

SUGGESTED DEALER TO CUSTOMER STANDARD LETTER

Dear

**RE: EMISSIONS SERVICE ACTION – IGNITION COILS**

As a valued customer of our Company, I am sure that you appreciate our commitment to provide the finest quality aftersales support.

Accordingly, I wish to advise you on behalf of Bentley Motors Inc. ("the Company") that there is an emissions service action applicable to your Bentley [state model] bearing Vehicle Identification Number [state VIN].

The vehicles affected may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to inform the driver that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause the vehicle to exceed emission standards. The potential for this to occur can be removed by replacing them with ones which are to the latest design.

The Company has provided us with the technical instructions and parts to correct this condition which can be rectified quickly. My Service Manager [name] will contact you to arrange an appointment to effect a repair, at minimum inconvenience to yourself, as soon as possible. If you wish to respond directly, [he/she] can be reached on [telephone number].

Thank you for your continued support of our cars. If you have any questions or require further assistance, please do not hesitate to contact either myself or any of my colleagues.

Yours sincerely



***\* FOR DEALER USE ONLY – NOT TO BE HANDED TO CUSTOMERS \****

***Potential Frequently Asked Questions & Answers from Customer to Dealer  
for Emissions Service Action Campaign – SC09/06***

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to your ASM or TSC.

**■ What is the problem and what can happen?**

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let the customer know that the vehicle may experience some deterioration in performance. Customers should refer to the vehicle owner's manual for additional information when the MIL comes on, and if necessary, should take the vehicle to the nearest authorised Bentley dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California/Provincial emissions standards.

**■ Can I drive the vehicle until it is repaired?**

Yes, as long as the vehicle is not experiencing an ignition coil malfunction. If at *any time* your vehicle should experience an ignition coil malfunction, an authorised Bentley dealer will diagnose and repair the vehicle for this condition at no cost to you.

**■ What exactly will be repaired on the vehicle?**

Dealers will inspect and, if necessary, replace the 12 ignition coils. This work will be performed free of charge.

**■ When will parts be available?**

They are available and we have received them into our stock.

**■ When will this repair be available?**

We are able to start immediately.

**■ Will I be notified by Bentley Motors?**

As this is a service campaign, Bentley Motors will not be writing to owners directly. They have instructed their dealers to contact owners using the most appropriate communication mechanism.

**■ I have a later car – is this affected?**

Only those cars within the VIN range require this service action. All cars after VIN 43586 were fitted with the latest generation ignition coils in manufacturing.



■ **How long does the repair take?**

Dealers should be careful when answering this question. Whilst the actual workshop time is 1.1 hours, you should increase this to reflect your workshop capacity and scheduling constraints.

■ **Are you offering me a loan vehicle under this action?**

This is at dealer discretion. Bentley Motors will not be supporting loan vehicles.

■ **I have already paid out-of-pocket to have ignition coil(s) replaced on their vehicle. Can I be reimbursed for this expense?**

Dealers should be careful when answering this question. Such requests will be considered on a case-by-case basis. The dealer should contact our Warranty Department by email.

■ **I heard about this from a friend. I believe my car is affected, but I did not get a dealer letter. Should I have been notified?**

If they are not affected, they will not be notified. Only those cars within the VIN range require this service action. All cars after VIN 43586 were fitted with the latest generation ignition coils in manufacturing.

■ **I already had the previous PDC interference service action campaign (SC07/04) relating to ignition coils performed on my vehicle. Do I still need to have it inspected under this new action?**

Yes. The ignition coils used in SC07/04 require to be checked and /or changed.