



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



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to HRH The Prince of Wales
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IMPORTANT SAFETY RECALL

BENTLEY

OCTOBER 2021

**This notice applies to your vehicle,
Vehicle Identification Number (VIN):**

**Model Year/Model: 2021 BENTAYGA V8
NHTSA: 21V647**

Dear

**RE: SAFETY RECALL – ELECTRONIC STABILITY CONTROL MODULE
SOFTWARE**

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** Some chassis control modules have had incorrect software installed which may cause the Electronic Stability Control (ESC) system to malfunction. In high-dynamic driving situations (such as in an evasive collision avoidance maneuver) there is a risk of late ESC intervention which can cause a loss of vehicle control, increasing the risk of a crash.
- What will we do?** To correct this defect, your authorized Bentley dealer will update the software for the chassis control module. 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 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 increased vehicle body roll and /or increased vehicle pitch. Should this occur, owners are advised to contact an authorized Bentley dealer without delay and make arrangements to have the vehicle diagnosed.

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