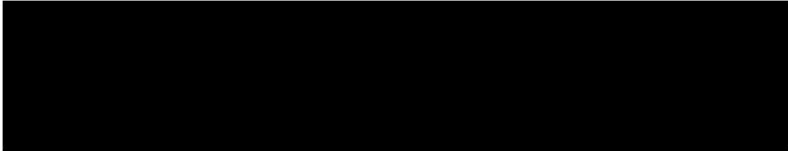




IMPORTANT SAFETY RECALL



January 2026



Vehicle Identification Number (VIN): [REDACTED]
Model Year/Model: [REDACTED]
NHTSA: 25V811

Dear [REDACTED]

RE: SAFETY RECALL – Software Update for HV Battery Management Controller (RE25/46)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Bentley Bentayga Hybrid vehicles. Our records show that you are the owner of one of these vehicles.

- What is the issue** On certain vehicles, Bentley has been informed that a defect may be present in the cell modules of the 48Ah High Voltage Battery, which could result in overheating during charging. Overheating of the battery modules during charging (or shortly afterwards) could lead to thermal propagation, which increases the risk of fire.
- What will we do?** To correct this defect, your authorized retailers will install new software that introduces diagnostic improvements for the high voltage battery. This repair will take approximately two (2) hours to complete and will be carried out free of charge. It is anticipated that a very small number of high voltage batteries/modules may be required if issues are detected by the new software after installation.
- 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.

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Precautions you should take

You can continue to use your vehicle, however, to avoid any potential risks we request that you temporarily do not charge the high-voltage battery using external charging sources, and do not use the vehicle's "Battery Hold" mode (please refer to Owner's Handbook), until the workshop action has been completed. The high-voltage battery in your vehicle is charged through recuperation while you are driving (energy recovery under braking). Please note that this function of the plug-in hybrid drive is not affected. We encourage all customers to arrange an appointment with their retailer as soon as possible.

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: 1-888-275-9171); or go to:

<http://www.nhtsa.gov>.

What if I no longer own the vehicle?

If you no longer own this vehicle, and have the address for the current owner, please forward this letter to the new owner within 10 days of receipt. If you don't know the new owner, please contact our Customer Services team at 1 800-777-6923.

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,

Michael Coates
Director, After-sales