



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

NOVEMBER 2022

**This notice applies to your vehicle,
Vehicle Identification Number (VIN): SJAAJ2ZV0MC036028
Model Year/Model: 2021 BENTAYGA
NHTSA: 20V452**

Dear Owner,

RE: COMPLIANCE RECALL – BLANK REARVIEW CAMERA IMAGE

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that certain 2021-2022 model year Bentley Bentayga vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, Rear Visibility. Our records show that you are the owner of a vehicle affected by this action

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|----------------------------|--|
| What is the issue? | Due to a software error, the rearview camera image may be blank when the car is placed in reverse. A rearview camera screen that displays a blank image reduces the driver's view of what is behind the vehicle, increasing the risk of a crash. |
| What will we do? | To correct this noncompliance, your authorized Bentley dealer will update the infotainment unit software. This work will take about three and a half hours 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 the necessary instructions to perform this important safety repair to your satisfaction. |
| 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. |

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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.safercar.gov>.

Checking your vehicle for open Recalls

To check your vehicle's eligibility for repair under this or any other recall campaign, please visit www.bentleymotors.com and click on the Look-Up Recalls link to enter your Vehicle Identification Number (VIN) into the Recall Campaign Look-Up tool.

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

Yours Sincerely,



Stephen Worrall
Director, Aftersales