

10V-411

**BENTLEY BULLETIN #**

**10-104**



**BENTLEY**

**To:** Parts & Service

**From:** After Sales

**Subject:** Recall Campaign - Flying 'B' Mascot Does Not Retract - RE10/04

September 23, 2010

This letter is to initiate a recall campaign to replace the flying 'B' mascot on certain Arnage T, Arnage R, Arnage RL, Arnage Final Series, Brooklands and Azure models produced between October 2006 and March 2009.

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.

On the vehicles affected there is the potential for the retractable 'B' mechanism to become corroded. In extreme cases, this may lead to flying 'B' mascot not retracting when struck. Such a defect may result in additional injury in the event of a pedestrian impact; however this condition has not been witnessed by or reported to Bentley Motors Limited, neither is Bentley otherwise aware of any accidents or injuries related to this matter.

The original retractable flying 'B' mechanism must be replaced by one which is to a later design with increased corrosion resistance.

You may have vehicles affected in stock or in the hands of owners. A complete list of those cars, which we believe are your responsibility based upon stock and service records, is attached. Please verify this list as a first step and inform the writer of any changes.

Owners of affected cars will be notified in writing on or about 27<sup>th</sup> September (please see attached draft customer letter).

Attached is a Bentley Bulletin (10-01-67-01), which details the procedure which must be followed exactly.

It is not necessary to contact us for authorisation. 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 Bulletin.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours sincerely,

Stephen Worrall  
Head of Aftersales