

Part 573 Safety Recall Report

23V-592

Manufacturer Name : Bentley Motors, Inc.

Submission Date : AUG 23, 2023

NHTSA Recall No. : 23V-592

Manufacturer Recall No. : RE23/19



Manufacturer Information :

Manufacturer Name : Bentley Motors, Inc.

Address : 2200 Ferdinand Porsche Drive

Herndon VA 20171

Company phone : 1-800-777-6923

Population :

Number of potentially involved : 3,527

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2017-2023 Bentley Bentayga

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : The recall population was determined based on the start of production until the entry into production of an improved fuel supply module with increased wire diameters and connector sizes. There are 1297 2017MY, 1462 2018MY, 158 2020MY, 242 2021MY, 263 2022MY and 105 2023MY vehicles

Production Dates : MAR 21, 2016 - JUN 08, 2023

VIN Range 1 : Begin : SJAAC2ZV5HC011769 **End :** SJAAR2ZVXPC021999 Not sequential

Description of Defect :

Description of the Defect : In certain conditions, the electrical connectors on the fuel supply module, located in the fuel tank, can overheat and melt the flange material. Melting of the Fuel Supply Module flange material could result in a small fuel leak towards the top of the fuel tank.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A fuel leak, in the presence of an ignition source, can increase the risk of a fire. Bentley Motors is not aware of any injuries or fires reported as a consequence of this issue but is undertaking this action as a precautionary measure.

Description of the Cause : In certain conditions, the Fuel Pump Control Modules are demanding current draw beyond the design capacity of the cabling and connectors of the Fuel Supply Module. If this occurs for long periods, thermal degradation of the flange material occurs

Identification of Any Warning : On affected vehicles, customers may experience a warning light in the driver's instrument panel or notice the smell of fuel around the vehicle (e.g. after filling

that can Occur : the fuel tank with petrol).

Involved Components :

Component Name 1 : Fuel supply module

Component Description : Fuel supply module, located in the fuel tank.

Component Part Number : 36A 201 021 S

Supplier Identification :

Component Manufacturer

Name : Bentley Motors Ltd.

Address : Pyms Lane

Crewe Foreign States CW1 3PL

Country : United Kingdom

Chronology :

Mar 2021 – Bentley noted an increase in reports of field complaints related to fuel odour. Investigation began into an improved fuel supply module.

Mar 2021 to Jun 2022 – Detailed investigation of field cases. Testing carried out to help identify root cause and possible contributory factors.

July 2022 – Issue reported to Bentley Product Safety Committee. Further investigation of the root cause was requested.

July 2022 to Aug 2023 – Investigation into root cause. Further parts requested from other affected vehicles in order to assess and understand failure mode/cause. Over the following months, analysis of the returned components and the data from the fuel pump control modules was reviewed with the Engineering Department, to identify the potential reasons of the high current being experienced in the fuel supply module connectors. Indications from the data suggested that the current draw under most normal operating conditions was within the current handling capacity of the components. Under specific and exceptional circumstances, where suspect fuel quality in combination with high ambient weather temperatures, could potentially lead to the fuel pump rotors (of which there are two in the fuel pump) becoming blocked. Software in the fuel pump control module would detect blocked pump rotors and attempt to shake the blocked rotors loose again. This leads to a high current flow beyond the design specification of the cable and connectors in the fuel supply module.

Aug 16th 2023 – The Bentley Product Safety Committee decides to conduct a safety recall campaign as a precautionary measure.

Description of Remedy :

Description of Remedy Program : Bentley authorized retailers will rework the existing Fuel Supply Module and replace the flange and wiring with that of an improved design. The rectification will take approximately four hours to complete and will be carried out free of charge. Bentley will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The rework kits have an improved flange design that utilizes wiring and connectors of an increased size.

Identify How/When Recall Condition was Corrected in Production : In June 2023, the design of the Bentayga W12 Fuel Supply Module has been improved to include increased wire diameters and connector sizes.

Recall Schedule :

Description of Recall Schedule : Dealer anticipated 09/25/2023 Customer anticipated 09/29/2023

Planned Dealer Notification Date : SEP 25, 2023 - SEP 25, 2023

Planned Owner Notification Date : SEP 29, 2023 - SEP 29, 2023

* NR - Not Reported