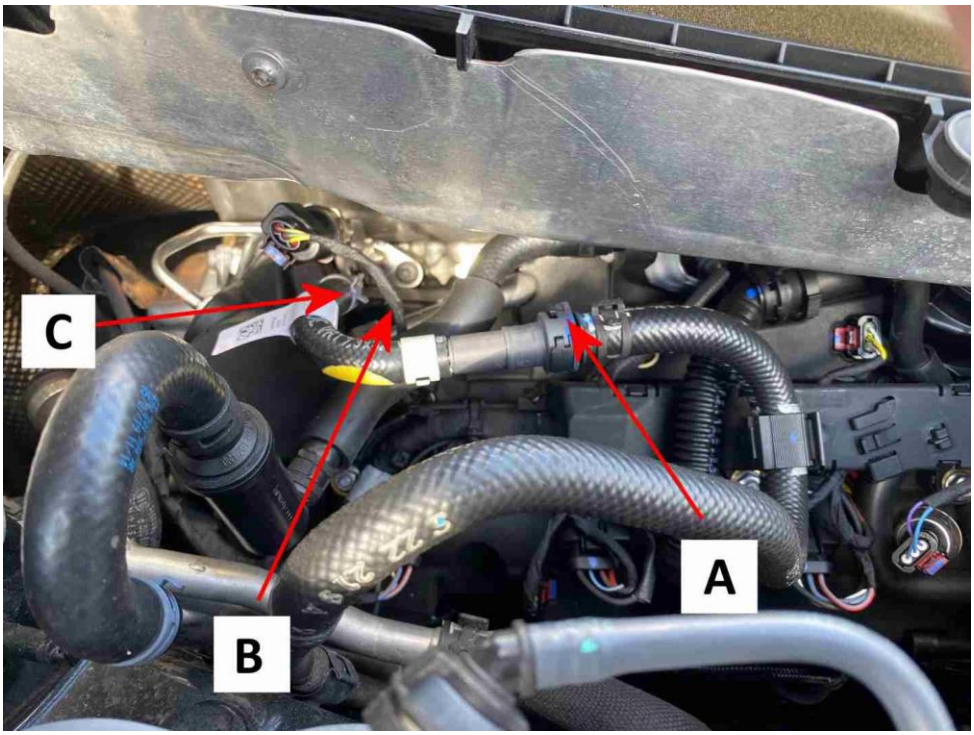

Figure 4

CAUTION Carry out a pull test to confirm correct fitment of the quick connect (Figure 4 - Point A) - Do not rely on an audible click to confirm that a secure connection has been made

- Ensure the orientation of the harness is as shown in (Figure 4 - Point B)
- Referring to Figure 4 - Point C) - Install the hose onto the metal pipe - Use Hose clip pliers - ASE45149200000 fit the spring band clip
- Check and confirm the latch shown in Figure 5 is fully closed/located in the direction shown (Arrow)

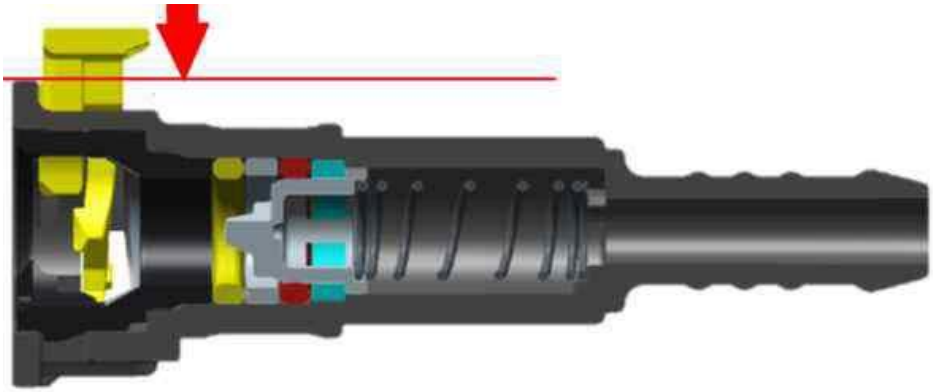

Figure 5

NOTE: The Remaining steps are applicable to 06M 133 986S and 0P2 133 986C

NOTE: For photographic purposes only Figure 6 was taken with the engine removed

6) IMPORTANT: Referring to Figure 6 - Ensure the hose is fully fitted up to the boss on the metal pipe (Point A)

- Ensure the timing mark on the fuel hose is lined up with the timing mark as shown (Inset)
- Ensure the clip is located exactly as shown (Point B)

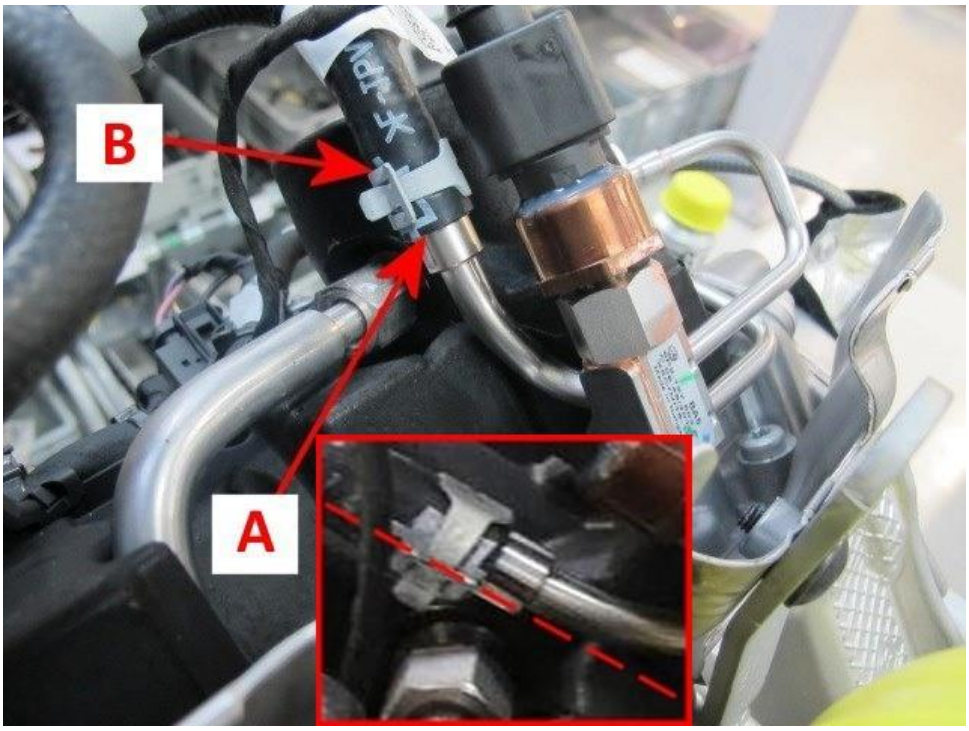

Figure 6

7) Refit the previously removed fuel pump fuse (as per the fuel depressurisation process)

8) Ensuring there are no fuel vapours present - Connect the battery - Refer to Repair manual Rep.Gr 27

9) Refit the Air cleaner element top cover – Refer to Repair manual Rep.Gr 24 - Air-cleaner element - To remove and fit

10) Referring to the applicable Repair manual Rep.Gr - Ensure a suitable battery charger is correctly connected to the vehicle electrical system

- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket.
- From the diagnostic tool main desktop select the Off Board Diagnostic Information System
- Select –Start diagnosis
- Select – Model / Engine
- Carry out a Guided Fault Finding Sweep of all control modules
- Referring to Figure 7 - Navigate to the Engine control module 1
- Navigate to Basic settings
- Select - Execute

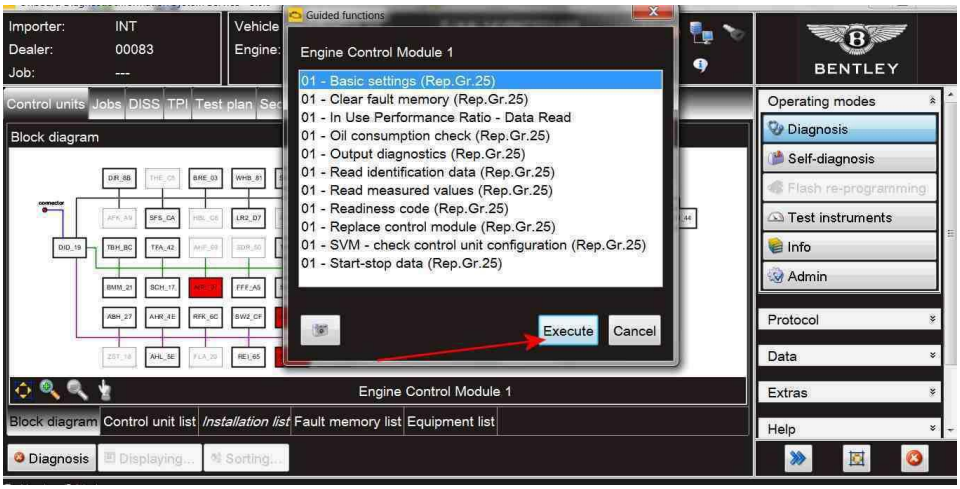

Figure 7

11) Referring to Figure 8

- Select -1- Fuel pump prime

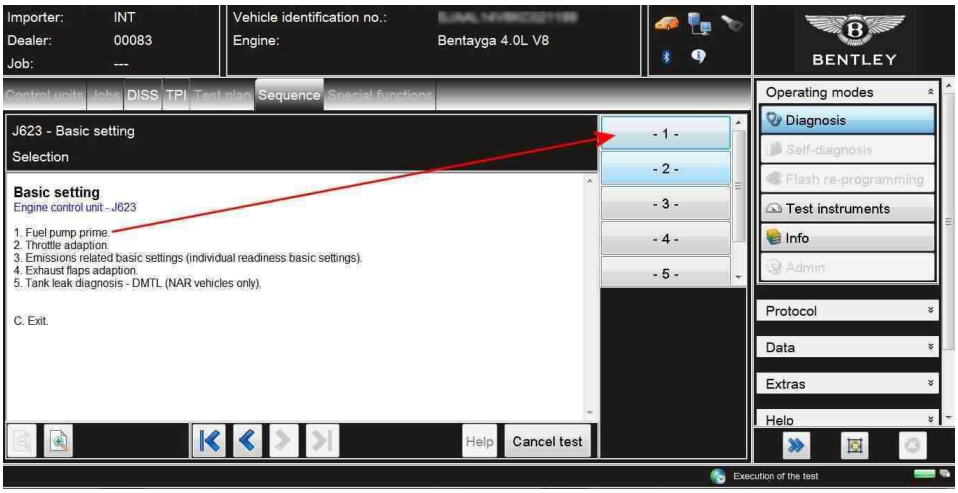

Figure 8

- Referring to Figure 9 – Select 1.2 Fuel system – First time fill and follow all remaining screen prompts until completion

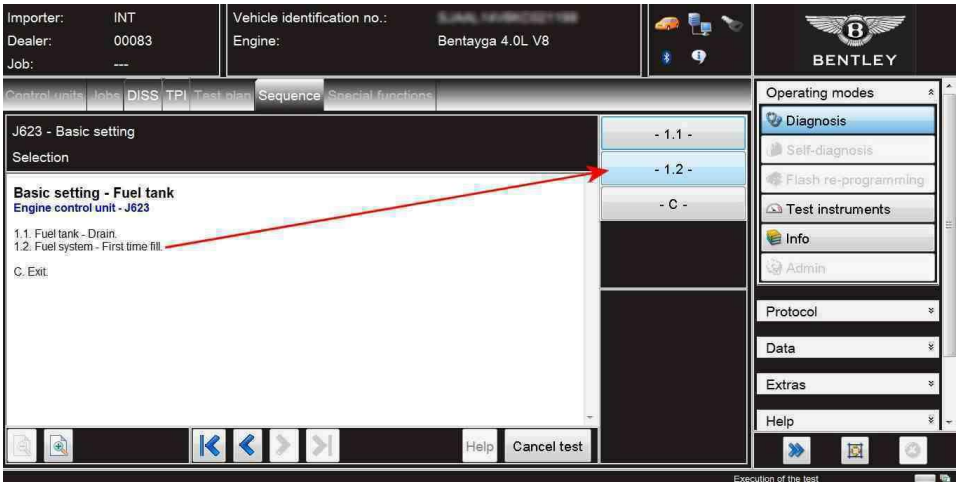

Figure 9

- Once the fuel pump prime process is complete - Refit the air cleaner element top cover Rep.Gr 24
- Check and confirm there are no leaks from the new fuel hose connections
- Referring to the Identification section - Apply a Yellow paint completion mark on the front engine control module plug to confirm the fuel hose only was successfully replaced

NOTE: Operatives conducting the fuel hose replacement only

12) Carry out a road test to check and confirm there are no fuel leaks or engine operation issues NOTE: DO NOT conduct the road test at this stage if the software update is required

Engine control module Part number and Software version number check

1) Referring to the applicable Repair manual Rep.Gr - Ensure a suitable battery charger is correctly connected to the vehicle electrical system

- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket.
- From the diagnostic tool main desktop select the Off Board Diagnostic Information System
- Select – Start diagnosis
- Select – Model / Engine

2) Carry out a Guided Fault Finding Sweep of all control modules

- Referring to Figure 1 - Check the Part number and Software version number within the engine control module
- In the event the Part number is 9Y0909101 (*No suffix)* and the Software version number is 0001 or 0002, the software update MUST be conducted

IMPORTANT: The fuel hose MUST also be replaced in this scenario

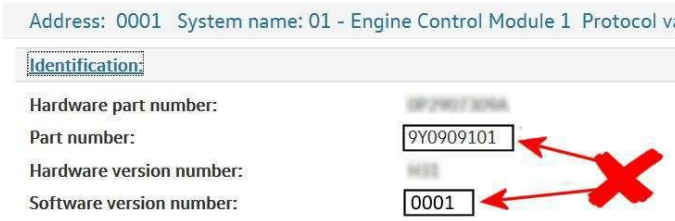

Figure 1

Or

In the event the Part number is as follows:

- 9Y0909101A
- 9Y0909101B
- 9Y0909101C
- 9Y0909101D
- 9Y0909101E

No further action is required regarding the software update to the engine control module

However

The fuel hose orientation check MUST be conducted and replaced if the check is not as described

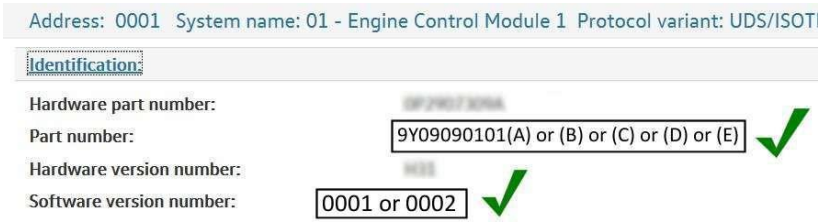

Figure 2

Software update (if required)

Referring to the applicable Repair manual Repair group - Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure CAUTION: Should a battery charger not be installed/switched on for the duration of the onward instructions. There is a high risk the engine control module could be damaged during the update procedure as a result of low voltage, should an engine control module be damaged due to incorrect use of the battery charger the engine control module will have to be replaced however this will not be covered by Warranty

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual
- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc)
- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode
- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of control units

1) Ensure the ignition key is located in the remote control key reader and switch on the ignition (Figure 1)

Figure 1

2) Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. NOTE: The process is Initiated via Bentley diagnostic tool (VAS 6150C or similar) using a hard wire connection to the vehicle OBD socket, Bluetooth connections should not be used under any circumstances

3) From the diagnostic tool main desktop select the Off Board Diagnostic Information System

- Select –Start diagnosis
- Select – Model / Engine
- Carry out a Guided Fault Finding Sweep of all control module
- Ensure no DTC's are evident prior to starting the software update

4) Referring to Figure 2 - Select Special functions (1) Select SVM – Problem related Hardware/Software Update (2), Select Perform test (3)

Figure 3

5) Referring to Figure 4 - At the SVM screen (1) enter the specific SVM code 4V0ENGUP01 and then select Adopt (2)

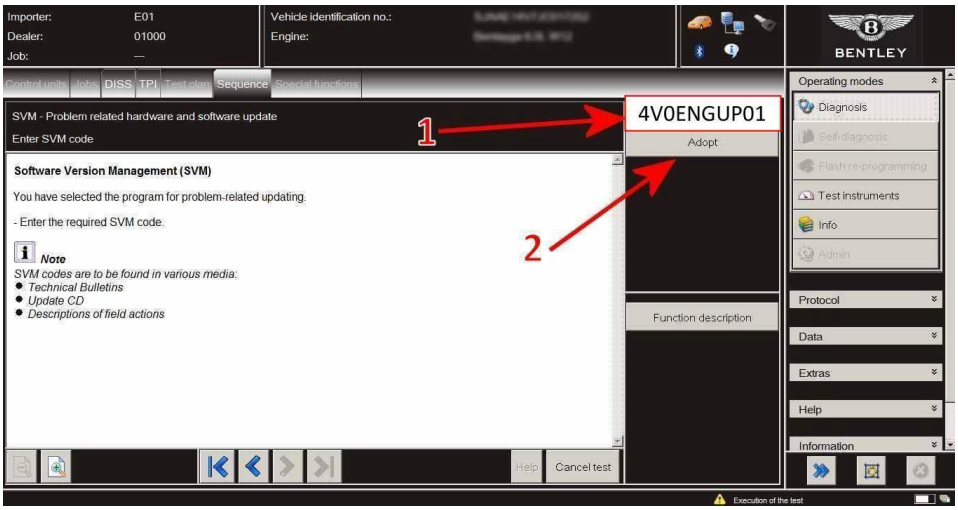

Figure 4

6) Check you have entered the correct SVM code 4V0ENGUP01 and follow all on screen prompts

- When prompted enter your global user ID and password
- Follow all on screen prompts to continue through the procedure

REMINDER: Ensure the vehicle has a suitable battery charger connected and is switched on before continuing any further CAUTION: Should a battery charger not be installed/switched on for the duration of the onward instructions there is a high risk the engine control module could be damaged during the update procedure as a result of low voltage.

Should an engine control module be damaged due to incorrect use of the battery charger the engine control module will have to be replaced however this will not be covered by Warranty

- Once the update has started a progress bar will be shown at the bottom of the screen IMPORTANT: Please ensure no buttons are pressed whilst the update is in progress

- Follow the onscreen instructions until the update is completed, on completion the screen in Figure 5 will be shown, press the Done/Continue button

Figure 5

- Clear any DTC's which are evident as a result of conducting the software update
- Referring to Figure 6 - Navigate to the select control units tab (1) - Select (2) 'MOT_01' Engine Control Module 1 – Select Guided Functions (3)

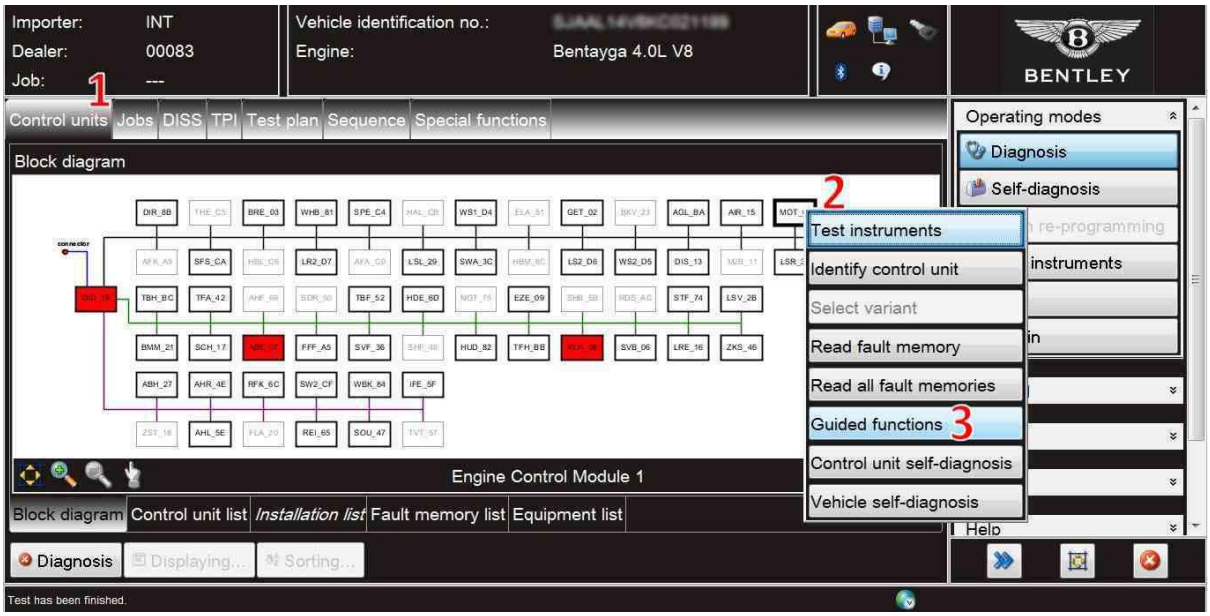

Figure 6

7) Referring to Figure 7 – Select Basic settings - Select Execute

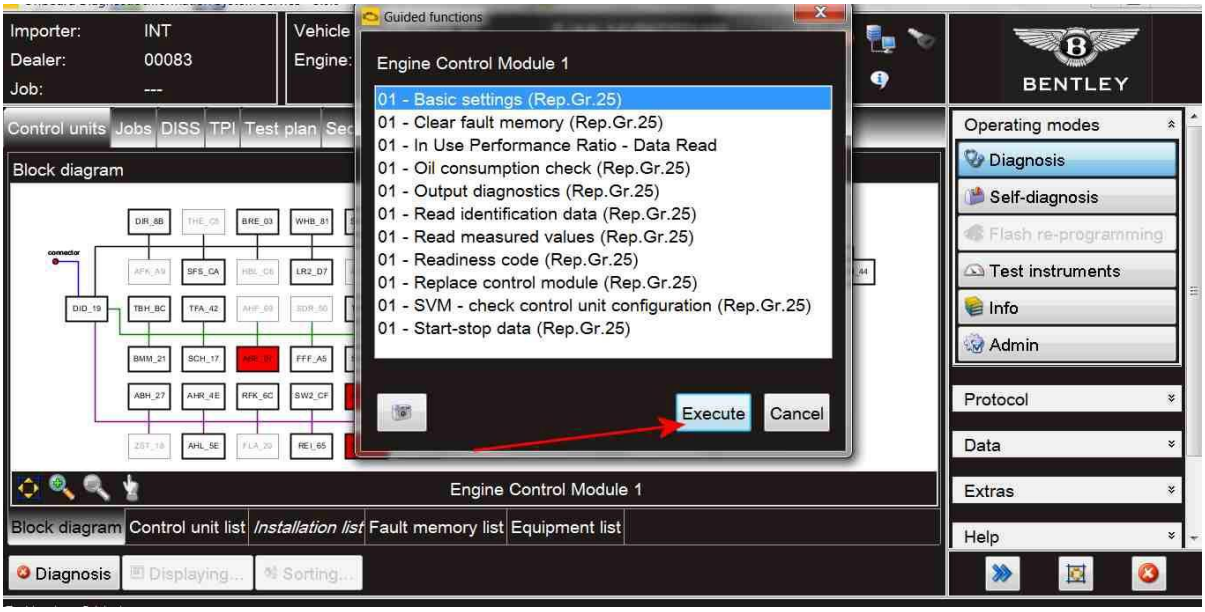

Figure 7

- The options shown in Figure 8 will be shown – Select option -2- Throttle Adaption

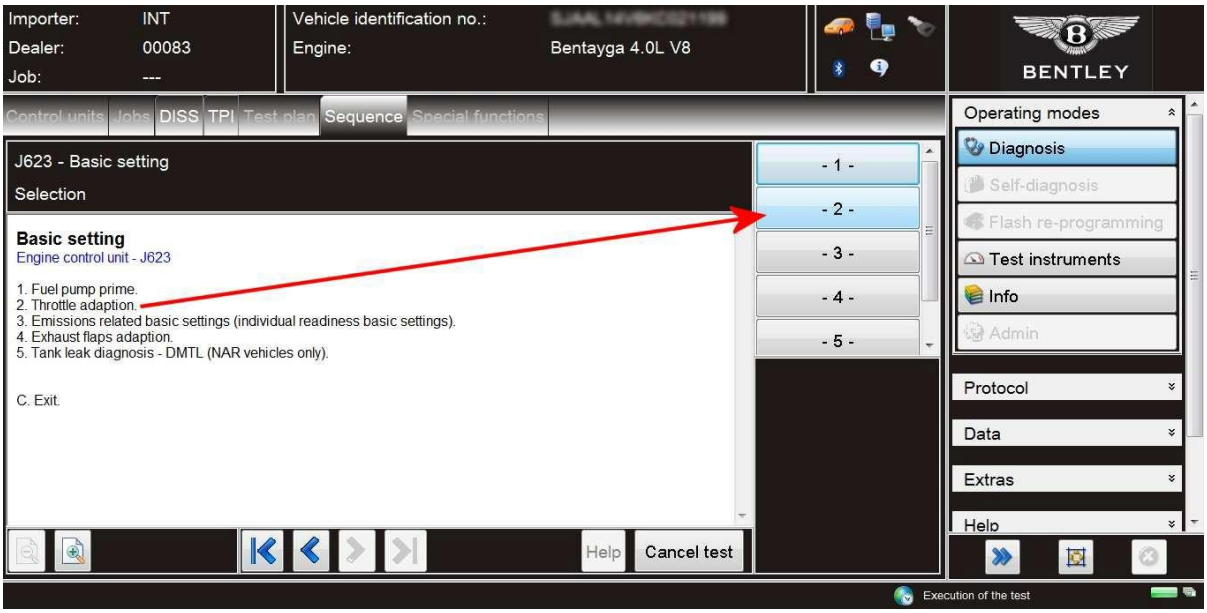

Figure 8

8) Both throttle valve modules will now be adapted. Follow all on screen instructions, when the throttle valve modules are being adapted the

screen (Figure 9) will be displayed DO NOT press any buttons until the *Adaption status* reads ADP is OK and the message Press → to continue is displayed

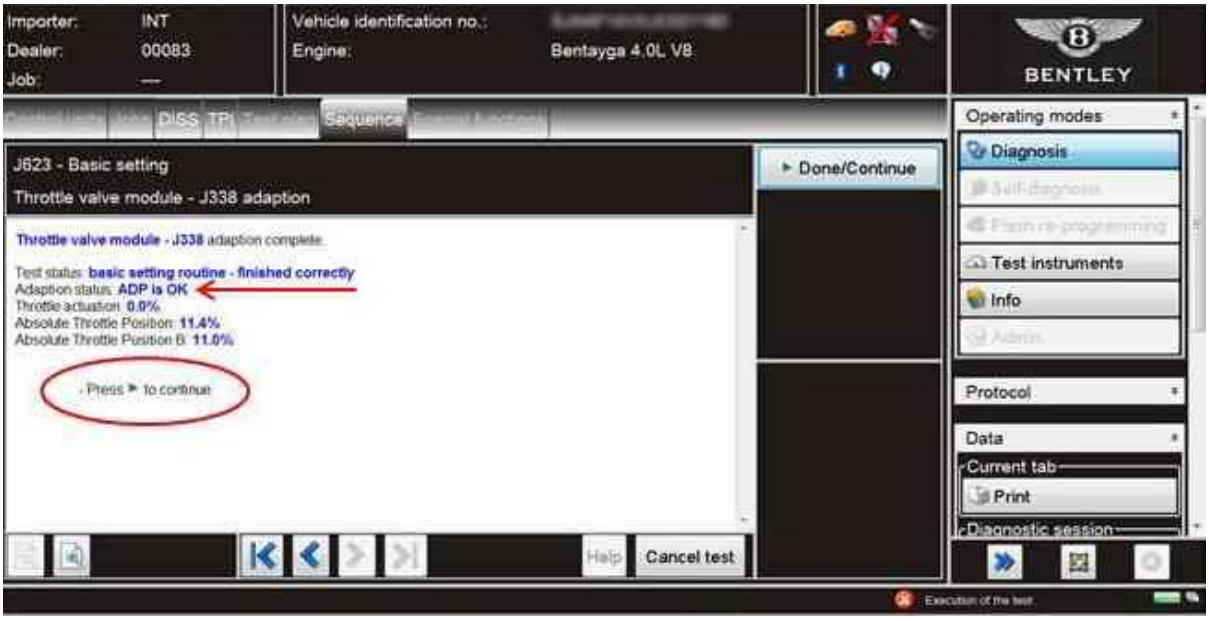

Figure 9

9) When successful and the throttle adaption is complete you will return to the Basic settings home screen (Figure 10) - Select -C- to Exit

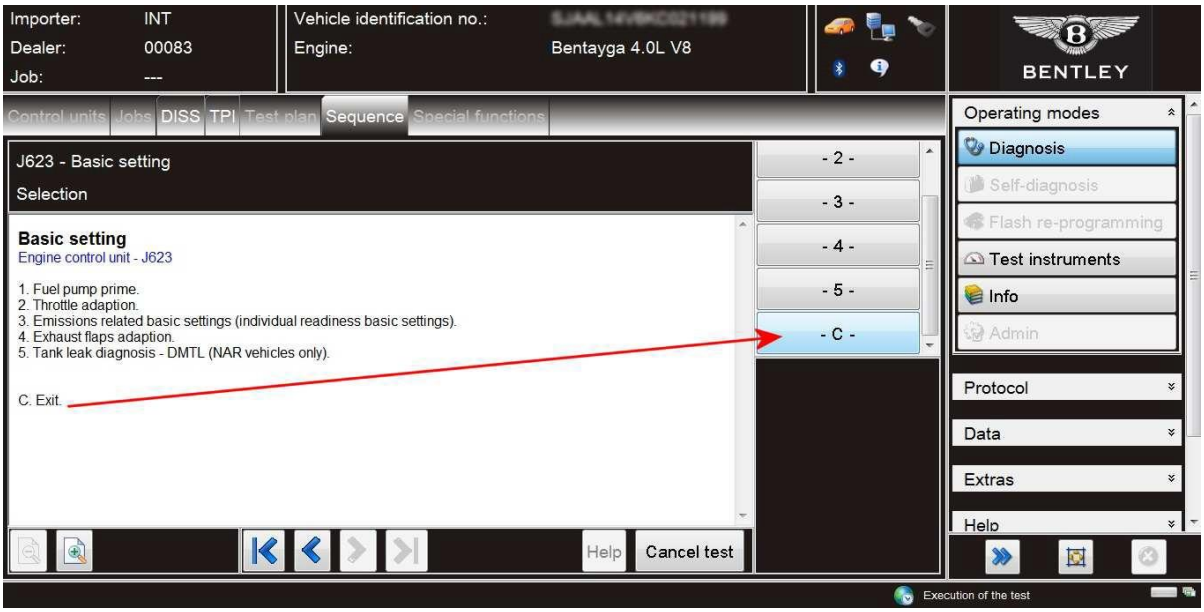

Figure 10

10) Referring to Figure 11 - Navigate to the Control units tab (1) - Select (2) 'MOT_01' Engine Control Module 1 – Select Guided Functions (3)

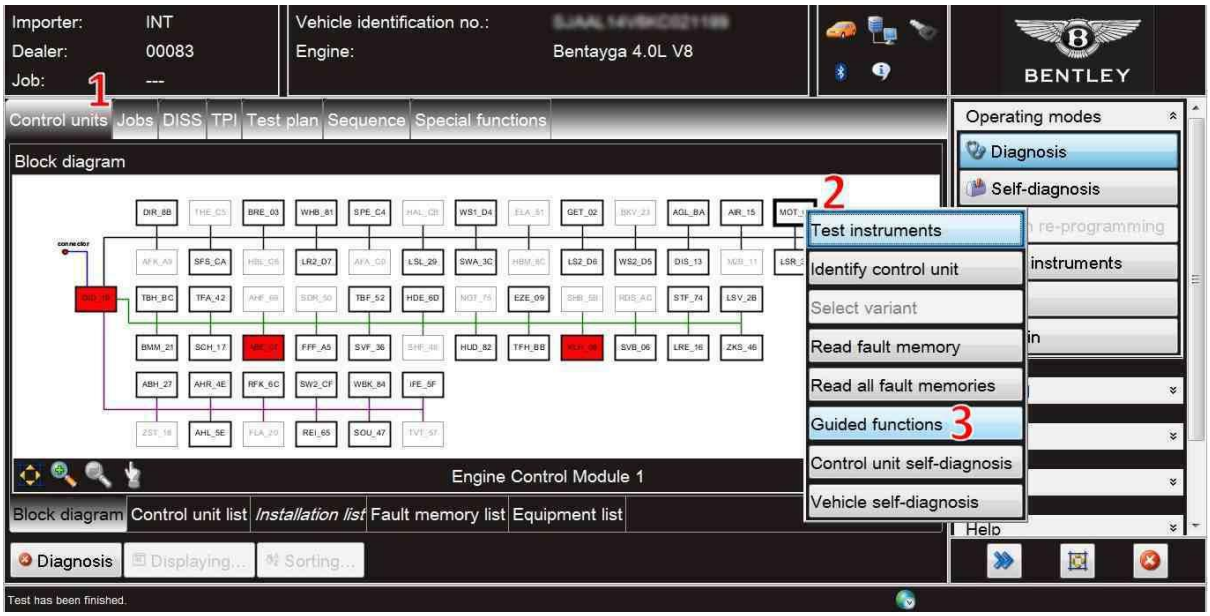

Figure 11

- Select Readiness code then press Execute (Figure 12)

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When conducting the readiness code process Apply the Electronic Parking Brake – The Transmission must also be in the P – Park position

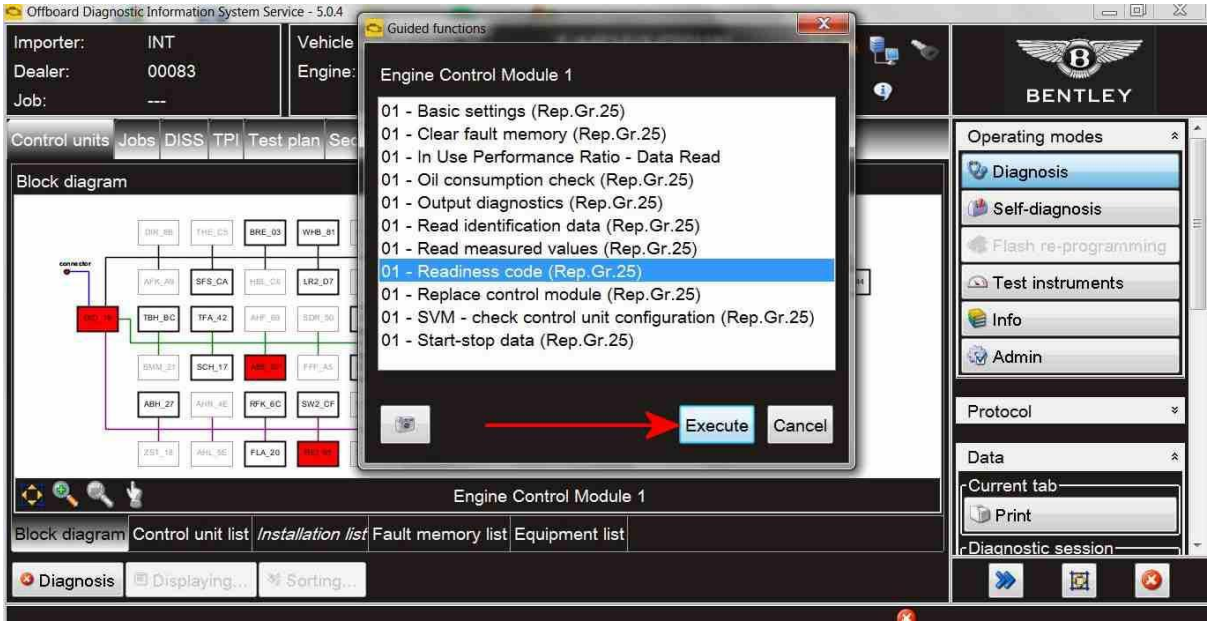


Figure 12

- The screen shown in Figure 13 will be displayed – Follow all on screen prompts NOTE: The engine speed increases and decreases automatically during this process

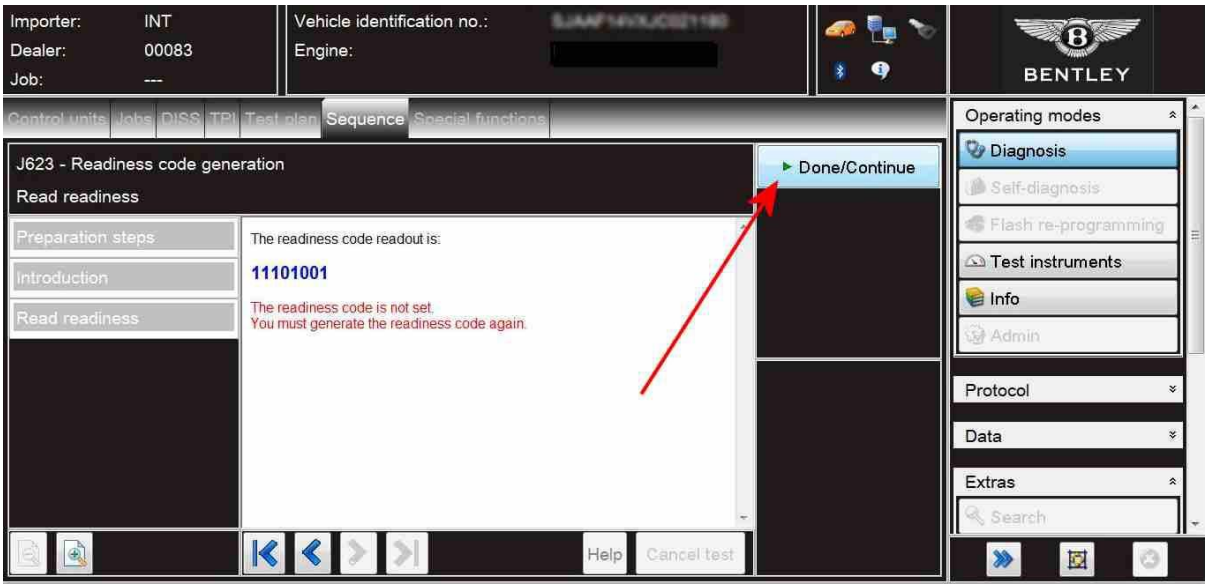


Figure 13

11) When the readiness code has been successfully generated the screen shown in Figure 14 will be evident NOTE: If the screen is not displayed repeat the Readiness code test

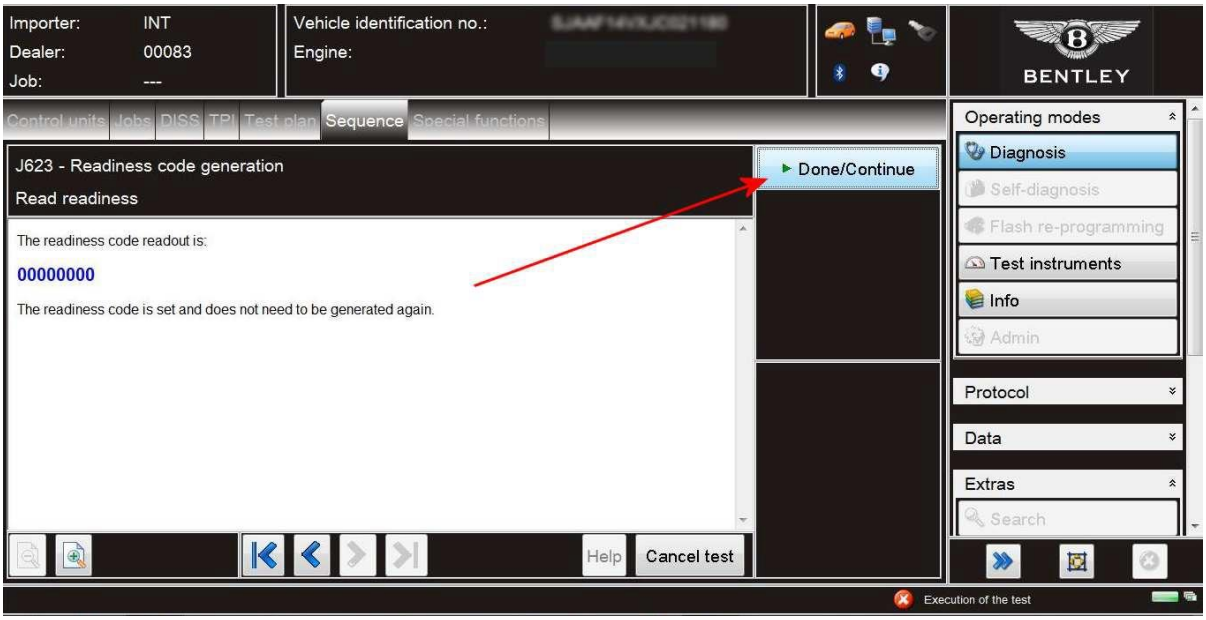


Figure 14

12) A Guided Fault Finding sweep of all control units should now be conducted – Should you be prompted to re-create the readiness codes - Select No

- Should you be prompted to create a new test plan – select No

13) The next screen will prompt you to send the session online – Follow all on screen prompts

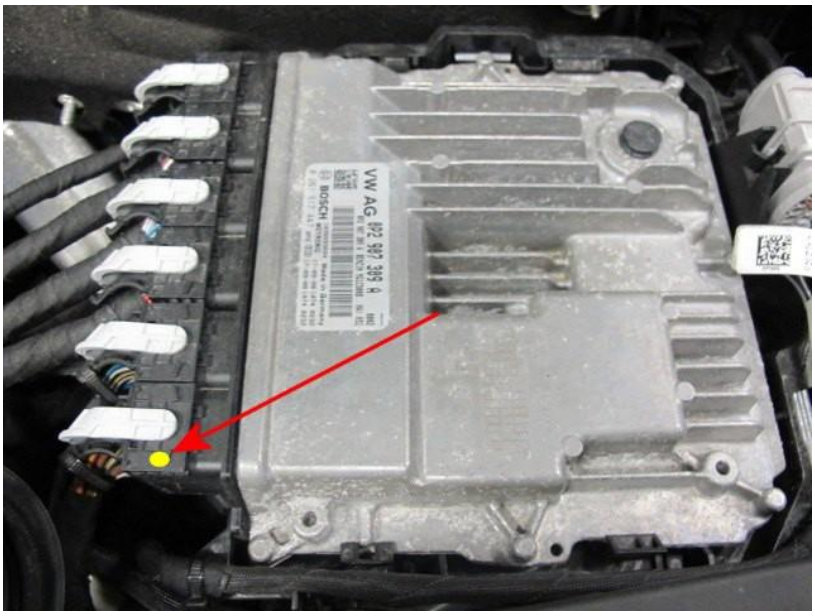
- The final screen will ask if you would like to save/print the diagnostic log, select *Next*
- Remove the diagnostic dongle from the car, switch the ignition off and remove the battery charger. The process is now complete

14) Referring to the Identification section - Apply a red paint completion mark on the front engine control module plug to confirm the software update was successfully applied

15) Carry out a road test to check and confirm there are no fuel leaks or engine operation issues

Identification

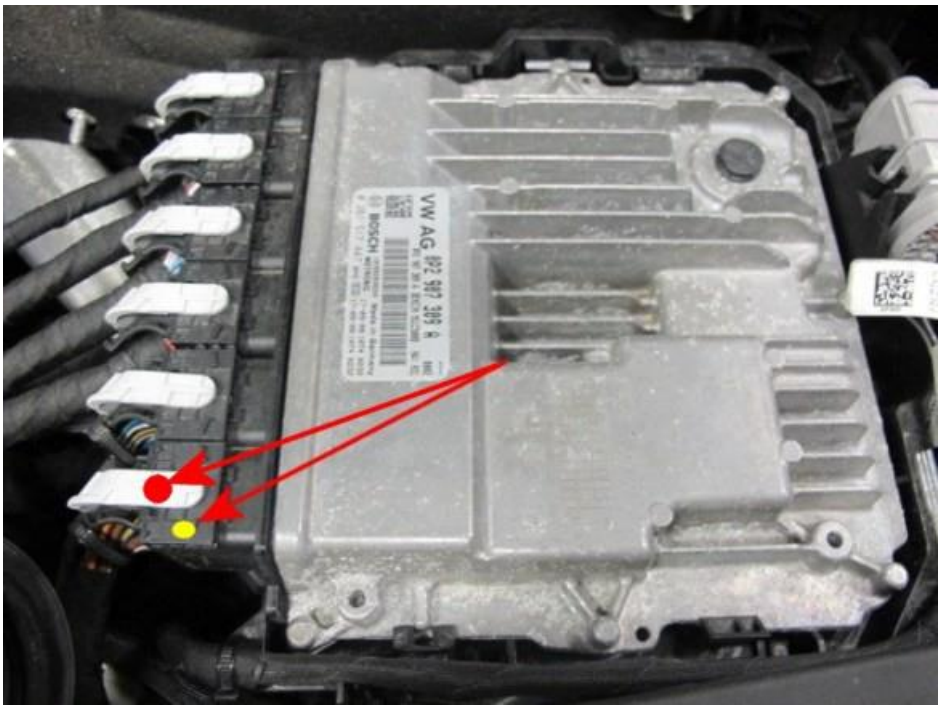
Yellow paint completion mark on the front engine control module plug confirms the fuel hose was successfully replaced



Yellow and red paint marks on the engine control module plug confirms the fuel hose was successfully replaced and software update was successfully applied

Or

The fuel hose orientation and the update to the engine control module was not required (See Technical background section)



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IMPORTANT SAFETY RECALL

DRAFT 07/27/20

Name
Address
Address

This notice applies to your vehicle,
Vehicle Identification Number (VIN):
Model Year/Model:
NHTSA: 20V321
Bentley Recall: 20/14

Dear Name,

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE
A recall repair is not yet available

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 2018 to 2020 model year Bentley Bentayga vehicles. Our records show that you are the owner of one of these vehicles.

About this recall	On some of the affected vehicles, the engine compartment fuel line quick connector may leak. Leaking fuel, in the presence of an ignition source, can increase the risk of a vehicle fire.
A recall repair is not yet available.	We will send another letter as soon as the recall work can be completed on your vehicle. The recall repair is expected to become available in late August 2020.
What you can do now:	In the interim, if you notice a fuel odor or leaking fuel from the vehicle, please contact your Bentley dealer without delay to have the vehicle inspected/repaired. Please do not contact your dealer about this recall unless you believe your vehicle has the condition described in this letter.
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.

Should you have any questions, require any assistance or require us to address any concerns that you may have, please telephone our dedicated Customer Service team at 1 800-777-6923.

IMPORTANT SAFETY RECALL

If you still cannot obtain satisfaction, you may file a complaint with the: 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

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Yours Sincerely,

Stephen Worrall
Director, Aftersales