



BENTLEY

Bentley Bulletin

Aftersales

20-071

Sept. 29, 2020

To: Parts & Service

Subject: RECALL CAMPAIGN – Bentley 20MY Flying Spur Top View Rear Camera (RE20/21)

RECALL CAMPAIGN – Bentley 20MY Flying Spur Top View Rear Camera (RE20/21)

I am writing to advise you that Bentley Motors has determined a potential safety defect may exist on Bentley 20MY Flying Spur vehicles, with the Top View camera function, manufactured between January 2020 and March 2020.

This letter will provide you with all of the information to explain why this recall is being initiated, the actions you are required to take and provide you with the appropriate administrative details.

Upon investigation following a report in the field, a missing drain feature was identified and may result in moisture becoming trapped in the top view rear camera holder. If the full camera view is obstructed and the driver does not check their surroundings before reversing, there may be an increased risk of a crash.

Owners of affected cars will be notified in writing week beginning 28th September.

The Bentley Technical Product Information (TPI) document has been posted to ElsaPro and details the procedure which must be followed exactly.

It is not necessary to contact us for authorisation. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty code and repair time are quoted within the TPI.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Aftersales Manager or myself.

Yours sincerely,

Stephen Worrall
Director, Aftersales
Bentley Motors, Inc.