



September 28, 2010



**RE: RECALL CAMPAIGN – FLYING 'B' MASCOT DOES NOT RETRACT**

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 Bentley Arnage, Bentley Azure and Bentley Brooklands vehicles. Our records show that your vehicle is one of the vehicles affected by this action and is identified by the following vehicle identification number:

On 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.

Please telephone your Bentley dealer and arrange for a service appointment so that the condition may be corrected as soon as possible.

Your Bentley dealer will carry out the necessary repair, which will involve replacing the original retractable flying 'B' mechanism with one which is to a later design with increased corrosion resistance. This repair is expected to take no more than 1.0 hour and will of course be performed at no charge. Your dealer has all necessary parts and instructions to perform the service to your satisfaction.

In the event your 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 telephone the Agency at 1-888 327 4236; (TTY: 1-800-424-9153); or go to [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We would like you to know that we sincerely appreciate your continued support of our cars. We do apologize for the fact that we have to ask you to allow us to recall your car for this modification. If you have any questions, require any assistance, or require us to address any concerns that you may have, please telephone our dedicated Customer Service team at 1 800-777-6923.

If you have already incurred "out of pocket" expenses relating to the replacement of the retractable flying 'B' mechanism on the above listed vehicle, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

**Lessors, please note that Federal regulation requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.**

Yours Sincerely,

Stephen Worrall  
Head of Aftersales