



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



By appointment
to HRH The Prince of Wales
motor car manufacturers
Bentley Motors Limited
Crewe Cheshire

IMPORTANT SAFETY RECALL

BENTLEY

APRIL 2023

**This notice applies to your vehicle,
Vehicle Identification Number (VIN):
Model Year/Model: 2020 CONTINENTAL GTC W12
NHTSA: 23V152**

Dear

RE: COMPLIANCE RECALL – SEAT AIR BAG MAY TEAR

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that certain 2020-2021 model year Bentley Continental GTC vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 214, 'Side Impact Protection' and 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? | Due to a sharp edge on the air bag deflector bracket, the seat air bags may tear during deployment. As such, these vehicles fail to comply with regulatory requirements. A torn air bag may not adequately protect an occupant in a crash, increasing the risk of injury. |
| What will we do? | To correct this noncompliance, your authorized Bentley dealer will inspect the affected front seats and, if necessary, modify the airbag deflector bracket rivet to remove any sharp edges. 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 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.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 underneath.

Stephen Worrall
Director, Aftersales