

Part 573 Safety Recall Report

21V-647

Manufacturer Name : Bentley Motors, Inc.

Submission Date : SEP 12, 2024

NHTSA Recall No. : 21V-647

Manufacturer Recall No. : RE21/29



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 : 28

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Bentley Bentayga

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Analysis of vehicle build data identified the affected vehicles. Vehicles not included in this recall have received the correct software.
28 Bentley Bentayga are affected.

Production Dates : JUN 10, 2021 - JUN 29, 2021

VIN Range 1 : Begin : SJAAM2ZV0MC037736 End : SJAAM2ZV7MC038107 ☒ Not sequential

Description of Defect :

Description of the Defect : Incorrect software parameters have been released for the Chassis Control Module of certain Bentayga V8 vehicles fitted with standard (passive) roll bars.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In high dynamic driving situations, like an evasive collision avoidance manoeuvre, where the vehicle is heavily loaded (e.g. fully laden boot or roof box), there is a risk of late Electronic Stability Control (ESC) intervention which could result in a loss of vehicle control.

Description of the Cause : A process error at Bentley allowed the incorrect software parameters to be released into production.

Identification of Any Warning that can Occur : Customers may notice increased vehicle body roll and/or increased vehicle pitch under certain driving situations.

Involved Components :

Component Name 1 : Chassis control module

Component Description : Chassis control module

Component Part Number : 4M0.907.77.T

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Systems

Address : Strada Siemens Nr 1
Timisoara Foreign States 300724

Country : Romania

Chronology :

June 30, 2021: Issue discovered and decision made via Customer Quality Circle (CQC) meeting to hold affected vehicles in the factory.

July 05, 2021: Correct software parameters were released for production.

July 08, 2021: Rework activity started to reflash vehicles held by the CQC decision. Topic was presented to Bentley Pre-Product Safety Committee who requested further information regarding the potential risk.

July 19, 2021: Topic was re-presented to Bentley Pre-Product Safety Committee who agreed the topic should be taken to the Product Safety Committee.

August 11, 2021: Topic was re-presented in Bentley Product Safety Committee. Bentley evaluated that this topic poses a risk to motor vehicle safety and decided a safety recall.

Description of Remedy :

Description of Remedy Program : Vehicles will be returned to our authorized retailers so that the Chassis Control Module can be updated with the correct software parameters. This procedure will be carried out free of charge and will take approximately thirty minutes. As the affected vehicles are within the New Vehicle Limited Warranty, Bentley will not offer a reimbursement plan under this recall.

How Remedy Component Differs : The incorrect software parameters (V03.935.340.EX V0004) on the Chassis Control Module will be updated with the correct software

from Recalled Component : parameters (V03.935.278.ML V0002).

Identify How/When Recall Condition was Corrected in Production : The incorrect software parameters were replaced with the correct ones in Production on July 05, 2021.

Recall Schedule :

Description of Recall Schedule : Dealers/Owners: On or before September 27th 2021
Planned Dealer Notification Date : SEP 27, 2021 - SEP 27, 2021
Planned Owner Notification Date : SEP 27, 2021 - SEP 27, 2021

* NR - Not Reported