



BENTLEY

Bentley Bulletin

Aftersales

26-051

April 27, 2026

To: Parts & Service, Sales & Marketing

Subject: RECALL CAMPAIGN – Bentley Bentayga Incorrect Information on Tire Placard (RE26/09)

This letter is to initiate a recall campaign to replace the tire information placard, fitted to the driver side door aperture, on specific Bentayga Speed vehicles manufactured between September 2025 and November 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 identified that the tire information placard fitted to the affected vehicles may indicate a maximum vehicle payload capacity that exceeds the design value. If customers follow the value shown on the placard, they may unknowingly exceed the load carrying capacity of the vehicle, increasing the risk of a crash.

Bentley Motors Limited is not aware of any complaints or accidents relating to this on customer vehicles but is undertaking this action as a precautionary measure

During development of the Bentayga Speed variant, the allowable vehicle payload weight was reduced. The reduced payload weight was not documented properly on the tire information placard, resulting in a non-compliance with FMVSS 110.

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 exactly.

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 code and repair time are quoted within the TPI.

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](mailto:erin.bronner@bentley-usa.com)

Sincerely,

Michael Coates  
Director, Aftersales

# IMPORTANT SAFETY RECALL



BENTLEY

DATE

**Name**

Address

Address

**This notice applies to your vehicle,**

**Vehicle Identification Number (VIN):** <<VIN>>

**Model Year/Model:** <<MODELYEAR MODEL>>

**NHTSA: 26V231**

Dear Name,

**RE: SAFETY RECALL – Incorrect Information on Tire Placard (RE26/09)**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that certain 2026 model year Bentley Bentayga vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 110 "Tire selection and Rims". Our records show that you are the owner of one of these vehicles.

**What is the issue** The tire information placard fitted may indicate a maximum vehicle payload weight that exceeds the design value. This could cause owners to unknowingly exceed the load carrying capacity of the vehicle, increasing the risk of crash.

**What will we do?** To correct this defect, your authorized retailers will replace the incorrect tire information placard with the correct version. This will take approximately 30 minutes to complete and will be completed 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** 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.

BENTLEY MOTORS, INC.

1950 Opportunity Way, Suite 1500, Reston, VA 20190, U.S.A. Tel: + 1 800 777 6923

## IMPORTANT SAFETY RECALL



BENTLEY

**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,

*M. Coates*

Michael Coates  
Director, Aftersales

## Field campaign

<b>Topic</b>	Tire Label Replacement   Bentayga Speed   26MY (RE26/09)
<b>Market area</b>	United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2081586/1
<b>Campaign number</b>	RD88
<b>Note</b>	
<b>Type</b>	
<b>US code</b>	

## Vehicle data

### Bentayga Speed

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2026	E		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">re2609vinlist.pdf</a>

## Notes



### Technical background

A small number of vehicles were equipped with tire information placards that state an incorrect payload weight.

Replacement labels require fitting to affected vehicles.

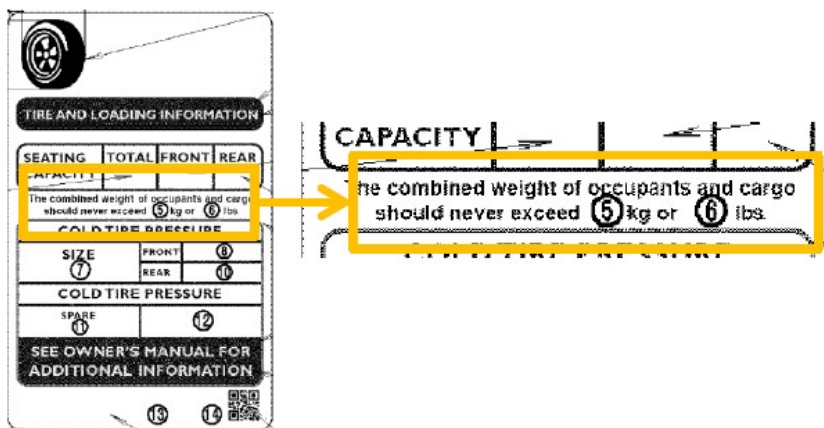


Figure 1. Tire Label Example

### Remedy

Label replacement must be conducted on all affected vehicles.

DO NOT remove the old label until the new label is available to be fitted

### 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 accounting instructions

Warranty type: 710 or 790

Damage service number: RD88

Damage code: 00 99

## Labour

Labour operation code: 44 05 41 00 (*Live on 30.04.2026, use 44 05 41 99 prior to this date*)

Time: 10 TU

Criteria: 01

## Genuine parts

36B.010.000.QT

36B.010.000.RJ

36B.010.000.RH

36B.010.000.QS

36B.010.000.QR

36B.010.000.RG

36B.010.000.RN

36B.010.000.RL



### NOTICE

**1 label is required per vehicle. Refer to the document attached which outlines the correct part number(s) assigned to each VIN – ensure the appropriate part is used for each vehicle.**

## Parts supply

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

## Parts despatch control

Not applicable

## Questions and answers

### Fault

#### **What is the specific issue with the affected vehicles?**

Following an internal review, it was discovered that the maximum permitted vehicle payload weight indicated on the tire information placard fitted to Bentayga Speed vehicles is incorrect.

#### **What repercussions does the fault have?**

The tire information placard fitted to the affected vehicles shows the incorrect maximum permitted vehicle payload weight. As a result, if customers follow the value shown on the placard they may unknowingly exceed the load carrying capacity of the vehicle, increasing the risk of an accident. We have not been notified that this has happened with any vehicles or subsequent repercussions.

#### **Are any other Bentley models affected?**

No, this only affects Bentayga Speed vehicles built between 26th September 2025 to 17th November 2025. The affected vehicles have been identified using manufacturing records.

**Is this all new Bentayga vehicles produced so far?**

No. This affects 174 Bentayga Speed vehicles built between 26th September 2025 to 17th November 2025, the rest are unaffected.

**Is this connected to any other recall?**

No.

**Have you seen any reports on Bentley vehicles? Did it result in an accident/injury?**

We are not aware of any reported complaints or accidents relating to this on customer vehicles.

**What is the fix?**

Bentley authorised retailers will remove the incorrect tire information placard and replace it with an updated version.

**Can customers continue to drive the cars?**

Yes, however, we encourage customers to arrange an appointment with their retailer as soon as possible.

**Do I have to make an appointment?**

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

**Vehicles affected**

**Which vehicles and how many are affected?**

174 Bentayga Speed vehicles built between 26th September 2025 to 17th November 2025.

**What about cars built since that date?**

Cars not included in the recall campaign have been fitted with tire information placards showing the correct vehicle payload information and are not affected.

**Processes**

**Is this a global recall?**

No. This affects 174 vehicles in the United States of America and Canada only.

**Investigation**

### Why did you not take action sooner?

Once we identified the error, we immediately investigated the impact on the Bentley, identified the affected vehicles, prepared our own retailer network and then informed authorities as soon as possible.

### Why did you continue to sell cars even after you were notified of the problem?

When Bentley identified the error, we located and corrected any affected vehicles that were within the factory. The remaining vehicles had already been released from the factory.

### Financial

#### How much will it cost to make the change?

There will be no charge to customers.

#### How much will it cost the business?

We would not disclose this type of information.

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## Repair instructions

▲ Notes

### Technical background

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Replacement labels require fitting to affected vehicles.

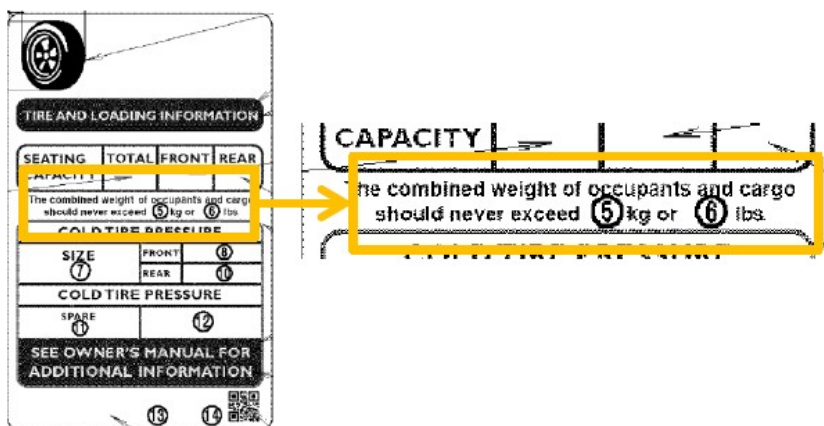


Figure 1. Tire Label Example

### Check

If the vehicle is not already listed as repaired in 'Repair history' (in Elsa Pro) Check the part number of the tyre pressure label

In the event that the campaign has not been applied (Not listed in Elsa pro and the correct label is not fitted), please carry out the required work in accordance with these instructions.

## Genuine parts

36B.010.000.QT

36B.010.000.RJ

36B.010.000.RH

36B.010.000.QS

36B.010.000.QR

36B.010.000.RG

36B.010.000.RN

36B.010.000.RL



### NOTICE

1 label is required per vehicle. Refer to the document attached which outlines the correct part number(s) assigned to each VIN – ensure the appropriate part is used for each vehicle.

## Work

### Label Removal & Installation



### NOTICE

Removal of the old label requires the use of a suitable heat gun and a thin plastic spatula.

1. Using the heat gun and plastic wedge, slowly remove the original label.



**Do not apply the heat gun directly onto the painted surface.**

**A metal scraper or screwdriver is not permitted as damage to the painted surface may occur.**

2. Using a proprietary solvent and a lint free cloth, remove the left over adhesive from the body until completely clean.

3. Before fitment of the new label commences ensure the painted surface is completely dry.



**CARE POINT: The adhesive on the label is extremely strong and cannot be reapplied once stuck to the surface.**

4. Applying sufficient pressure, fit the new label in the same location as the previously removed label.

## Identification

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

The presence of an updated tyre information label, stating correct payload weight.

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 [Repair instructions](#)  [Notes](#)