



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  
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## IMPORTANT SAFETY RECALL

**BENTLEY**

July 2023

**This notice applies to your vehicle,  
Vehicle Identification Number  
Model Year/Model: 2022 BENTAYGA  
NHTSA: 23V386**

Dear

### **RE: SAFETY RECALL – SECOND ROW SEATS INSTALLED INCORRECTLY (RE23/17)**

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 2022 to 2023 model year Bentley Bentayga vehicles. Our records show that you are the owner of one of these vehicles

- |                                    |  |
|------------------------------------|--|
| <b>What is the issue</b>           | On certain vehicles, the second row seats may not be installed correctly on the seat rails. As a result, the seats may not lock in place and could move in a crash, increasing the risk of injury to vehicle occupants.  |
| <b>What will we do?</b>            | To identify and correct this defect, your authorized Bentley dealer will check and, if necessary, re-set the relative second row seat rail positions to ensure proper engagement of the seat rails. This work will take about one hour to complete and will be performed for you free of charge. |
| <b>What should you do?</b>         | 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.   |
| <b>Precautions you should take</b> | We recommend that you do not use the second row seats until this recall has been completed.  |

**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>.

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,



Stephen Worrall  
Director, Aftersales