



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

June 2023

**This notice applies to your vehicle,
Vehicle Identification Number (VIN):
Model Year/Model: 2021 FLYING SPUR
NHTSA: 23V314**

RE: SAFETY RECALL – REAR ENTERTAINMENT SCREEN BRACKET (RE23/06)

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 2021-2023 model year Bentley Flying Spur vehicles. Our records show that you are the owner of one of these vehicles

What is the issue On certain vehicles, the rear entertainment screen retention bracket located in the rear of the front seats, may have been incorrectly installed. As a result, a screen could separate in a crash. An entertainment screen that separates in a crash could create an increased risk of injury

What will we do? To identify and correct this defect, your authorized Bentley dealer will check the orientation of the retention bracket in both front seats. The inspection will take about ten minutes to complete, and will be carried out free of charge.

Any seats found to be fitted with the incorrect bracket orientation will have the retention bracket assembly replaced. If replacement is needed, your dealer will order the necessary parts. Once your dealer has the parts, bracket replacement will take approximately one hour per seat and will be carried out 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 You can continue to use your vehicle, however, we encourage you to remove the screens from the vehicle and store them safely until the recall action has been carried out.

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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,



Director, Aftersales