Part 573 Safety Recall Report 23V-386

Manufacturer Name : Bentley Motors, Inc.
Submission Date : MAY 31, 2023
NHTSA Recall No. : 23V-386
Manufacturer Recall No. : NR

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 : 1,008
Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2022-2023 Bentley Bentayga
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS
Descriptive Information : Affected cars are all Bentayga 5-seat vehicles from the last VIN covered by Recall RE22/10 (22V257) up to the robust manufacturing resolution.
Products not included in the recall are
a) Vehicles built after the robust manufacturing resolution
b) Bentayga 5-seat vehicles prior to 21MY due to different locking mechanism on the 2nd row seats
c) Bentayga 7-seat vehicles have a different locking mechanism on the 2nd row seats.
There are 1008 2022 model year Bentayga vehicles affected.

Production Dates : FEB 20, 2022 - NOV 07, 2022
VIN Range 1 : Begin : SJAAM2ZV9NC011489 End : SJAHT2ZV7PC018185 ☑ Not sequential

Description of Defect :

Description of the Defect : The second row seats may not be installed correctly aligned and locked on all seat rails.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : It is possible that if one of the seat rails is not correctly locked, it could move in the event of a crash, compromising occupant safety.
Description of the Cause : Production was unaware of published supplier assembly and installation instructions. Seat rails were moved in Production (to aid tooling access) without knowledge of the potential implications / consequences.

Identification of Any Warning that can Occur :	If one seat rail is incorrectly locked, it could be detected by some small movement of the 2nd row seat(s)

Involved Components :

Component Name 1 :	Rear seats (5-seat, 2nd row only)
Component Description :	5-seat 2nd row (right 40%) 5-seat 2nd row (left 60%)
Component Part Number :	4M4.883.108.A (40%) 4M4.883.107.A (60%)

Supplier Identification :

Component Manufacturer

Name :	ADIENT POLAND SP Z OO
Address :	UI. Zachodnia 78 Swiebodzin Foreign States 66-200
Country :	Poland

Chronology :

Jan 2022 - Issue raised after being discovered during sled testing for a new project. Analysis initiated to establish the cause (2nd row seats from project also used in Series vehicles).
Feb 2022 - Analysis completed, cause understood. Issue resolved in Production. Technical solution for field vehicles confirmed.
10th Mar 2022 - Pre-PSC.
16th Mar 2022 - PSC decision to recall potentially affected customer vehicles.
16th May 2023 - PSC informed that a number of vehicles have not been remedied correctly in the factory. The cause was investigated further and the potential risk to customers clarified.
24th May 2023 - PSC decision to extend the recall to include additional potentially affected customer vehicles.
Bentley is not aware of any claims, accidents or injuries as a consequence of this issue.

Description of Remedy :

Description of Remedy Program :	Bentley authorized retailers will check and re-set the relative 2nd row seat rail positions to ensure proper engagement of the seat rail runners. This will take under one hour to complete. There is no plan for reimbursement as all affected vehicles are under warranty.
How Remedy Component Differs from Recalled Component :	The reason for recalling affected vehicles relates to a build process concern and not a fault with parts. As such, it is not anticipated that any parts will need replacing.
Identify How/When Recall Condition was Corrected in Production :	Aug 2022 - A process improvement was introduced that includes a clamp to prevent movement of seat/rail once the rails are confirmed as correctly aligned. The clamp is fitted, using DC tooling, as soon as the seat rails have been correctly aligned in Seat Build. The clamp is not removed until the seat assembly has been fixed into the vehicle. DC tooling is used to removed the clamp to improve control of the process in Vehicle Build.

Recall Schedule :

Description of Recall Schedule :	Dealer anticipated 06/19/2023 Customer anticipated 06/26/2022
Planned Dealer Notification Date :	JUN 19, 2023 - JUN 19, 2023
Planned Owner Notification Date :	JUN 26, 2023 - JUN 26, 2023

* NR - Not Reported