



BENTLEY

Bentley Bulletin

Aftersales

23-067

October 13, 2023

To: Parts & Service, Sales & Marketing

Subject: UPDATE - SAFETY RECALL - Bentley Bentayga W12 – Overheating of Electrical Connectors on the Fuel Supply Module (RE23/19)

Please be advised the parts availability as noted in the original communication below has unfortunately been delayed due to availability constraints which has postponed the launch of this campaign. We will issue an additional bulletin to notify you as soon as parts are available.

In the Americas, Bentley Motors is voluntarily recalling 3,836 Bentley Bentayga W12 vehicles built between March 2016 and June 2023.

Bentley has discovered that the electrical connectors on the W12 Fuel Supply Module, located in the fuel tank, can overheat and melt the flange material. Melting of the Fuel Supply Module flange material could result in a small fuel leak towards the top of the fuel tank. A fuel leak, in the presence of an ignition source, can increase the risk of a fire. Bentley Motors is not aware of any injuries or fires reported as a consequence of this issue, but is undertaking this action as a precautionary measure.

Unfortunately, parts will not be available until 09/21/2023 when we will formally launch the Recall. As soon as we receive the necessary parts, you will be informed and Bentley will inform customers directly.

In the period while we are awaiting for parts to arrive in stock, if you have any customers expressing concern, please raise a full technical DISS query.

Every affected inventory vehicle must be remedied before delivery to customers. Therefore, please carry out following Stop Sale/Stop Delivery immediately.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED.

DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

Ensure all relevant dealership personnel are aware of this notice so they are able to address customer questions. Contact your ASM if you require additional assistance. Please direct press inquiries to Erin Bronner at erin.bronner@bentley-usa.com.



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Should vehicles have already been delivered to customers in the meantime contrary to expectations, please report them to Stephen.worrall@bentley-usa.com.

The list of affected VINs, which have not been retailed:

SJAAR2ZV5PC021389	SJAAR2ZV6PC019456
SJAAR2ZV1PC020546	SJAAR2ZV6PC019523
SJAAR2ZVXPC021825	SJAAR2ZV5PC019626
SJAAR2ZV4PC019469	SJAAR2ZV7PC019966
SJAAR2ZV3PC020953	SJAAR2ZV8PC020141
SJAAR2ZV5PC019562	SJAAR2ZV3PC020368
SJAAR2ZV7PC020731	SJAAR2ZV3PC020418
SJAAR2ZV7PC021359	SJAAR2ZV5PC020632
SJAAR2ZVXNC014032	SJAAR2ZVXPC021193
SJAAR2ZV5PC021344	SJAAR2ZV7MC036410
SJAAR2ZV3PC021875	SJAAR2ZV6PC019425
SJAAR2ZV7NC017552	SJAAR2ZV5NC016903
SJAAR2ZV8PC021497	SJAAR2ZV7PC019448
SJAAR4ZV6PC021882	SJAAR2ZV1PC019557
SJAAR2ZV5NC011636	SJAAR2ZV6PC019277
SJAAR2ZV1PC021096	SJAAR2ZV4NC015872
SJAAR2ZV5PC020291	SJAAR2ZV0PC020926
SJAAR2ZV3PC019396	