

Part 573 Safety Recall Report

21V-975

Manufacturer Name : Bentley Motors, Inc.

Submission Date : FEB 11, 2022

NHTSA Recall No. : 21V-975

Manufacturer Recall No. : RE21/43 (RC26)



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 : 3,777

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Bentley Bentayga

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Affected vehicles for Recall were identified using production records where the affected handbook wording was provided. Unaffected vehicle handbooks, not included in the Recall, contain the correct explanation of the Passenger Airbag On status. Number of Bentayga vehicles affected 1,177

Production Dates : OCT 13, 2020 - NOV 02, 2021

VIN Range 1 : Begin : SJAAM2ZV6MC033920 **End :** SJAAM2ZV1NC011308 Not sequential

Vehicle 2 : 2021-2022 Bentley Continental GT

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Affected vehicles for Recall were identified using production records where the affected handbook wording was provided. Unaffected vehicle handbooks, not included in the Recall, contain the correct explanation of the Passenger Airbag On status. Number of Continental vehicles affected 675

Production Dates : NOV 04, 2020 - NOV 11, 2020

VIN Range 1 : Begin : SCBCG2ZG7MC084698 **End :** SCBCG2ZG8NC093234 Not sequential

Vehicle 3 : 2021-2022 Bentley Flying Spur

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Affected vehicles for Recall were identified using production records where the affected handbook wording was provided. Unaffected vehicle handbooks, not included in the Recall, contain the correct explanation of the Passenger Airbag On status. Number of Flying Spur vehicles affected 944

Production Dates : NOV 04, 2020 - NOV 09, 2021

VIN Range 1 : Begin : SCBBB6ZG7MC084699 End : SCBBB6ZG1NC093450 Not sequential

Vehicle 4 : 2021-2022 Bentley Continental GT Convertible

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Affected vehicles for Recall were identified using production records where the affected handbook wording was provided. Unaffected vehicle handbooks, not included in the Recall, contain the correct explanation of the Passenger Airbag On status. Number of Continental GT Convertible vehicles affected 981

Production Dates : NOV 04, 2020 - NOV 11, 2021

VIN Range 1 : Begin : SCBDG4ZG8MC084709 End : SCBDG4ZG7NC093080 Not sequential

Description of Noncompliance :

Description of the Noncompliance : The owners handbook incorrectly describes the behavior of the airbag system when the "Passenger Airbag On" symbol is illuminated and is therefore non-compliant to FMVSS 208, which requires an accurate description of components utilized in the Advanced Passenger airbag system

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : A vehicle occupant reviewing the owner's handbook may misunderstand the "Passenger Airbag On" illumination and may become confused about the operation of the passenger airbag, increasing the risk of injury in the event of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : N/A

Involved Components :

Component Name 1 : Vehicle Owner Handbook

Component Description : Vehicle Owner Handbook

Component Part Number : 3SE012723, 3SD012723, 36A012723

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

September 2021 - Notification of potential inaccurate wording of Passenger Airbag status symbol in vehicle owners handbook.

September – November 2021 - Analysis of inaccurate wording and identification of all affected owner handbook versions.

November - December 2021 - Clarification on regulatory non-compliance

8 December 2021 - Determination of Non-compliance condition and decision by Bentley Product Safety Committee of Non-Compliance Recall.

Description of Remedy :

Description of Remedy Program : Bentley Motors Inc shall distribute corrective labels, for inclusion into the owners handbook, for customers to affix. Alternatively, if customers wish, Bentley authorized retailers will apply the label to the vehicle owners handbook, which correctly describes the system behavior when the “Passenger airbag On” symbol is illuminated. Dealers will additionally check for inclusion of the affixed label at the next service. This will take less than quarter of an hour and is free of charge. Because the 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 : Remedy handbook wording reads “may fire in the event of an impact”. Recalled handbook wording reads “will not fire in the event of an impact”.

Identify How/When Recall Condition was Corrected in Production : The wording was corrected in the master handbook print file and corrected in production during October 2021.

Recall Schedule :

Description of Recall Schedule : Dealer anticipated 12/23/2021
Customer anticipated 02/11/2022

Planned Dealer Notification Date : DEC 23, 2021 - DEC 23, 2021

Planned Owner Notification Date : FEB 11, 2022 - FEB 11, 2022

* NR - Not Reported