



By appointment  
to HM The Queen  
motor car manufacturers  
Bentley Motors Limited  
Crewe Cheshire



By appointment  
to HRH The Prince of Wales  
motor car manufacturers  
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## IMPORTANT SAFETY RECALL

**BENTLEY**

JUNE 2021

**This notice applies to your vehicle,  
Vehicle Identification Number (VIN):  
Model Year/Model: 2021 BENTAYGA V8  
NHTSA: 21V276**

### **RE: SAFETY RECALL – REAR AXLE TRAILING ARM LOCK NUTS (RE21/17)**

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 2021 model year Bentley Bentayga vehicles. Our records show that you are the owner of one of these vehicles.

**What is the issue** Due to stress corrosion cracking on lock nuts of particular production batches, the nuts of the eccentric bolts on the trailing arm of the rear axle may break which may cause alterations in the wheel alignment of the rear axle. This could be noticed by a steering wheel misalignment when driving straight ahead or by the vehicle pulling to one side when braking or accelerating.

The rear axle could suddenly and uncontrollably move in the wrong direction at higher speeds. This can lead to a loss of vehicle control and a crash without warning.

**What will we do?** To correct this defect, your authorized Bentley dealer will replace the affected lock nuts. If the screw connection is already damaged, it will be replaced completely. This work will take about one hour to complete and will be performed for you free of charge.

**What should you do?** Please telephone your authorized Bentley dealer without delay to schedule a repair appointment. Your dealer has all the necessary parts and instructions to perform this important safety repair to your satisfaction.

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**Precautions you should take**

If this condition is present in the vehicle, the driver may notice a steering wheel misalignment when driving straight ahead or the vehicle pulling to one side when braking or accelerating. Should this occur, owners are advised to contact an authorized Bentley dealer without delay and make arrangements to have the vehicle inspected/repaired.

**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.

**Can we assist you further?**

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

In the event your authorized Bentley dealer fails or is unable to remedy the defect free of charge within a reasonable time, you may also submit a complaint to: 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.nhtsa.gov>.

We would like you to know that we sincerely appreciate your continued support of our vehicles. I do apologize for the fact that we have to ask you to allow us to recall your vehicle for this modification.

Yours Sincerely,



Stephen Worrall  
Director, Aftersales