



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



By appointment
to HRH The Prince of Wales
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IMPORTANT SAFETY RECALL

BENTLEY

SEPTEMBER 2021

**This notice applies to your vehicle,
Vehicle Identification Number (VIN):
Model Year/Model: 2021 BENTAYGA V8
NHTSA: 21V605**

RE: COMPLIANCE RECALL – AUTOMATIC LOCKING SEAT BELT RETRACTORS (ALR)

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 certain 2021 model year Bentley Bentayga vehicles fail to conform to Federal Motor Vehicle Safety Standard No.208 *Occupant Crash Protection*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue

Autoliv seat belt assemblies do not comply with regulatory requirements. In these certain seat belt assemblies, the automatic locking retractor (ALR) function may deactivate early before the webbing is fully retracted.

The ALR function is required by regulatory requirement. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

What will we do?

To correct this noncompliance, your authorized Bentley dealer will inspect and, if necessary, replace the affected seat belt. This work will take about an hour to complete and will be performed for you free of charge. If a seat belt requires

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replacement, your dealer will have to order parts. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please telephone your authorized Bentley dealer without delay to schedule a repair appointment. Your dealer has all the necessary instructions to perform this important safety repair to your satisfaction.

Precautions you should take

A vehicle owner who elects to use the seat belt instead of the LATCH system to secure a child restraint seat will notice that the seat belt is not locked and the audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.

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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Yours Sincerely,



Stephen Worrall
Director, Aftersales