



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

MARCH 2023

Vehicle Identification Number (VIN): [REDACTED]
Model Year/Model: 2020 CONTINENTAL GT
NHTSA: 23V034

Dear Owner,

RE: SAFETY RECALL – EXTERNAL COOLANT PUMP MAY SHORT CIRCUIT (RE23/02)

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 2020 model year Bentley Continental GT and Continental GTC vehicles. Our records show that you are the owner of one of these vehicles

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| What is the issue | On certain vehicles, liquid may enter the external coolant pump for the climate control system and cause an electrical short circuit. An electrical short circuit increases the risk of a vehicle fire. |
| What will we do? | To identify and correct this defect, your authorized Bentley dealer will replace the external coolant pump. 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. |
| Precautions you should take | If the recall condition is present in the vehicle, you may notice an issue with the climate control system, reduced performance when using the residual heat function, and/or an illuminated engine management light. Should any of these occur, please contact your authorized Bentley dealer without delay to have the vehicle inspected/repaired. |

IMPORTANT SAFETY RECALL

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>.

If you have already incurred "out of pocket" expenses relating to the issue described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

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,

A handwritten signature in black ink, appearing to read "Stephen Worrall", with a stylized flourish at the end.

Stephen Worrall
Director, Aftersales