

Reporting obligation

Topic	Airbag, fire, accident (safety-related enquiry - reporting forms)
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075786/1
Level	EH
Status	Released for publishing
Type	Reporting obligation pre repair
Release date	May 28, 2025

Customer codes

ID	Component group	Damage group	Broad code	General code	Detail code
01	Engine	*	*	*	*
02	Transmission	*	*	*	*
03	Chassis	*	*	*	*
04	Body	*	*	*	*
05	Heating, Ventilation and Air Conditioning	*	*	*	*
06	Electrical System	*	*	*	*

New customer code

Object of complaint	Complaint type	Position
entire vehicle		

Vehicle data

All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2004	E		*	*	*
*	2005	E		*	*	*
*	2006	E		*	*	*
*	2007	E		*	*	*
*	2008	E		*	*	*
*	2009	E		*	*	*
*	2010	E		*	*	*
*	2011	E		*	*	*
*	2012	E		*	*	*
*	2013	E		*	*	*
*	2014	E		*	*	*
*	2015	E		*	*	*
*	2016	E		*	*	*
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*
*	2025	E		*	*	*

Documents

Document name
master.xml

Condition

NOTICE

When submitting a Safety Relevant DISS ticket, ensure that the relevant report form is completed fully (airbag, fire, accident).

There is a reporting obligation in the following cases:

- Airbag/belt released/not released
- General accident
- Fire and scorching damage

for all Bentley Vehicle models - every model year.

Technical Background

As the manufacturer Bentley is obliged to monitor the vehicle and parts in the market, so that safety risks can be discovered at an early stage. Please report the following accidents/incidents:

- Accidents with personal injury or material damage and the customer or owner wants to sue the manufacturer
- Accident damage for which the customer/owner doesn't want to sue, but threatens to get in touch with the media. The report enables the company to investigate the accident and to prepare for a publication.
- Accidents and near misses where you as workshop personnel feel that the system may have a complaint.
- Abnormal damage on vehicles with increased safety risk in traffic or in an accident.
- Vehicle fire damage both with open flames and smouldering or scorching fires. Do not make an examination so that the experts of the manufacturer can make an unbiased analysis.
- Every form of airbag/belt tensioner release or failed release, which the customer regards as faulty or for which compensation is claimed.

The report must be sent to the product safety coordinator before repair.

- The report must be in English. All relevant documents must be translated.
- For the initial information/reporting obligation enquiry in DISS, please use the safety-related enquiry
- Sending the complete data shortens the processing period.
- Bentley passenger cars go directly to the product safety co-ordinator of the Importer (or the manufacturer, if there is no importer structure)

In addition to the customer complaint and the information on demands against the manufacturer, please send us your first damage assessment.

The safety-related enquiry must only be sent to the product safety coordinator after completing the respective reporting sheet.

- The enquiry of the reporting sheet in DISS takes place automatically after completing the basic screen
- The safety-related enquiry is only sent after completing all data fields marked with (*) possible
- A successfully sent enquiry is shown and cannot be changed any more

For your enquiry use the online functions for attachments and diagnosis protocols for a precise description of the complaint.

When documenting the damage include photos of the overall view of the damage and additional close-ups of the damaged or failed component.

Data protection:

When taking photos or videos make sure that persons and data of persons, e.g. vehicle registration, vehicle identification number or invoice data are avoided.

It is important to provide a detailed accident description and a signed customer statement.



If DISS is not available, please contact the product safety co-ordinator of the Importer (or manufacturer, if there is no importer structure) by email to obtain the relevant report form.

Please also add a diagnosis log and photos. Please include the vehicle identification number and if available complaint ID (for the complaint) as well as dealer number with region/importer number for a correct allocation of the data/photos.

Note for the importers:

If necessary, please translate important information into English and send it to the product safety coordinator of the manufacturer.

Bentley Passenger Cars:

E-mail: Brian.Reddington@Bentley.co.uk

Phone: +44 7739 923472

If Mr Reddington is away:

E-mail: Ewan.Cameron@Bentley.co.uk

Phone: +44 7507 148959

This reporting form can only be used if the DISS system does not work.



If there is no feedback within 2 working days (Monday to Friday) via DISS with processing number for your enquiry, you can proceed with the repair in the normal way.

So that the damage can be established precisely as part of the product monitoring obligation, every case is investigated individually by a team. As a result, damaged parts may be needed for laboratory tests.

For legal reasons, customer consent must be sought for the request and analysis of damaged parts or for local investigations. A copy of the customer consent must be kept in your file.

Parts despatch from retailer to manufacturer.

Please make sure to mark requested parts and package clearly as special investigation parts.

The request and dispatch of parts must be organised in conjunction with the product safety coordinator of the importer/manufacturer.

Send the requested damaged part(s) straight away via courier to the Aftersales Global Parts Warehouse, Crewe, via the normal warranty parts return process.



When sending parts please state the names of the product safety co-ordinator of the manufacturer and a copy of the DISS report with vehicle identification number. If there are problems, contact the manufacturer by email:

Brian.Reddington@Bentley.co.uk

Loan vehicle

In some cases a loan vehicle can be given to the customer at workshop terms and conditions.

If there are problems with the processing of the loan vehicle costs, contact the product safety coordinator of the importer.

This reporting obligation applies until further notice

Production Solution

Service