BENTLEY

Bentley Bulletin | Aftersales

25-092 | October 7, 2025

To: Parts & Service, Sales & Marketing

Subject: USA RECALL CAMPAIGN – Bentley Continental GT, Continental GTC and Flying Spur V8 – RD69 Loose Screws On High-Pressure Fuel Pumps (RE25/41)

In the Americas, Bentley Motors Inc. is voluntarily recalling 17 Bentley Continental GT, Continental GTC and Flying Spur V8 vehicles manufactured between July 2024 and September 2025.

This letter will provide you with all of the information to explain why this recall is being initiated, the actions you are required to take and provide you with the appropriate administrative details.

Bentley has been informed that the bolted joint connection securing the high-pressure fuel pump to the V8 Evo engine may not have been tightened to the correct torque specification by the supplier.

If the high-pressure fuel pump is not fastened to the engine correctly, the fuel pump could work loose and suffer internal damage, which in the worst case could lead to a fuel leak. A fuel leak, in the presence of an ignition source, can increase the risk of a fire.

The defect may not be immediately noticeable during normal vehicle operation. In some cases, a fuel smell may be perceived by the driver, or the malfunction indicator lamp (Check Engine Light) may illuminate. However, these signs are not guaranteed. The defect may remain undetected until a fuel leak occurs.

Owners of affected vehicles have been notified in writing. Attached is a sample letter that has been sent directly to owners.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED.

DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

Attached is a Bentley Technical Product Information (TPI) document which details the procedure which must be followed. It is not necessary to contact us for authorization. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty coding and repair times are quoted within the recall TPI document.

Ensure all relevant dealership personnel are aware of this notice so they are able to address customer questions. Contact your ASM if you require additional assistance. Please direct press inquiries to Erin Bronner at erin.bronner@bentley-usa.com.

IMPORTANT SAFETY RECALL

DATE

Name
Address
Address

This notice applies to your vehicle,

Vehicle Identification Number (VIN): <<VIN>>
Model Year/Model: <<MODELYEAR MODEL>>
NHTSA: **25V648**

Dear Name,

RE: **SAFETY RECALL – Loose Screws On High-Pressure Fuel Pumps (RE25/41)**

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 2025-2026 model year Bentley Continental GT/GTC and 2025 Bentley Flying Spur 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 the bolted joint connection securing the high-pressure fuel pump to the V8 Evo engine may not have been tightened to the correct torque specification by the supplier. If the high-pressure fuel pump is not fastened to the engine correctly, component damage may occur, which in the worst case could lead to a fuel leak. A fuel leak, in the presence of an ignition source, increases the risk of a fire.

What will we do? To correct this defect, your authorized retailers will carry out a torque check on the 4x HP pump screws (2x screws per pump, and 2x pumps per engine). If the torque is greater than 18Nm, no further rework is required. This check will take under two hours to perform. However, if the torque of either of the pump screws is less than 18Nm, rework will be required to replace the high-pressure fuel pump and associated parts. This repair will take multiple days to complete and will be carried out free of charge.

IMPORTANT SAFETY RECALL

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 experience a warning light in the driver's instrument panel or notice the smell of fuel around the vehicle. Should any of these occur, please contact your authorized Bentley dealer without delay to have the vehicle inspected/repaired.

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,

Michael Coates
Director, Aftersales

Field campaign

Topic	Loose Screws On High-Pressure Fuel Pumps | Continental GT/GTC/Flying Spur V8 PHEV (RE25/41)
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2079445/1
Campaign number	RD69
Note	
Type	
US code	

Vehicle data

25-26MY V8 PHEV Continental GT/GTC/Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml
re2541vinlist.pdf

RD69

Transaction No.: 2079445/1

Loose Screws On High-Pressure Fuel Pumps | Continental GT/GTC/Flying Spur V8 PHEV (RE25/41)

Release date: Oct 7, 2025

Notes

Repair instructions

Technical background

A torque check is required on the high-pressure fuel pump fixings for both Bank 1 and Bank 2. The fixings must meet a minimum torque value. If the torque is below this value further action is required.

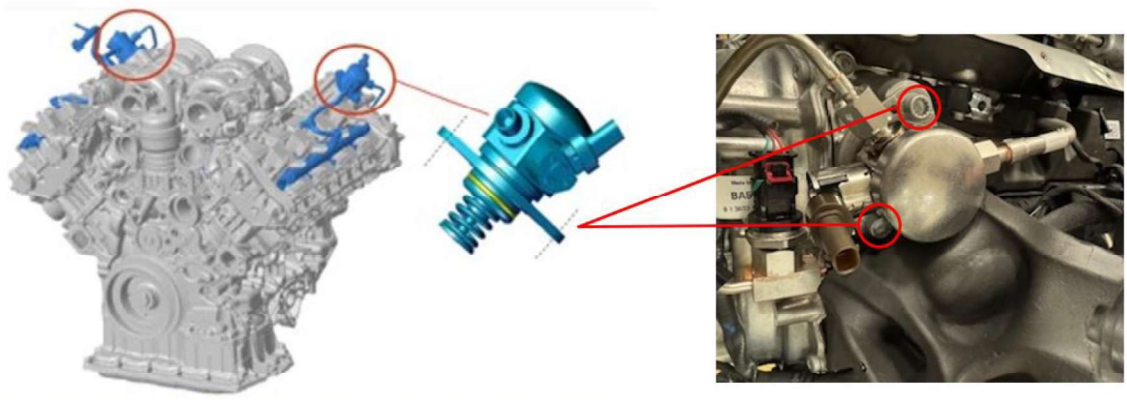


Figure 1 – *High pressure fuel pump location*

Remedy

To verify the torque of the high-pressure fuel pump fixings, access is required to both banks of the engine. This involves removing the plenum cover, support brace, engine partition components, and heat shielding.

Once exposed, a calibrated torque wrench is used to check each fixing.

- If the measured torque is greater than or equal to (≥) 18 Nm, and the pen mark position remains unchanged, the fixing connection is OK.
- If the pen mark has moved position, this means the torque of 18Nm has not been achieved and the fixing connection is Not OK.

If a fixing connection is Not OK, replacement of the pump and fuel lines on the associated bank, and fixing screws is required. Full procedural steps are detailed in the Work section.

Customer notification

Customers of affected vehicles will be notified in writing by their Bentley retailer to arrange an appointment.

Please ensure that all affected vehicles are checked and repaired at the nearest opportunity, make a note of the required action on the workshop order before it is signed by the customer.

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately.

You should also pass on this information to your new and used car sales department so that affected vehicles are checked and repaired immediately.

Warranty

Claim Type: 790 or 710

Service Number: RD69

Damage Code: 00 66

Criteria ID: 01

Labour for Section 1 (Torque Check)

Time for GFF/Guided Functions (Fuel System)

Labour Operation Code – 01 50 00 03

Time – 10 TU

Plenum Cover Remove and Install

Labour Operation Code – 10 83 19 00

Time – 10 TU

Support Brace (under screen) Remove and Install

Labour Operation Code – 50 41 19 01

Time – 210 TU (Continental GT/GTC)

Time – 220 TU (Flying Spur)

Time for GFF/Guided Functions (Refrigerant)

Labour Operation Code – 01 50 00 03

Time – 10 TU

Heat Shield Remove and Install

Labour Operation Code – 24 63 02 99

Time – 20 TU

Torque Check (For all 4 fixing screws)

Labour Operation Code – 24 63 01 89 *(Live on 13.11.2025, use 24 63 01 99 prior to this date)*

Time – 20 TU

Labour for Section 2 (Rework)

Ignition Coils Remove and Install

Labour Operation Code – 28 20 19 00

Time – 80 TU (Continental GT/GTC)

Time – 90 TU (Flying Spur)

High Pressure Fuel Lines Remove and Install x1

Labour Operation Code – 20 44 19 71

Time – 20 TU (Continental GT/GTC)

Time – 30 TU (Flying Spur)

High Pressure Fuel Pump Remove and Install x 1

Labour Operation Code – 24 63 19 21

Time – 60 TU

Low Pressure Fuel Line Remove and Install

Labour Operation Code – 20 28 19 71 *(Live on 23.10.2025, use 20 28 19 99 prior to this date)*

Time – 220 TU

Engine and Gearbox Remove and Install

Labour Operation Code – 10 85 19 00

Time – 1380 TU (Continental GT/GTC)

Time – 1370 TU (Flying Spur)

Vehicle front and Rear Geometry Check

Labour Operation Code – 44 95 03 00

Time – 90 TU

Time for GFF/Guided Functions (Safeguard Systems)

Labour Operation Code – 01 50 00 03

Time – 10 TU

Road Test

Labour Operation Code – 01 21 00 01

Time – 30 TU

If the vehicle geometry requires adjustment, please refer to the applicable adjustment Labour Operation codes to be claimed as required per ElsaPro.

Parts

Parts Required for Section 1 – Required Torque Check

Part Name	Number	Quantity required
Cross Brace fixings	N107 037 01	2
Seal Ring	4E0 260 749 A	1
Seal Ring	3D0 260 749 C	1

Seal Ring	4E0 260 749 C	1
Star lock / Clamping Washer	N90335006	6

Parts Required for Section 2 – Only if rework is Required

Part Name	Number	Quantity required
High Pressure Fuel Pump	0P2 127 026 B	2 / As Required
Socket head bolt	N 910 059 02	4 (2 per pump) / As Required
High Pressure Fuel Line (Cylinder 1-4)	0P2 127 507 G	1 / As Required
High Pressure Fuel Line (Cylinder 5-8)	0P2 127 507 F	1 / As Required
Low Pressure Fuel Supply Line	0P2 127 503 C	1
Catalyst Bracket Fixings	N 106 531 02	2
Cylinder Head Coolant Pipe O-rings	999 707 517 41	3
Turbo Coolant Pipe O-ring	WHT 005 652 A	1
Fixing Kit for Engine & Transmission Assy Refit	3SA198115H	1

For all single use parts as stated in the associated operations instructions in ElsaPro, always refer to ETKA parts catalogue.

Parts supply

NOTICE

Parts required for Section 1 – Refer to ETKA parts catalogue

NOTICE

Parts required for Section 2 – These parts will only be supplied upon receipt of a valid full Technical DISS ticket. Authorisation and part issuance will follow after ticket approval. The VIN & DISS ticket number must be referenced when entering the order into the parts system.

Parts despatch control

NOTICE

Parts for Section 2 will be dispatched after receiving approval through DISS.

Questions and answers

1.What is the specific issue with the affected vehicles?

Bentley has been informed that the bolted joint connection securing the high-pressure fuel pumps to the V8 Evo engine may not have been tightened to the correct torque specification by the supplier.

2.What repercussions does the fault have?

If the high-pressure fuel pump is not fastened to the engine correctly, the pump could become loose and suffer internal damage, which in the worst case could lead to a fuel leak. A fuel leak, in the presence of an ignition source, can increase the risk of a fire. There have been no reports of injuries, fires or fuel leaks relating to this issue on any Bentley vehicles.

3.Which vehicles are affected?

This issue only affects specific 25-26MY Continental GT, Continental GTC and Flying Spur PHEV vehicles fitted with V8 Evo engines (25MY onwards), and identified by the engine supplier as having fuel pump screws not tightened to the correct torque specification. Bentayga models and other engine variants are not affected by this issue.

4.Are all models affected by the fault?

No, this issue only affects a specific number of vehicles where the engines may not have had the high-pressure fuel pump screws correctly tightened. Bentayga models and other engine variants are not affected by this issue.

5.Can customers continue to drive the cars?

Yes, however, we encourage customers to arrange an appointment with their retailer as soon as possible. If a warning light/message appears in the Driver's Instrument Panel, or the smell of fuel is noticed, customers should contact their local retailer immediately.

6.What is the fix?

Bentley authorised retailers will carry out a torque check on the 4x high-pressure fuel pump screws (2x screws per pump, and 2x pumps per engine). If the Torque is equal to or greater than 18Nm, no further rework is required. This torque check will take under three hours to perform. However, if the torque of a screw is less than 18Nm, rework will be required to replace the high-pressure fuel pump and associated parts, this will take approximately Nineteen hours to perform. The rework will of course be carried out free of charge.

7.Do I have to make an appointment?

Yes, that's important. Customers need to contact their retailer immediately.

Repair instructions

Notes

Technical background

A torque check is required on the high-pressure fuel pump fixings for both Bank 1 and Bank 2. The fixings must meet a minimum torque value. If the torque is below this value further action is required.

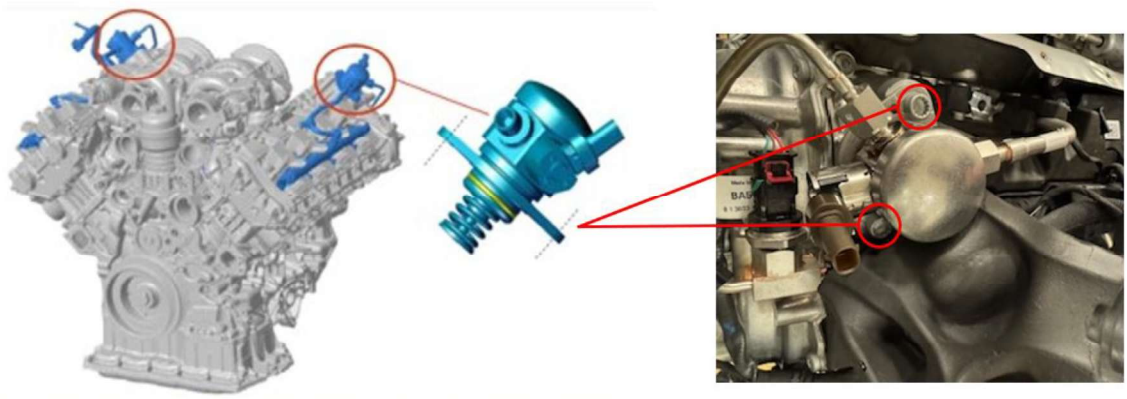


Figure 1 – *High pressure fuel pump location*

Check

If the vehicle is not already listed as repaired in the 'Repair history' section of ElsaPro, check the 'Identification' section of this document. In the event that the campaign has not been applied, please carry out the required work in accordance with these instructions.

Control

If necessary the operative can refer to the attached for further clarification on affected vehicle VIN list for this recall campaign.

Parts

Parts Required for Section 1 – Required Torque Check

Part Name	Number	Quantity required
Cross Brace fixings	N107 037 01	2
Seal Ring	4E0 260 749 A	1
Seal Ring	3D0 260 749 C	1
Seal Ring	4E0 260 749 C	1
Star lock / Clamping Washer	N90335006	6

Parts Required for Section 2 – Only if rework is Required

Part Name	Number	Quantity required
High Pressure Fuel Pump	0P2 127 026 B	2 / As Required
Socket head bolt	N 910 059 02	4 (2 per pump) / As Required
High Pressure Fuel Line (Cylinder 1-4)	0P2 127 507 G	1 / As Required
High Pressure Fuel Line (Cylinder 5-8)	0P2 127 507 F	1 / As Required
Low Pressure Fuel Supply Line	0P2 127 503 C	1
Catalyst Bracket Fixings	N 106 531 02	2
Cylinder Head Coolant Pipe O-rings	999 707 517 41	3
Turbo Coolant Pipe O-ring	WHT 005 652 A	1
Fixing Kit for Engine & Transmission Assy Refit	3SA198115H	1

For all single use parts as stated in the associated operations instructions in ElsaPro, always refer to ETKA parts catalogue.

Tools

- Calibrated Torque Wrench
- Marker or Paint Pen (for marking fixing positions)

Work

DANGER

High voltage can cause fatal injury. Danger of severe or fatal injuries from high-voltage components or high-voltage wiring if they are severely damaged. The high-voltage system must be de-energised by a suitably qualified person. Take all necessary precautions when working on high voltage components. Refer to "Safety precautions when working on high-voltage system" .→ Rep. Gr. 00

DANGER

Fuel is highly flammable and extreme care must be exercised whenever the system is opened (i.e. pipes or unions disconnected, fuel cap removed) or when the fuel system is drained. The following basic rules should apply: – Always ensure adequate ventilation. – Disconnect the 12V battery. – Ensure that adequate firefighting equipment is available in the vicinity of the vehicle. Fuel system - Safety precautions. → Rep. Gr. 20 Fuel system - Rules for cleanliness. Rep. Gr. 20 Before commencing work on and around the engine, ensure that it has cooled sufficiently, failure to do so may cause injury to personnel. Avoid prolonged and repeated contact with oils and fluids etc. Always protect the skin with impervious gloves. Always wear suitable eye protection.

WARNING

Always follow all general safety warnings and repair instructions outlined in ElsaPro before commencing any work on the vehicle. This includes but it is not limited to: Safe handling of pressurised systems, suspension components under load, and electrical isolation procedures. Failure to observe these precautions may result in vehicle damage or personal injury.

NOTICE

Within this procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure. Also ensure all fasteners are torqued to specification.

Torque Check & Rework Advisory – Pre-Work Notice

Before commencing work, please be advised of the following procedure and requirements:

Section 1 – Verification of High-Pressure Fuel Pump Torque Values on bank 1 and bank 2 Check

Four fixing screws must be checked for correct torque.

Acceptable Torque: If each fixing measures 18 Newton-metres (Nm) or greater, no further action is required.

Unacceptable Torque: If any fixing measures less than 18 Nm, rework is mandatory.

Rework Requirements: If rework is required due to insufficient torque, the following components must be replaced in section 2.

Section 2 – Rework Requirements

If rework is required due to insufficient torque, the following components must be replaced on the associated bank where the fixing is Not OK:

High Pressure Pump

High Pressure Fuel Line

High Pressure Pump Fixings (2x per pump)

If one or both High Pressure Pumps require replacement, the **Low-Pressure Fuel Line** must also be replaced.

Access Requirements: To carry out the rework, removal of the engine and gearbox assembly is necessary to gain access to the affected components.

Section 1 – Verification of High-Pressure Fuel Pump Torque Values on bank 1 and bank 2 (OK/NOK Check)

Accessing the High pressure Pump fixings

Fit vehicle protection.

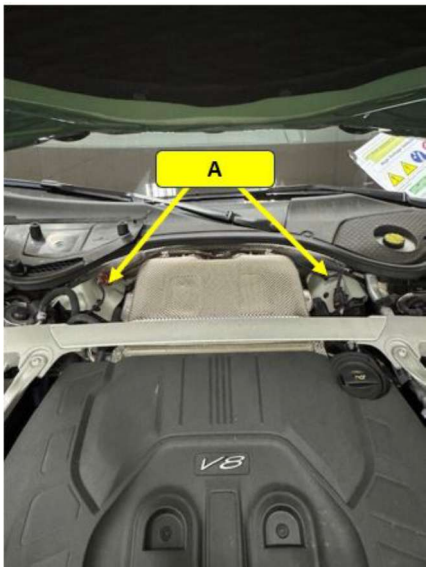
Place the vehicle on a ramp and set to "Jack" mode. Refer to "Raising and supporting the car" . → Booklet 404

NOTICE

Fuel system must be depressurised prior to removing the support brace, as depressurisation cannot be performed once the brace is removed.

Refer to ElsaPro Repair Group 20 'Fuel system - To depressurise'

Open the bonnet



Locate both of the high pressure pumps (point -A- above)

Remove plenum cover.

Refer to ElsaPro Repair Group 87 'Plenum cover – To remove and fit'

Remove the engine partition brace scuttle panel.

Refer to ElsaPro Repair Group 50 "Engine partition brace scuttle panels - To remove and fit"

Remove Engine partition brace.

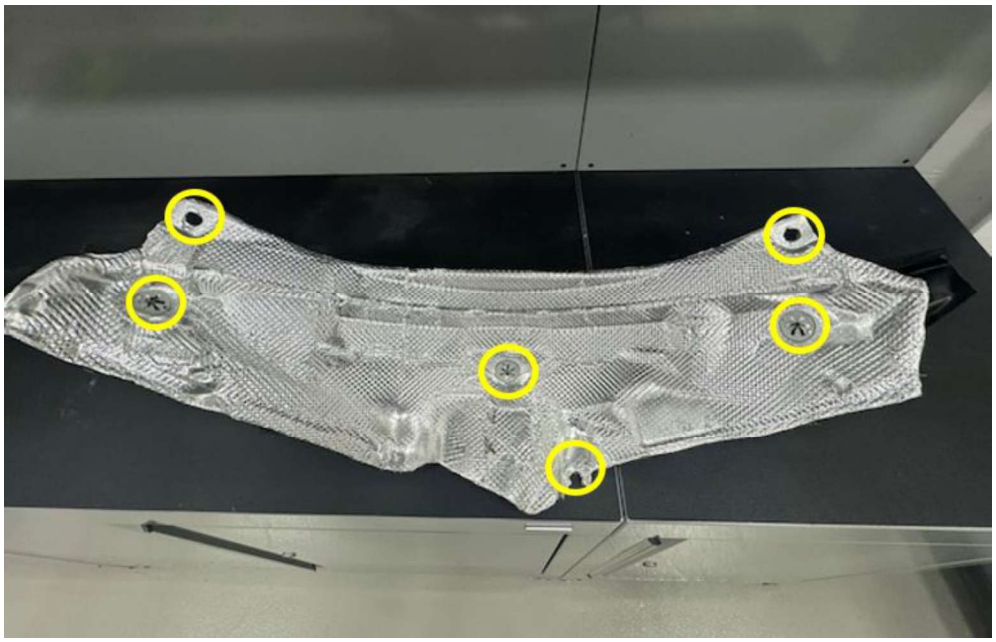
Refer to ElsaPro Repair Group 50 ''Engine partition brace – To remove and fit''

Discharge the refrigeration system.

Refer to ElsaPro Repair Group 87 ‘’Refrigeration system – To discharge and charge’

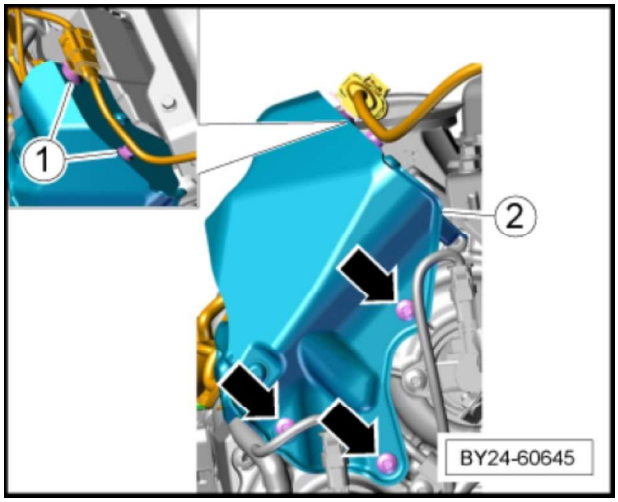
Remove the Internal Heat Exchanger ‘’IHX’’ to bulkhead pipe.

Refer to ElsaPro Repair group 87 ‘Refrigeration pipes and hoses - To remove and fit’



Remove and DISCARD the "starlock" washers -circled- and remove the Heat shield from the engine bay.

Use a long pick to remove the lower washer. A magnet may assist with retrieval.



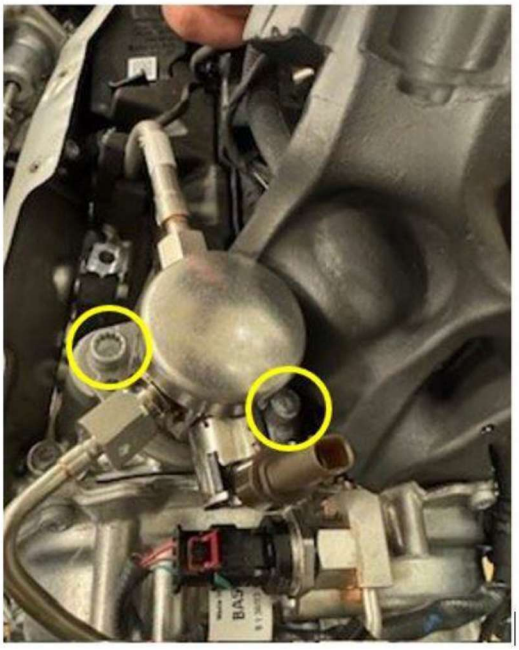
Unclip wiring <1> from the crash protection covers.

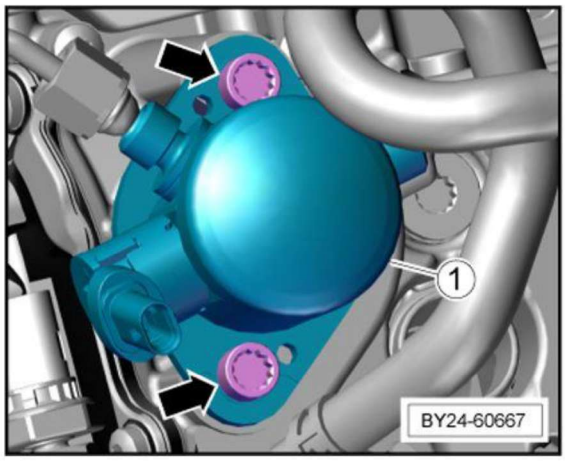
Remove the 3x fixings -arrowed- (8) Nm, then withdraw the crash protection assembly <2> from the engine assembly

Carefully Peel back the sound proofing material to expose the high pressure fuel pump and associated fixings.

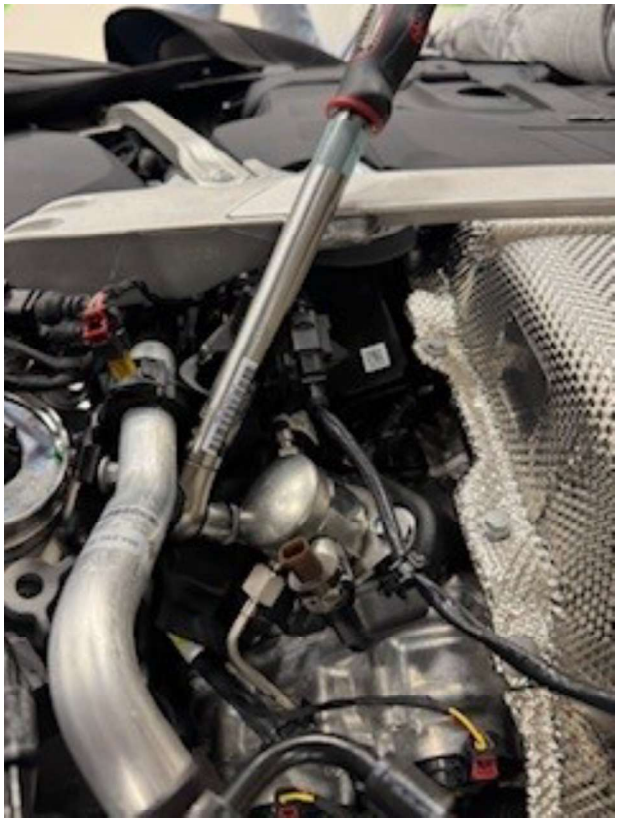
CAUTION

Ensure that care is taken when manoeuvring the soundproofing material, do NOT tear the material, as a replacement will be required.





You will now have access to the required fixings <circled> to perform the below steps. Please refer to the next section for instructions.



Torque Verification check of High pressure Pump fixings

IMPORTANT: Before performing any torque measurement checks, with a paint pen mark the fixing heads and adjacent contact surfaces. This will allow you to visibly notice any movement in the fixings after performing the below torque check.

Using a torque wrench set to 18Nm, measure the existing (continuous) torque on both fixings in each high pressure pump (4x checks required). Please ensure you record your results in the table below.

- If the measured torque is greater than or equal to (≥) 18 Nm, and the pen mark position remains unchanged, the fixing connection is OK.
- If the pen mark has moved position, this means the torque of 18Nm has not been achieved and the fixing connection is Not OK.

Record in the table the torque status of all 4x fixing torque checks (2x each side)

Location	*Status*
Bank 1 Fixing 1	OK/Not OK
Bank 1 Fixing 2	OK/Not OK
Bank 2 Fixing 1	OK/Not OK
Bank 2 Fixing 2	OK/Not OK

If the measurement check is OK, No further Action is necessary.

NOTICE

Raise a Short DISS query and provide photographic evidence of the pen marking with no movement.

Rebuild the vehicle to specification and refer to the Identification section.

In the event of a Not OK measurement check, rework must be carried out. Please refer to Section 2 for further guidance.

NOTICE

Raise a valid full Technical DISS ticket and provide evidence of the pen marking with movement.

Section 2 – Rework Requirements

If rework is required due to insufficient torque, the following components must be replaced on the associated bank where the fixing is Not OK:

High Pressure Pump

High Pressure Fuel Line

High Pressure Pump Fixings (2x per pump)

If one or both High Pressure Pumps require replacement, the **Low-Pressure Fuel Line** must also be replaced.

NOTICE

Low pressure fuel line replacement requires engine and automatic transmission removal for access. Follow all associated operations and warnings.

- Remove the engine and gearbox assembly.

Refer to ElsaPro Repair Group 10 ‘Engine and automatic transmission - To remove and fit’

- Replace the associated Not OK banks high pressure fuel lines.

Refer to ElsaPro repair group 20 "Fuel line (high pressure pump to rail) - To remove and fit".

- Replace the associated Not OK banks high pressure fuel pumps.

Refer to ElsaPro repair group 24 "Fuel line (right high pressure pump to rail) - To remove and fit"

- Replace the Low Pressure fuel line.

Refer to ElsaPro repair group 24 "Fuel line (Low pressure) - To remove and fit"

- Rebuild the vehicle ensuring all fasteners are torqued to specification. Installation of removed parts is the reverse of removal procedure.

- Reset the vehicle geometry.

Refer to ElsaPro Repair Group 10 ‘Wheel geometry – Wheel alignment and ride height’

CAUTION

Once the wheel alignment has been carried out, the following "Bentley Safeguard" systems (where fitted), MUST be recalibrated: – Automatic cruise control – Night vision – Front camera for driver assist systems – Rear radar – Top view / rear view camera (specification dependant) – Matrix headlights (specification dependant) Failure to carry out these adjustments will lead to erratic operation of the driver assist symptoms.

- Road test the vehicle: check for leaks, re-check all fluid levels, and top up as necessary.

- Refer to the Identification section.

Identification

Once the applicable action has been conducted, the operative must submit a warranty claim as this will show the service campaign action as complete within Elsa Pro “Repair history”.

You must also add a yellow paint mark to both crash protection covers as per the image below.

Repair instructions Notes